



Access 2 Place Housing  
**Annual Report**

.....  
2020 – 2021



.....  
**ACCESS  
2 PLACE  
HOUSING**



## ACCESS 2 PLACE HOUSING

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### Front Cover

Wheelchair painted by Mia Qua

### Inside Cover

E Callahan  
Photography by Kathy Poulos

### Back Cover

A2P Tenant Art Gallery (Artists)  
H Chitty, T Curty-Stritzke, M Qua,  
N Wride, A Baxter, S Stead,  
R Milton, A Draper, J Kartinyeri,  
K Green, J Randle, E Brougham,  
E Callahan, M Garcia.

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# CHAIR REPORT

Mel Blondell,  
A2P Board Chair



The events of the past 12 months have been challenging for the entire community, but I am proud to say that the team at Access 2 Place Housing (A2P) has seamlessly continued its important work of providing specialist disability housing and supporting our tenants through uncertain times.

In the past year, we have appointed new Chief Executive Officer Trent Lines, who stepped into the role after a number of years on the Board.

Trent brings a wealth of executive, property and construction experience with him, along with a strong desire to work with the disability services sector. Trent hit the ground running and quickly made an impact. Under Trent's leadership, Access 2 Place is looking forward to exciting developments over the coming months and years.

Another highlight for this year has been the appointment of Matt Johnson to the role of Operations Manager. Matt joins the team with extensive experience in both the disability and housing sectors. He has overseen a number of improvements aimed at ensuring an excellent tenant experience.

On behalf of the Board, I would like to thank the entire Access 2 Place team for their hard work and continued tenacity through the trying times of the past year.

Through the disruption of a global pandemic, our team has been able to adjust to the challenges and the change required, all while ensuring that our tenants remained at the centre of our operations. We have continued to deliver on our mission, to provide choice-based, affordable housing options and sustainable tenancy management for people living with disability in South Australia.

I would also like to thank the Directors for voluntarily giving the organisation their time and invaluable expertise. As an independent not-for-profit community housing provider, their commitment and engagement is fundamental to the overall success of the organisation, and I am sincerely thankful for their contribution.

And finally, most importantly: thank you to the tenants, their families and carers, who continue to place their trust and confidence in us. Our tenants are central to everything we do at Access 2 Place and it's our privilege to continue to be one of South Australia's leading accessible, affordable home providers.

# CEO REPORT

Trent Lines,  
Chief Executive Officer



I am delighted and honoured to have been appointed the second CEO of Access 2 Place. As a relatively young organisation, formed in 2014, we have a tremendous opportunity to build on the foundations established, to create a truly unique community housing provider with a focus on disability housing.

We have a vision to be South Australia's pre-eminent disability housing provider. We aim to achieve this goal by proactively engaging with our tenants, their families, and their supports. We will sustain a high-performance culture across our team, with industry leading best practices and a tenant focused approach to our business. New housing developments and renewal of existing stock will be designed to meet and exceed contemporary disability standards, in consultation with our tenants, and which supports their independence, choice and control.

We will continue to explore developmental opportunities in new locations where a need has been identified for disability housing, along with redeveloping our existing stock that requires regeneration. We look forward to continuing our partnership with the South Australian Housing Authority (SAHA) to renew the stock we currently lease into purpose built, contemporary designs that blend into the surrounding community.

During the year we commenced construction of six homes at Aldinga Beach that are designed to meet the NDIS Fully Accessible standard. The \$2.5m project is due for completion in October 2021 and we are proud to offer a well-designed, fit-for-purpose housing development in a location that has lacked appropriate disability accommodation.

The Aldinga Beach project was launched to the public in May at the state-of-the-art Plan Lab venue. Prospective tenants, families and their supports were able to move across the 1:1 life size floor plan, to experience the actual size and provide design feedback to the A2P team.

I would like to thank our Board Chair and Directors who generously volunteer their time, experience, and skills to A2P. Their guidance and strategic direction provide management with the framework to continuously improve and grow the breadth of accommodation available to people living with disability in South Australia.

To the staff of A2P, thank you for your dedication and commitment to our wonderful organisation. Your efforts to go above and beyond are truly appreciated by our Board and key stakeholders.

I look forward to working with our team and our stakeholders in 2021-22 to identify and develop further disability housing accommodation options. The best days of A2P are ahead of us and while there may be challenges, we will embrace whatever may arise in these unprecedented times.

