



Pacific Link
HOUSING

Pacific Link Post



Your tenant newsletter



Winter 2026 Issue

- Tenant Survey Coming in July
- Tech Connect Program
- Health and Wellbeing Program
- Protect Yourself from Scams
- New Community Wellbeing Support Program
- Learning from Community Partners
- 'All In' for National Reconciliation Week
- Share Your Favourite Recipe
- Learner Driver Program
- Education Support Program
- Reporting Repairs and Maintenance

Message from Our CEO

In this issue, we've shared a story about a recent visit from **The Glen**, who joined our team meeting to speak about culture, inclusion and community connection. Conversations like these are an important reminder of how listening and understanding can help us better support all tenants in respectful and practical ways.

National Reconciliation Week, held from 27 May to 3 June, is also a chance to reflect on how we can all build culturally respectful relationships. This year's theme, All In, encourages everyone to stay involved and take part in reconciliation in everyday ways. Many organisations across Australia will be hosting events, and I encourage you to look out for what's happening in your local area.

We are also pleased to share details about a new **Community Wellbeing Support Program**, delivered in partnership with Volunteering Central Coast. The program is designed to help tenants feel more connected and supported through practical wellbeing assistance and community connection.

A reminder that our **Tenant Survey** will be sent out in July. The survey gives you an opportunity to share feedback about your home and our services, and I encourage everyone to take part. Hearing directly from tenants helps us continue improving what we do.

Ian Lynch - CEO

Tenant Survey Coming in July

Our next Tenant Survey will be sent out in July, and we encourage all tenants to take part!



Every two years, we run this survey to understand how we are supporting tenants and how we compare with other community housing providers across Australia. It's an important way for us to hear directly from you.

The survey is run by CHIA NSW (Community Housing Industry Association NSW), an independent organisation. They collect and combine all responses before sharing the results with us, so individual feedback is not identified.

Your feedback helps us understand what's working well and where we can improve. It plays an important role in shaping our services and future planning.



Keep an eye out for your survey! You'll receive it by letter, email or SMS with details on how to take part.



PLH Program



PLH's Tech Connect Loan Program

Need a new laptop, tablet or smartphone? Our Tech Connect Program helps eligible tenants access updated technology for study, work and everyday life. Devices can help tenants stay connected, access online services, attend study or training, and keep in touch with family and support networks.

Tenants can apply for an interest-free loan for a device valued up to \$1,000, with PLH also providing a \$250 subsidy to reduce the amount you repay. Repayments are made through small regular deductions, helping make the program simple and manageable.

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.



PLH's Health and Wellbeing Program

Have you been thinking about trying something new or getting back into an activity you enjoy? Our Health and Wellbeing Program can help eligible tenants take part in sports, creative activities or community groups by providing up to \$250 towards fees, equipment or related costs.

The program is open to tenants of all ages and can support activities like swimming, yoga, art classes, football, dance, fitness programs and more! It's all about helping tenants stay active, connected and involved in the community.



PLH Program



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



Protect Yourself from Scams

Scams can happen to anyone, and many are becoming harder to spot. Staying alert to suspicious phone calls, emails, text messages and online activity can help protect your money and personal information.

Scamwatch, run by the National Anti-Scam Centre, provides helpful information on how to recognise, avoid and report scams. It also explains what to do if you think you've been targeted. Common scams to watch out for:

- **Text Message Scams:** Fake parcel delivery or banking messages asking you to click a link or make a payment.
- **Relationship Scams:** Scammers build trust online before asking for money or personal information.
- **Investment Scams:** Offers promising quick profits or guaranteed returns.
- **Buying and Selling Scams:** Fake sellers or buyers on online marketplaces and social media.
- **Phishing Scams:** Emails, calls or messages pretending to be from trusted organisations to steal your passwords or banking details.

**Report scams
and help to
prevent fraud**

You can report any suspicious activities or contacts to Scamwatch. Your reports help the National Anti-Scam Centre make Australia a tougher target for scammers and safeguard others from falling victim. Learn more and stay informed at www.scamwatch.gov.au

Essential tips to avoid scams:



STOP – Don't give money or personal information to anyone if unsure.

Scammers create pressure and urgency to get you to act quickly. They may pretend to be from organisations you know and trust, like Services Australia, your bank, police or delivery companies. AI technology is also making scam calls, messages and emails look more convincing.



CHECK – Ask yourself could the message or call be fake?

Do not click links in unexpected messages. Contact businesses or government services using phone numbers or websites you find yourself. If you are unsure, stop and check with someone you trust.



PROTECT – Act quickly if something feels wrong.

Contact your bank immediately if you think you've shared personal or financial information with a scammer.

