

Access 2 Place Housing Annual Report

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2018 – 2019



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**ACCESS
2 PLACE
HOUSING**



Chair and CEO Report

Written by Mel Blondell, Chair of the Board and Jonathan Lardner, CEO

Access 2 Place is a specialist provider of housing for people with high needs disability. We believe all people living with disability should have the freedom and opportunity to live their lives with independence, choice and control. Our partners are the tenants rather than the tenant support services.

The financial year of 2018 - 2019 saw A2P continue to develop its housing service to meet the needs of tenants.

Improving our connection and service to our tenants is a key goal. As we specialise in disability housing, we learned that getting maintenance

performed by someone the tenant trusts is very important. Informed by this knowledge, we decided to bring some of our maintenance back in-house and created the "The Man in a Van" service.

The introduction of the NDIS Quality and Safeguards Commission had the largest impact on the organisation during the year. We were required to prepare for audit and certification under the NDIS Quality and Safeguarding Framework. Planning and preparation for the audit and certification involved a full review of all the organisation's policies

and significant investment in legal advice to ensure we met our responsibilities under the new requirements. We believe that it is very important that NDIS providers have a stringent quality and safeguarding framework, to ensure the highest level of service and safety for the vulnerable in our community.

During the year we were very pleased to be able to complete six new Fully Accessible Specialist Disability Accommodation (SDA) houses at Ascot Park and Christies Beach.

In addition, three accessible homes at Enfield were transferred to us as part of the



Access 2 Place Board

Sue Park, Gavin Cragg, Judith Cross, Anne Gale, Trent Lines, David Mullins, Jeanie Elliott, Mark Phelps

winding up of the Adult Disability Housing Association.

We commenced a community engagement process to gauge the need for housing at Aldinga. Up to seven new houses will be constructed in 2020.

Early in 2019 the Board decided it was time to review and reconfirm our strategic direction. All aspects of the organisation and the disability housing environment were reviewed, and in late 2019 a new Strategic Plan was endorsed by the Board for 2020-2023.

Access 2 Place Chair Mel Blondell was invited by Human

Services Minister Michelle Lensink to be a representative on the Homelessness and Housing Strategy Taskforce. The Taskforce considered how best to improve affordable housing options for people on low and moderate incomes, including private rental and homeownership. The Taskforce was involved in the planning and development of South Australia's new Housing and Homelessness Strategy.

During the year Sue Park resigned as a Director. The organisation owes Sue a special debt as she was one of the first three Directors of Access 2 Place

and Chair from 2014 till 2017. Sue's high level of commitment to corporate governance and values was the foundation upon which the ongoing success of A2P was built.

Everyone involved with A2P thanks Sue for her leadership and wishes her all the best for the future.

A2P also welcomed two new directors during the year - David Mullins and Jeanie Elliot.

Thank you to all Directors and Staff for all your hard work, passion and commitment.



Statement of Profit or Loss Other Comprehensive Income for the Year Ended 30 June 2019

	2019 \$	2018 \$
Revenue	4,294,950	3,786,513
Total Revenue	4,294,950	3,786,513
Less Expenses		
Auditing, Accounting & Legal Fees	30,141	32,633
Computer Expenses	34,882	23,397
Depreciation & Writedown Expense	1,039,761	901,559
Insurance Expenses	80,395	54,664
Property Expenses	1,024,369	816,184
Salaries and Wages	820,924	735,017
Interest Expense	69,177	148
Other Expenses	401,764	338,368
Total Expenses	3,501,413	2,901,970
Net current year surplus	793,537	884,543

Statement of Financial Position as at 30 June 2019

	2019 \$	2018 \$
Assets		
Current Assets		
Cash and Cash Equivalents	2,727,611	901,794
Trade and Other Receivables	1,025,813	1,137,299
Other Assets	89,062	66,769
Total Current Assets	3,842,486	2,105,862
Non-Current Assets		
Property, Plant and Equipment	36,390,112	36,623,835
Total Non-Current Assets	36,390,112	36,623,835
Total Assets	40,232,598	38,729,697
Liabilities		
Current Liabilities		
Trade and Other Payables	891,283	433,981
Financial Liabilities	23,568	88,930
Employee Provisions	24,044	18,463
Total Current Liabilities	938,895	541,374
Non Current Liabilities		
Financial Liabilities	1,538,136	1,226,293
Total Non Current Liabilities	1,538,136	1,226,293
Total Liabilities	2,477,031	1,767,667
Net Assets	37,755,567	36,962,030
Equity		
Settlement Sum	10	10
Retained Earnings	37,755,557	36,962,020
Total Equity	37,755,567	36,962,030