# PROPERTY & DEVELOPMENT COMMITTEE REPORT

David Mullins,  
Property & Development  
Committee Chair

A2P's Property and Development Committee assists the Board in reviewing and assessing new housing development opportunities as well as ensuring existing housing matters are managed appropriately.

A key role of the committee is to ensure that the housing development focus is aligned with A2P's strategy and mission whilst nurturing a sustainable pipeline. It maintains rigorous processes so that our housing provides a meaningful home for people living with high and complex needs whilst supporting them to live their lives with independence, choice and control.

Throughout the financial year ended 30 June 2021, the committee assessed a diverse range of development opportunities which are now at varying stages. The key project of focus was the development of six new houses at Aldinga which are currently being delivered by Creative Structures. Each house has been designed to meet Specialist Disability Accommodation (SDA) Fully Accessible design standards and they are looking great. These fantastic houses will be ready for tenants in October 2021.

A2P has also committed to six apartments designed to the 'High Physical Support' SDA standard at an exciting new development on the Adelaide city fringe. These are expected to be available to tenants from late 2022.

Moving forward, A2P will be looking at new and innovative ways to support those who are most in need and to provide them with excellent housing options. The committee is excited about the current pipeline and the opportunity to create meaningful homes.



## SPECIAL EVENT

## SHOWCASE OF ALDINGA HOMES AT PLAN LAB

In May 2021, A2P hosted a special event at Plan Lab, a state-of-the-art Adelaide venue where people can move through life-sized floorplans. We used the opportunity to showcase our six new accessible homes being built at Aldinga.

Our guests were able to experience the size, dimensions and flow of the homes, and hear an update from A2P CEO Trent Lines. It was also a chance to ask questions of our builders on this project – Creative Structures.

When complete in late 2021, the modern two and three-bedroom Aldinga homes will be Specialist Disability Accommodation (SDA) registered Fully Accessible standard.

The homes will have open plan living, spacious kitchen with height-adjustable bench tops, and fully enclosed rear courtyard with access to a carport, amongst other features.

A2P has been building accessible homes for years and we always strive to share our house plans, engage with tenants and seek feedback. We're delighted that a facility like Plan Lab exists in South Australia, and extend thanks to everyone who attended.



# AUDIT COMMITTEE REPORT

Mark Phelps,  
Audit Committee Chair

## Membership of the Committee

The Audit Committee is comprised only of independent Non-Executive Board Members with a minimum requirement of two such members. It is presently comprised of Mark Phelps (Chair), Jeanie Elliot and Anne Gale. The committee met four times over the 2021 financial year.

Other attendees at committee meetings (or part thereof) were the A2P Chief Executive Officer, Chief Financial Officer, Secretary, and external auditors.

## Role of the Committee

The role and responsibilities of the Audit Committee are set out in written terms of reference and reviewed periodically by the committee.

The committee's responsibilities include, but are not limited to, the following matters with a view to bringing any relevant issues to the attention of the Board:

- oversight of risk management
- review of Access 2 Place's annual financial statements
- oversight of the external auditors' performance and objectivity
- monitoring independence of the external auditors; recommendation to the Board of their continuance; and approval of their fees

During the year, the committee's principal activities were as follows:

## Risk Management

The committee reviewed Access 2 Place's overall approach to risk management and control, its processes, and outcomes. It reviewed:

- Access 2 Place's Risk and Control Register
- policies and practices regarding the Single Housing Register; and Documented Arrangements

## Financial Statements

The committee reviewed the annual financial report inclusive of the external auditors' reports, prior to their publication.

The committee also considered whether the 2021 Financial Statements were fair, balanced and whether they contained the necessary information. The committee was satisfied that, taken as a whole, the 2021 Financial Statements were fair, balanced and understandable.

## Audit of the Annual Financial Statements

Nexia Edwards Marshall, Access 2 Place's external auditor, reported to the committee on the scope and outcome of the annual audit. Their reports included audit and accounting matters, governance and control, and accounting developments. The committee held independent meetings with the external auditors during the year and discussed the views and conclusions of Nexia Edwards Marshall.

## Evaluation of the Audit Committee

As part of the internal Board evaluation carried out in 2021, the Board considered the performance of the committee, which concluded that the committee is performing effectively.

# LIVING HER BEST LIFE

A2P believe that affordable and accessible housing should be available for everyone. Specialist Disability Accommodation is limited in regional South Australia and for families, there is even less opportunity to access this type of accommodation, with children under 16 rarely able to claim SDA funding through the NDIS.

