

Access 2 Place Housing
Annual Report

2021 ∴ 2022



**ACCESS
2 PLACE
HOUSING**



ACCESS 2 PLACE HOUSING

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Front Cover

Aldinga Development
Photography by
Kathy Poullos

Inside Cover


A Smith
Photography by
Kathy Poullos

Back cover

Artwork by Access 2 Place
tenant, J. Kartinyeri

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Chair Report

Mel Blondell,
A2P Board Chair



Over the last year, the Board has focussed on refining our strategic direction to ensure that we are positioned to best serve our tenants, both current and future. The annual planning session was held in January during which the Board and Management identified our three strategic pillars of Housing Priorities, Connections & Relationships, and Service Excellence. These pillars drive our operational activities towards providing innovative, choice based, and affordable homes for people living with disability. The commitment to a tenant led approach to development is key to achieving this, and so this year the Board has approved seventeen new homes that will be built specifically for the people who will live in them.

A key focus of the refreshed strategic plan is to grow our brand awareness and engagement within the disability sector throughout the state. From a visibility perspective, we have installed external signage to our office on Greenhill Road, Wayville, embarked on a social media action plan and establishing relationships with key industry stakeholders.

As we start to emerge from the pandemic, the Access 2 Place team have continued to ensure the safety and wellbeing of tenants by implementing alternative ways to communicate and engage with them. It is fantastic to see the Tenant Advisory Group start to talk about face-to-face activities, and we look forward

to seeing more of these events in the future.

The entire Access 2 Place team have worked tirelessly over the past year to support our tenants. Their commitment to this important work is greatly appreciated, and on behalf of the Board, I thank the Access 2 Place staff. The Board also recognises the contribution of our CEO, Trent Lines, and Management in leading the team over the past year.

I would like to acknowledge and thank Anne Gale, who served on the Access 2 Place Board from 2015 up to the end of 2021. Anne held the role of Deputy Chair and was a highly valued Director, known for consistently drawing attention and focus to tenant outcomes at Board level. Thank you for your time and commitment over the 6 years of your tenure.

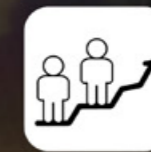
I would also like to thank the current Board Directors who generously give their time and professional skills to support Access 2 Place. Your genuine care for achieving housing outcomes for people living with disability is a significant contribution and greatly appreciated.

OUR VALUES



INTEGRITY

"We do the right thing - even if no one is looking"



EVOLVING

"We are agile, we adapt, we lead"



EQUITY

"We recognise that not everyone has the same advantages in life"



CHOICE

"A persons choice is as individual as they are"



RESILIENCE

"We are here to stay"



PERSISTENCE

"We ask the difficult questions and we don't back away from a challenge"

VISION



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.

MISSION



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

ORGANISATION STRUCTURE

ABOUT US

We're a not-for-profit provider of accessible, affordable homes to South Australians living with disability. Currently, we have more than 500 tenants living with disability across 305 homes. We are registered with the National Regulatory System (NRS) for Community Housing, and we are a National Disability Insurance Scheme (NDIS) service provider, which means that tenants can be confident we meet national standards for service delivery.



CEO Report

Trent Lines,
Chief Executive Officer



As the financial year draws to a close, I am incredibly proud of the progress and achievements which our organisation has made over the year. We are firmly on track to achieving our vision of being South Australia's pre-eminent disability housing provider.

During the year we cemented our strategy for new housing developments, which now has a tenant-led approach. The development and construction of contemporary, purpose-built disability housing involves engaging with the tenant, their family and support providers, throughout the entire process. The benefits and outcomes from this approach have been immeasurable in terms of the wellbeing and security of tenure, for the tenants and their families.

The strategic plan was refined, with a clear focus on developing contemporary housing stock that meets the future needs of the community. This approach requires building a tenant centred and outcomes focused service delivery model that supports choice and control and adheres to the National

Disability Insurance Scheme (NDIS) principles, with the separation of Supported Independent Living (SIL) providers, housing providers and Support Coordinators.

Each prospective tenant is assessed on a needs and feasibility basis, with priority given to those with extreme functional impairment or very high support needs, that are vulnerable and homeless. The underlying guiding principles – developed by A2P management and the Board to support this approach – have been instrumental in fulfilling our purpose and mission.

As part of the Strategic Asset Management and Growth Plan, the Board approved a 10-year development program that includes 100 new homes, purpose-built for those most in need. Importantly, a further \$1.1m is committed in the coming financial year to maintenance and capital upgrades to our existing housing portfolio.

We have worked hard to forge relationships with our key stakeholders, including Support Coordinators, SIL providers and the State Government agencies. These relationships have been vitally important in helping to understand our tenants' needs and what accessible housing really looks like. The networks have formed a valuable referral source for future tenants with high needs.

Our partnership with the State Government has resulted in unlocking capital funding available from the NDIS. The funding will be used to develop further disability housing options for members of the community who are most in need.