Our Man in the Van

Access 2 Place Housing introduced a new approach to maintenance and repairs this year, via our 'Man in the Van'.

While most community housing organisations outsource their maintenance to external contractors to tend to plumbing, electrical and general maintenance, we recognised that our tenants would benefit from a regular friendly face.

David Centofanti took on the full-time role and has had an immediate impact on increased tenant satisfaction and less waiting time for maintenance.

In May 2019, the concept led to A2P being named SA winner in the 'Leading Asset Management' category at the annual Australasian Housing Institute Awards.

The 'Man in the Van' is reassuring for tenants because many tenants have such intensive support needs that even the smallest change can have a significant impact on their day to day living. We wanted our tenants to feel secure, and providing them with an identifiable presence is a step towards that. Another benefit of the approach is the ability to carry out a number of maintenance tasks in one visit, with less requirement for the paperwork needed with ad hoc tradespeople. Overall, there's less waiting time, increased tenant satisfaction, a reduction in maintenance costs, and we expect an improvement to the long-term asset outcomes at Access 2 Place.



New Properties

In 2019 Access 2 Place Housing added 9 houses to our portfolio of accessible houses.

During 2019 A2P completed 6 new homes. Four at Christies Beach and two at Ascot Park. All houses were built to meet the Specialist Disability Accommodation (SDA) design category of Fully Accessible. This is housing which meets the Livable Housing Australia "Platinum" level. This housing has been designed to incorporate a high level of physical access provision for people with significant physical impairment. The houses were built by Roksolid builders. The houses at Ascot Park utilise a building feature called Insulated Concrete Form. We have found that these houses manage the heating and cooling better than a traditional construction, leading to savings for tenants.

We also added three properties in Watson Avenue, Enfield to our list of homes. These were originally built by the Adult Disability Housing Association and have now been transferred to Access 2 Place. These three houses are fully wheelchair accessible.





Tenant Story

Jacy Arthur is a mother with Cerebral Palsy and severe Deafness, and author of *If Only You Knew* and *If Only You Knew Too*.

Together with her 19-year-old son, Luke, she is a happy Access 2 Place tenant.

Jacy and Luke had been living in a much smaller place since 2004. After being registered with Housing SA since 2000 Jacy found out about Access 2 Place through a friend who was living in her own beautiful unit. Jacy registered with A2P and then "A month later I saw this house advert on 'The Housing Hub' online and was so excited that I instantly placed my interest. We moved in November 2018".

"We are so happy living in this spacious, beautiful home and

we love our big bedrooms. My son can now have his mates over, playing online gaming in our open lounge/kitchen/dining room.

I had a major operation in July which meant my mother had to stay with us for 8 weeks and I had to hire a scooter for two months. Luckily this place has wide doorways and a hallway with no steps to be able to use the scooter easily. Handrails in the bathroom certainly helped as well and living so close to the train station is very handy."

Jacy's first book, *If Only You Knew*, told the story of growing up with Cerebral Palsy and profound deafness. "The response was overwhelming!" Jacy said. "Many had a really good look at their lives and changed their way of thinking

when it came to people with disabilities. The 'sympathetic attitudes' and 'awareness' are slowly changing and people are realising that we are all the same: human."

If Only You Knew Too is, as the title suggests, a sequel to the first book, chronicling the story of Jacy's adult life and the many challenges she has faced along the way. In it she hopes to educate families, inspire their hardworking carers and encourage disability services to think outside the square; to encourage people with disabilities and mental health issues to be involved in their community and to improve their lives; and to encourage everyone to try new things, live well, and not to be afraid to fail.



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