A2P had a vacant four-bedroom SDA home in a regional town that could suit a range of clientele, and then we met Amy. The location was critical for Amy in order to be close to her mother and other family members who provide much-needed daily support for her four children. Amy has three children with NDIS plans that reflected their support and home needs that couldn't be met by the private rental market. This made the A2P home the perfect choice for Amy. She says her accessible home has been life changing for her young family.

"There's a large backyard for the children to play in, and bedrooms with room to move," Amy said. "With this house, we all have our own space."

"We have a huge toy room that has all the kids' toys and arts and crafts."

"There's easy wheelchair access and good heating. Having children with medical problems means they often get colds which can develop into something else. So, the good heating saves us hospital visits and that makes a huge difference."

Amy's A2P home has a pantry and plenty of cupboards in the bathroom and corridor, which is vital for safe storage of medical supplies and equipment.

In addition to her busy family life, Amy is also a SA Ambulance volunteer, and while she's taken a break from ambulance volunteering recently, she is maintaining her training and looking forward to taking on the role again in future.

A2P is committed to helping families like Amy's with their specialised housing needs and we welcome Amy and her family to the A2P community.



# MEET OUR BOARD MEMBERS

**Mel Blondell, Board Chair, *B Psychological Science (Hons), B Mgt - HR Mgt, GAICD***

Mel is A2P Board Chair and has over 20 years' experience in human resources, leadership and governance across a variety of industry sectors including construction and not for profit. She is Treasurer of Shelter SA, the peak body for housing and homelessness, a Board member for LHI Retirement Services, and a Strategy Committee member for Arthritis SA. Mel is Managing Director of Red Seed Productivity Strategists, a consultancy providing human resources, strategy and governance services.



**Anne Gale, Deputy Chair, *B.A. Hons***

Anne is the Public Advocate for South Australia and has held a range of senior leadership roles including Commissioner for Equal Opportunity; Deputy Chief Executive, Ageing Disability and Domiciliary Care; Deputy Commissioner, Consumer and Business Services; Executive Director, Ageing; Director Regional Services, South Australian Housing Trust; and Director, Homelessness. Anne is also Deputy President of the Tutti Board, an organisation that provides arts programs for young artists with disabilities to develop the range of skills required to work towards a career of their choice.



**Mark Phelps *FCA, Member of the AICD***

Mark is Managing Partner of Ernst & Young in South Australia and has many years professional experience as a registered company auditor and advisor to numerous SA businesses. He is a Registered Company Auditor, Registered Greenhouse & Energy Auditor, a Fellow of the Institute of Chartered Accountants in Australia and New Zealand, a Member of the Australian Institute of Company Directors, and a regular presenter of industry and accounting technical sessions both within the accounting industry and at universities.



**Gavin Cragg *LLB, B.A.***

Gavin is a Partner in Finlayson's Lawyers Property and Development Team. His main areas of expertise are property, infrastructure and development law. Gavin specialises in commercial, industrial and residential developments, acquisitions and disposals, and commercial leasing.



**David Mullins *CA, B.Comm, B.Fin***

David is a Partner in Grant Thornton's Private Advisory Team and a Chartered Accountant with over 10 years' experience. As South Australian lead for Grant Thornton's Real Estate & Construction Group, David specialises in providing advice to the property industry. David sits on the Taxation Committee (SA) for the Property Council of Australia.



**Jeanie Elliott *BA/LLB***

Jeanie's background is in construction law; she has specialised in this area of practice since 1992 and is a founding partner of the Adelaide specialist construction law firm, Fenwick Elliott Grace, established in 2006. She is a member of the Construction Industry Forum, the Contracts and Subcontractors committees for the Master Builders Association of South Australia, a committee member of the SA Chapter of the Australian Institute of Building and a former Board member of the Architectural Practice Board of South Australia.



**Natasha Rees *BA, MPubLaw, CertIVRiskMgt, AdvDipProjMgt.***

Natasha has held senior leadership roles in both Australian and South Australian Government, spearheading public policy reforms in disability, ageing, carers, employment and housing to improve the lives of Australians. She has been instrumental in implementing the NDIS in South Australia. Natasha also headed the South Australian contribution to the development of the national NDIS Quality and Safeguarding Framework that was introduced in 2017. As a Fellow of the Governance Institute of Australia, Natasha keeps abreast of best practice in governance and risk management.



## OUR MISSION, VISION & VALUES

### WHO WE ARE

Access 2 Place is a leading not-for-profit community housing provider of affordable and accessible housing for people living with disability in South Australia.

### MISSION

Our mission is to provide innovative, secure, choice-based, affordable housing options and sustainable tenancy management for people living with disability.



