



Pacific Link  
HOUSING

# Pacific Link Post



Your tenant newsletter



## Autumn 2025 Issue

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## Message from our CEO

It's been wonderful to see so many involved in our garden days and community events, especially in the lead up to the festive season. A special thank you to the Country Women's Association for hosting two morning teas for our tenants. These gatherings were fantastic for building connections and strengthening our community.

We are thrilled to soon introduce The Lift Project, a new wellness program tailored specifically for PLH tenants. This program aims to equip you with strategies to manage life's stresses and improve your overall health and happiness. Stay tuned for more details!

In this issue, we've included some essential safety tips provided by Fire and Rescue NSW. These will help to keep your home safe and protect you and your loved ones. Please visit [www.fire.nsw.gov.au](http://www.fire.nsw.gov.au) for more information and resources on fire safety.

Our commitment to the environment continues, thanks to the ongoing effort of our Green Team. We incorporate eco-friendly practices not just in our day-to-day operations but also in our development projects, always striving to improve our environmental impact.

**Ian Lynch - CEO**



## Community Activities and Events

We're grateful to everyone who joined our garden days and get-togethers in December. Your festive cheer really lifted spirits! These events are a great chance to strengthen our PLH community. Want to join in next time? Make sure we have your email address and we'll let you know if events are happening in your area.

Building strong connections with your neighbours helps create an inclusive community. You might also consider joining local groups like the Men's Shed, CWA or other social clubs to meet more people and enjoy shared interests.



## PLH's Tech Connect Loan Program

Is it time to refresh your tech items? Our Tech Connect Loan Program offers an easy way for tenants to access new laptops, tablets or smartphones. You can apply for a device valued at up to \$1,000 and with our interest-free loan plan, budgeting becomes simpler. To help you even more, we provide a \$250 subsidy, lowering your total loan amount! Purchases are managed by PLH and repayments are made through small direct deposits, making the whole process hassle-free.

Visit [www.pacificlink.org.au/tech-connect](http://www.pacificlink.org.au/tech-connect) for more information. If you have any questions, don't hesitate to call us on 4324 7617.







## CWA Hosts Special Morning Teas

We're grateful to the Country Women's Association (CWA) branches at Long Jetty and Woy Woy for hosting welcoming morning teas for our tenants. These events provided a great opportunity for everyone to meet in a relaxed setting and chat about shared hobbies like gardening, which many of our tenants are passionate about.

The feedback was extremely positive, with everyone enjoying the delicious food which the CWA is famous for. Thanks to these morning teas, tenants said they felt a stronger sense of community and are looking forward to future events. A big thank you to the CWA for hosting us!

## New Wellness Program Coming Soon!

We are proud to introduce The Lift Project, developed by Dr. Darren Morton. This program is all about helping you improve your health and happiness and PLH is excited to be bringing it to you. The Lift Project is a 10-week program that offers practical tools and tips to help you feel better both mentally and physically. You'll learn how to manage stress, increase your energy and build happier relationships.

Here's what you can expect from the program:

- Learn about the science behind feeling good.
- Gain skills to manage stress and build resilience.
- Adopt daily habits that improve your overall wellbeing.



You'll discover easy and effective strategies to improve your daily life. These include better sleep habits, stress management techniques and ways to increase your energy. The program is designed to be enjoyable, interactive and suitable for all tenants.

Stay tuned for more information on how you can join The Lift Project. If you'd like to register your interest, please email us at [programs@pacificlinc.org.au](mailto:programs@pacificlinc.org.au) and we'll keep you updated with all the details. We're looking forward to helping you 'lift' your wellbeing!



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 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.

Visit [www.pacificlinc.org.au/learner-driver](http://www.pacificlinc.org.au/learner-driver) for more information or call us on 4324 7617 if you need help applying online.