New Community Wellbeing Support Program

We're pleased to be supporting a new Community Wellbeing Support Program in partnership with Volunteering Central Coast.

The program connects eligible tenants with trained community volunteers who can provide gentle support and help people feel more connected and confident. Support might include:

- Finding local health or wellbeing services
- Getting involved in community activities
- Building routines and confidence
- Getting basic help with phones and devices

The program is currently only available on the Central Coast. If you live in another region and would like support, please contact Adelle from our team and we can help connect you with a local service.



To find out more, contact Adelle from PLH on 4324 7617 or at programs@pacificlink.org.au





Learning from Community Partners

We recently welcomed **The Glen Drug and Alcohol Rehabilitation Centre** to one of our team meetings. They spoke with us about culture, inclusion and how we can better support tenants from different backgrounds.

They also shared personal stories and experiences, helping our team better understand some of the challenges people face. It was a chance to reflect on how we communicate, listen and support tenants day to day.

We're grateful for our ongoing connection with The Glen and The Glen for Women. Some tenants may remember The Glen performing at our 40 Year Celebration in Gosford, which was a real highlight. Through this partnership, some tenants have also been supported into stable housing, including Tony.

Tony came to PLH after completing a program with The Glen. Since then, he has made some positive changes in his life. With support, he is now four years sober and says things feel much more settled day to day.

Having a stable home has helped Tony focus on his health and routine. He has quit smoking, keeps active and regularly attends AA meetings at The Glen and in the local community. He also ran the Sunday AA meetings for a while.

We've also been able to support Tony through our Tech Connect Program, where he received a laptop and phone, along with a gym membership through our Health and Wellbeing Program. Tony continues building a positive and stable life and keeps in touch with The Glen along the way!



'All In' for National Reconciliation Week

National Reconciliation Week (NRW) is held each year from 27 May to 3 June. It's a time to learn more about our shared histories, cultures and communities, and to reflect on how we can contribute to reconciliation in everyday ways.

The **2026 theme is All In**, encouraging everyone to stay involved and help build respectful relationships and stronger communities.

Some PLH team members will be joining Coast Shelter's walk and community event in Gosford on 28 May. The event is open to everyone and community members are welcome to attend. Visit Coast Shelter's website for event details.

You can also find NRW events happening across Australia and in your area at www.reconciliation.org.au/calendar

Share Your Favourite Recipe!

This year, we're creating something a little different for our end-of-year tenant gift, a special **PLH Community Cookbook** filled with recipes shared by tenants.

Food has a wonderful way of bringing people together and every recipe has a story behind it. It might be a family favourite, a meal passed down through generations, a budget-friendly dinner, or something you love making for family and friends.

Over the years, tenants have shared some amazing cooking and baking with us, from homemade spring rolls to fresh scones and sweet treats. This is a chance to share those favourites with the wider PLH community.

We can't wait to see the recipes, stories and traditions that make our community special!



If you're interested, email programs@pacificlink.org.au by **1 Oct 2026** for a chance to be included. Please send:

- Your name and a description of the recipe
- A few sentences about why it's special to you



PLH Program



Visit www.pacificlink.org.au/learner-driver for more information or call us on 4324 7617 if you need help applying online.



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 a package of free lessons from a professional driving instructor.

The program focuses on teaching 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.

I would like to thank Pacific Link for the learner driver program. Because of this program my daughter was able to successfully get her P's. We are very grateful and would not have been able to afford professional lessons without this program.

Switch to Our Digital Newsletter

Still receiving printed copies of our newsletter? Switching to our digital newsletter is a simple way to help reduce paper use and stay up to date with PLH news, programs and events. While our newsletters are printed on FSC-certified paper, receiving your newsletter by email helps reduce waste even more.



Update your preference: www.pacificlink.org.au/newsletter



PLH's Education Support Program

Round Two of our Education Support Program is now open, helping tenants of all ages with study and school-related costs.

Whether you're studying yourself or supporting a child through school, the program can help with practical items such as:

- **Technology needs:** Computers, laptops, software, printers
- **Educational fees:** Course fees, private tutors
- **Study materials:** Textbooks, study guides, stationery
- **Specialised equipment:** Items for medical, art, music or photographic courses
- **Other educational costs:** Other expenses are considered

Applications close 1 July 2026

Visit www.pacificlink.org.au/education-support or call us at 4324 7617 if you have any questions or need help applying online.



One tenant, Kylie, recently completed her Certificate III in Individual Support (Ageing and Disability). She said the support helped her keep up with coursework and made studying much more manageable.

Kylie especially enjoyed her work experience in a nursing home, where she was able to put her learning into practice and build connections with residents. She has just started an in-home care job and plans to continue her studies in the future.

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 - Monday to Friday, Office Hours
- 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.