### VISION

Our vision is that appropriate specialised housing solutions are available to all people living with disability so that they have the freedom and opportunity to live their lives with independence, choice and control.

### VALUES

Our values guide our actions and identify what we aspire to be and offer, both as an organisation and as individual employees. Our core values are expressed through our interactions with tenants. You can always expect to be treated in a manner consistent with our values and we commit to always communicating in a manner that is courteous and professional.

# OPERATIONS REPORT

Matt Johnson,  
Operations Manager



It's been my great pleasure to join Access 2 Place as Operations Manager in 2020. We're poised for an exciting future, as we explore new opportunities to connect with and support our tenants, their families and the broader community.

Access 2 Place wants to ensure our tenants are safeguarded as far as possible from experiencing any form of abuse or neglect. We are taking this responsibility on through the development of our Tenant Wellbeing Program which aims to reduce risk through community inclusion and to support tenants by reducing the number of unauthorised restrictive practices within our homes.

In 2020 we raised our visibility in the community by increasing the number of times we visit tenants in their home, we were involved in expos, and we are raising our social media profile.

COVID-19 presented new service and communication challenges that led to innovation, resulting in Access 2 Place completing our first web-based home inspection and the development of a database to help streamline critical communication to our tenants' homes.

Our maintenance team is beautifying tenant properties, landscaping 54 of our owned homes in the 2020-2021 period. Due to the success and positive feedback received around this, we are aiming for a five-year renewal program for our owned homes moving forward.

We celebrate our tenants' successes. Norman was an Access 2 Place tenant who had a goal to own a home. Norman had been actively employed since he was young, working outdoors, gardening and doing local council hard rubbish collections. While his Access 2 Place home served as the first step in reaching this goal, he wanted to have a place of his very own, which he achieved this year. Congratulations Norman, we are proud of the small part we played to support you in achieving your dreams.

As we approach 2022, we are working towards a new tenancy service model that supports the implementation of the Tenant Wellbeing Program, with a focus on building upon our relationships with tenants and their families. Thank you to the team and our Board for your tireless effort to improve our service.



# BUILDING OUR COMMUNITY



Our Tenant Advisory Group continues to play a key role in the A2P engagement program. We're grateful to the TAG members who meet with us regularly to provide input and feedback into our programs and policies.

In the past year, TAG has not only met at our Greenhill Road headquarters, but we've also enjoyed a scenic meeting location – the Adelaide Botanic Garden. Of course, it wouldn't be 2021 if we didn't also meet via Zoom!

TAG has helped devise A2P events including a free tenant bowling day at Zone Bowling in Westbourne Park. Our bowling days are always a fun afternoon out, with prizes on offer, and everyone encouraged to wear their most colourful shirts.

We welcome new TAG members. Being a member offers a lot of benefits, including having your ideas heard and discussed, contributing to how housing services are delivered, and developing new skills and confidence. You can see more information at [access2place.com.au/tenants/community](https://access2place.com.au/tenants/community)



## ACCESS 2 PLACE ART GALLERY

In December 2020, A2P launched an Online Art Gallery to share the art and creativity of our wonderful tenants. This coincided with the International Day of People with Disability and was our way of celebrating the talent and abilities of tenants.

Since that time, we have continued to showcase tenant art on our website, Facebook and Instagram accounts, via monthly updates.

We're delighted to share this art with you and look forward to developing the gallery to the next level.



## EVERYTHING IS COMING UP "ROSIE"

Not many people can claim to be a power chair football player and prolific artist, but A2P tenant Rosie is both of those things.

Powerchair football is a modified version of soccer for electric wheelchair users. Rosie first noticed the sport when recovering from a spinal injury in a rehabilitation centre. She watched from the side lines and was soon invited to take part because the team was looking for additional players.

At the time, Rosie didn't have an electric chair, but that didn't deter her.

She participated in her manual chair, which took an extraordinary amount of energy and enthusiasm. She played football that way for one year. Rosie now has an electric chair, which includes a guard – a frame that goes around the bottom of the chair to hit the ball – and plays for the Adelaide Comets

Powerchair FC against Campbelltown City Powerchair FC.

As well as her sporting outlet, Rosie has had a long interest in art, beginning with precious metal clay jewellery making. She spent years in card making and decoupage, and taught classes.

Rosie eventually studied print making and ceramics part-time at TAFE, which has led to the creation of an extraordinary range of ceramics collected in her A2P home.

Rosie's vases are far from traditional and incorporate all sorts of items and shapes. They feature dolls heads – such as troll dolls or kewpie dolls – vintage flowers, Dragonfly and more.