*"We want to give a huge thank you. Abbie has completed her driving lessons and passed her test to get her Ps! We're so grateful for her amazing instructor, who was not only patient and supportive but also an excellent teacher. The program was such a big help and the outcome speaks for itself. Thanks PLH for making this possible."*

## Walking Together Against Violence

In December, some of our team members joined the Gosford Walk Against Domestic and Family Violence, organised by the Central Coast Domestic Violence Committee. Starting at Bungree Aboriginal Association and ending at Kibble Park, the event brought together local agencies, businesses and the wider community. Highlights included a smoking ceremony and heartfelt Acknowledgement of Country by Tim Selwyn of Girri Girra, drumming led by In Rhythm and support from local police.

It was a powerful day where we all came together to say no to domestic and family violence. It's important for everyone to feel safe and supported in our community.

If you or someone you know is experiencing abuse, help is available. Call 1800 RESPECT (1800 737 732) for support and resources. In an emergency, always call 000.



Tim Selwyn, Wongaibon and Wiradjuri Man on Darkinjung Country



## Mutual Respect and Understanding at Pacific Link Housing

At Pacific Link Housing, we are committed to creating a positive and respectful environment for everyone. We believe in treating each other with courtesy and respect, and we expect the same in return. Please remember that physical, verbal or written abuse, including inappropriate text messages or behaviours towards our team, is not acceptable.

We understand that respect is a shared responsibility. If you feel that any of our team members have not treated you with the respect you deserve, please call us at 4324 7617. We are here to help resolve any issues. If we cannot find a resolution together, you have the option to lodge a formal complaint or appeal.

This approach to mutual respect helps us provide you with the best possible service and supports a positive housing experience. For more details, please refer to our **Customer Service and Expectations Charter** available on our website at [www.pacificlink.org.au/customer-charter](http://www.pacificlink.org.au/customer-charter)



### Complaints and Appeals

If you're dissatisfied with the service you've received or disagree with a decision made regarding your tenancy, please call us first. Often, a conversation can lead to a solution. However, if we can't resolve the issue together, you can formally lodge a complaint or appeal at [www.pacificlink.org.au/complaints-appeals](http://www.pacificlink.org.au/complaints-appeals).



### Feedback and Suggestions

Your feedback is invaluable to us. It helps us understand what we are doing well and where we can improve. You can offer feedback at any time at [www.pacificlink.org.au/feedback](http://www.pacificlink.org.au/feedback).





## PLH's Health and Wellbeing Program

Are you interested in trying a new hobby, sport or activity in 2025? 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 even social clubs. Whether your interest lies in dancing, soccer, self-defence, swimming, netball or other pursuits, we're here to support your involvement and help create community connections!

*'Miss U' knew how to swim but didn't like putting her head underwater. With the swimming lessons from the program, she's so much more confident. Now, she jumps right into the pool and can even do the butterfly stroke!*

*These lessons have helped her feel less anxious and nervous, and she's not as scared anymore. We're so thankful for the support from PLH's program.*

Visit [www.pacificlink.org.au/health-and-wellbeing](http://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.



## Update from PLH's Green Team

PLH's Green Team is keeping busy, focusing on our recycling and sustainability efforts. Our office is continuing with soft plastic recycling through the Curby program. We also take care of green waste by collecting food scraps for team members with chickens, worm farms or compost systems. Our can and bottle recycling through 'Crunch' has now recycled 1,178 containers. This has saved:



77 kg of waste



1,837 litres of water



194 kg of CO<sub>2</sub> emissions



660 kWh of energy

**Did you know that our housing developments are also built with sustainability in mind?** Since 2016, 54% of units we've built have rooftop solar panels. We're aiming to increase this, with plans for solar on 95% of our future developments! We use drought-tolerant native plants in our landscapes to support local wildlife and save water.