We appreciate getting to know our tenants, their talent and their past times, and Rosie's wide variety of interests is inspiring for all of us.



# COMPANY SNAPSHOT

**\$4.7m**

ANNUAL REVENUE

**\$0.9m**

NET SURPLUS

**41%**



CASH + CASH  
EQUIVALENTS

**17.8%**

NET SURPLUS  
OF REVENUE

**\$42m**

NET ASSETS

**2000**

MAINTENANCE JOBS  
COMPLETED

**738**

INSPECTIONS

**94.89%**

OCCUPANCY RATE

**12**

EMPLOYEES

**503**

TENANCIES

**705**

SOCIAL MEDIA  
FOLLOWERS

**300**



PROPERTIES

# FINANCIAL REPORT

## Statement of Profit or Loss Other Comprehensive Income for the Year Ended 30 June 2021

	2021	2020
	\$	\$
Revenue	4,717,152	5,201,493
<b>Total Revenue</b>	<b>4,717,152</b>	<b>5,201,493</b>
<b>Less Expenses</b>		
Auditing, Accounting & Legal Fees	47,953	58,233
Computer Expenses	27,804	40,802
Depreciation & Write-down Expense	1,027,996	999,179
Depreciation Right-of-use Assets Expense	311,499	311,499
Insurance Expenses	111,057	89,469
Property Expenses	858,755	850,843
Salaries and Wages	1,153,324	1,070,478
Interest Expense	59,264	77,401
Other Expenses	279,613	242,376
<b>Total Expenses</b>	<b>3,877,265</b>	<b>3,740,280</b>
<b>Net current year surplus</b>	<b>839,887</b>	<b>1,461,213</b>

## Statement of Financial Position as at 30 June 2021

	2021	2020
	\$	\$
<b>Assets</b>		
<b>Current Assets</b>		
Cash & Cash Equivalents	13,002,946	9,182,172
Trade & Other Receivables	1,005,520	1,028,494
Other Assets	118,449	102,542
<b>Total Current Assets</b>	<b>14,126,915</b>	<b>10,313,208</b>
<b>Non-Current Assets</b>		
Right-of-use Assets	198,950	510,449
Property, Plant & Equipment	37,718,458	37,924,042
<b>Total Non-Current Assets</b>	<b>37,917,408</b>	<b>38,434,491</b>
<b>Total Assets</b>	<b>52,044,323</b>	<b>48,747,699</b>
<b>Liabilities</b>		
<b>Current Liabilities</b>		
Trade and Other Payables	394,120	178,352
Contract Liabilities	211,423	93,634
Lease Liabilities	63,787	309,020
Financial Liabilities	59,565	53,117
Employee Provisions	49,755	47,666
Other Provisions	7,353,285	4,855,083
<b>Total Current Liabilities</b>	<b>8,131,935</b>	<b>5,536,872</b>
<b>Non Current Liabilities</b>		
Lease Liabilities	154,795	218,617
Financial Liabilities	1,404,339	1,468,015
Employee Provisions	4,643	15,471
Total Non Current Liabilities	1,563,777	1,702,103
<b>Total Liabilities</b>	<b>9,695,712</b>	<b>7,238,975</b>
<b>Net Assets</b>	<b>42,348,611</b>	<b>41,508,724</b>
<b>Equity</b>		
Settlement Sum	10	10
Revaluation Surplus Reserve	3,376,944	3,376,944
Retained Earnings	38,971,657	38,131,770
<b>Total Equity</b>	<b>42,348,611</b>	<b>41,508,724</b>

**AUDITOR'S INDEPENDENCE DECLARATION UNDER SUBDIVISION 60-40 OF THE AUSTRALIAN CHARITIES AND NOT-FOR-PROFITS COMMISSION ACT 2012 TO THE DIRECTORS OF ACCESS 2 PLACE LIMITED AS TRUSTEE FOR THE DISABILITY HOUSING TRUST OF SOUTH AUSTRALIA**

I declare that, to the best of my knowledge and belief, during the year ended 30 June 2021 there have been no contraventions of the auditor independence requirements as set out in any applicable code of professional conduct in relation to the audit.

*Nexia Edwards Marshall*

Nexia Edwards Marshall  
Chartered Accountants

*B Morkunas*

Brett Morkunas  
Partner

Adelaide  
South Australia

Dated: 29 October 2021

# CONGRATULATIONS NORMAN

We are proud of the small part we played to support you in achieving your dream