PLH 'Green Team': Llewellyn, Maria, Amanda, Rebecca and Linda

Our building designs focus on saving energy too. This includes using site layouts that maximise natural ventilation, installing energy-efficient appliances, LED lighting and better insulation. Plus, 85% of our properties have communal green spaces and systems to collect rainwater for watering gardens. These green spaces are not just good for the environment, they're also great places to meet and spend time with neighbours.



## Change your newsletter preference

Our tenant newsletters are printed on environmentally friendly FSC paper from responsibly managed forests, which helps reduce carbon emissions. However, we are dedicated to reducing our paper usage even further. To support our green initiatives, we give tenants the option to receive our newsletter via email instead of in print. Update your preference at [www.pacificlink.org.au/newsletter](http://www.pacificlink.org.au/newsletter)



## Fire Safety Tips for Lithium-Ion Batteries

Lithium-ion batteries power many items like laptops, mobile phones, power tools, mobility scooters, e-bikes and e-scooters. While they are extremely useful, they do carry risks if not used correctly. Here are some safety tips to ensure these batteries do not become a fire hazard:

- △ Charge e-bikes, e-scooters and power tools in a garage or shed, not inside your home or near exit doors.
- △ Do not use or charge batteries that show signs of damage, such as swelling, leaking or discolouration.
- △ Always use chargers that meet safety standards and are recommended for your device.
- △ Avoid charging devices for long periods, such as overnight, and never leave them charging unattended.
- △ Once fully charged, switch off to prevent overheating.
- △ Charge devices on hard surfaces, not on a lounge or bed.
- △ Choose products from reputable brands and avoid second-hand batteries where possible.

**Have you considered contents insurance?** Protecting your belongings is important. Contents insurance can cover damage or loss due to theft, fire and other risks. It's a good idea to look into insurance options that fit your budget and give you peace of mind.

The result of a faulty lithium-ion battery on an E-bike, causing a house fire. Image from NSW Fire and Rescue.



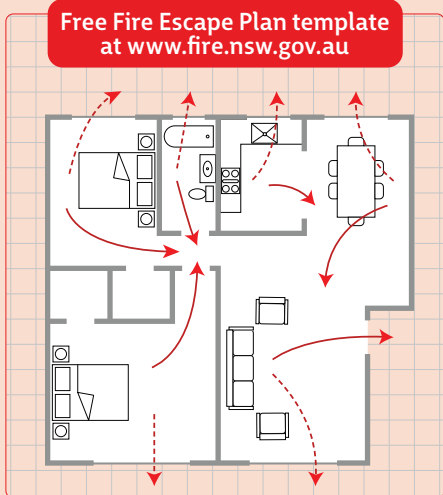
### Smoke Alarms – Keeping You Safe

In NSW, it's required by law for all homes to have smoke alarms installed. It's both unsafe and illegal to remove or tamper with them. If your smoke alarm isn't working properly or if you need any help, please get in touch with our Assets Team as soon as possible.

**Phone:** (02) 4324 7617 - 9am to 5pm, Mon to Fri

**Email:** [maintenance@pacificlinc.org.au](mailto:maintenance@pacificlinc.org.au)

Free Fire Escape Plan template  
at [www.fire.nsw.gov.au](http://www.fire.nsw.gov.au)



## Create a Fire Escape Plan

It's important to be prepared for an emergency and know how to evacuate your home safely. Make your own home fire escape plan to ensure everyone knows what to do if there's a fire. What to include:

- △ Try to have two ways to escape from each room and keep these exits clear.
- △ Keep keys in the door and window locks so they can be opened quickly.
- △ Choose a meeting place out the front where firefighters can easily see you.
- △ Practice your escape plan regularly with everyone in your home.
- △ Remember, never use a lift during a fire and do not go back into your home until it is safe.

## Free Apps Recommended by Emergency Services



### Hazards Near Me NSW

Get updates on local emergencies such as severe weather, floods and bushfires.



### Emergency+

Directly call 000, Police or SES. Uses GPS to share your exact location with emergency services.