As a young organisation, we have started our journey to better understand Aboriginal

and Torres Strait Islander Cultures and reconciliation by developing our own Reconciliation Action Plan. When implementing our plan in September 2022, we aim to expand our engagement with Aboriginal and Torres Strait Islander Peoples by:

- Partnering with and learning from Aboriginal and Torres Strait Islander led companies, organisations and communities;
- Improving our service to Aboriginal and Torres Strait Islander tenants through targeted support; and
- Learning how to provide culturally safe services within the community.

I am incredibly proud and constantly amazed by our staff, who work incredibly hard, often in difficult circumstances, to deliver compassionate and first-class service to our tenants. During the year, staff have developed individual training and development plans, which has improved our capability to deliver on our purpose. Management have attended programs run by McKinsey and the Melbourne Business School, under the Australian Scholarship program. During 2022 Alex Phillips joined the team as Financial Controller, bringing significant financial and analytical acumen to the team.

Thank you to our Board members for their ongoing commitment and contribution to our wonderful organisation. Their skills and expertise are a valuable resource as we continue to grow our housing portfolio in a challenging, yet immensely rewarding industry.

Operations Report



Matthew Johnson,
Operations Manager

organisation. We have trained staff to develop Easy Read documents and have won a training and development grant that will focus on enabling staff to communicate with tenants through the use of Auslan, communication boards and social stories.

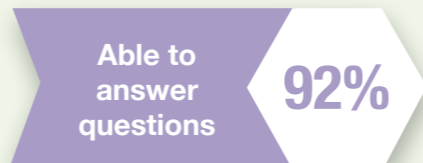
Customer service has always been a focus, this was reflected in our tenant survey with **86%** indicating they were happy with our overall services and our tenants told us that:

- A2P staff are friendly and respectful towards them **96%**
- A2P staff are able to answer their questions when they contact us **92%**
- A2P letters and emails received are easy to understand **93%**

Our maintenance team had a busy twelve months, focusing on meeting our individual tenant's needs and committed funds to modify our homes to increase access, tenant capacity and to support positive behavioural outcomes. In addition to this, in partnership with the Department of Human Services we completed 44 jobs at 21 properties for tenants over 65 years old. These works included painting rooms; kitchen and bathroom upgrades; installing blinds, roller shutters and grab rails.

We painted 24 of our owned homes, giving a fresh look to these properties, and upgraded 20 front yards. On the topic of gardening – we're delighted to share our feature story about how Robert transformed his wonderful garden. We feature a story about tenant Robert Bowie and his wonderful garden. Not only does this delightful spot contribute to the attractiveness of the neighbourhood, it's a great example of what people can do with stable, independent housing. Love your work, Robert!

Thank you to the team and our Board for your commitment and efforts for Access 2 Place tenants.



It's my pleasure to share another operations report, which highlights the team's efforts this past financial year.

This year saw some organisational change. Consistent with our commitment to Innovation and Service Delivery, Access 2 Place focussed on providing a more consistent, connected and positive experience for our clients. In order to do this, we increased the number of Housing Officers we have and restructured our tenancy team, providing a single point of contact for each of our tenants.

We need to know our tenants in order to provide a personalised service and this past year we have started to know more about them, their loved ones and the people that support them in their life.

In order to properly support tenancies for clients with high and complex needs, we aim to further build the capacity of our

Year in Review

Company Snapshot as at 30 June 2022



\$6.4m

Annual Revenue
(up 35%)



\$2.3m

Net Operating Surplus
(up 170%)



up 39%

Cash and Cash
Equivalents



35.7%

Net Operating
Surplus



\$60m

Net Assets
(up 42%)



24%

Of SDA Market in SA



305

Total Properties
(increased by 5)



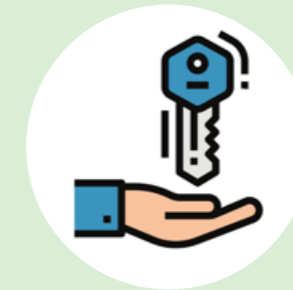
2159

Maintenance Jobs
Completed



493

Total Tenancies
(decreased by 10)



30

New Tenants
(including transfers)



798

Inspections & Home Visits
(increased by 93)



12

Employees



1505

Social Media Followers
(increased by 800)

Reconciliation Action Plan

PROVIDING BETTER SERVICES TO OUR ABORIGINAL AND TORRES STRAIT ISLANDER TENANTS & STAKEHOLDERS.

In 2022 A2P decided to make a commitment to reconciliation by embarking on the Reconciliation Action Plan (RAP) journey. A small team including three staff and one board member came together to develop A2P's first RAP: 'Reflect', with help from an external RAP consultant. Our Reflect RAP is now with Reconciliation Australia awaiting final approval.

We start our RAP journey by focusing on our clients and our industry, but our longer RAP journey is bigger than this. Reconciliation is about who we are as members of our community; how we acknowledge our national history – what has happened,

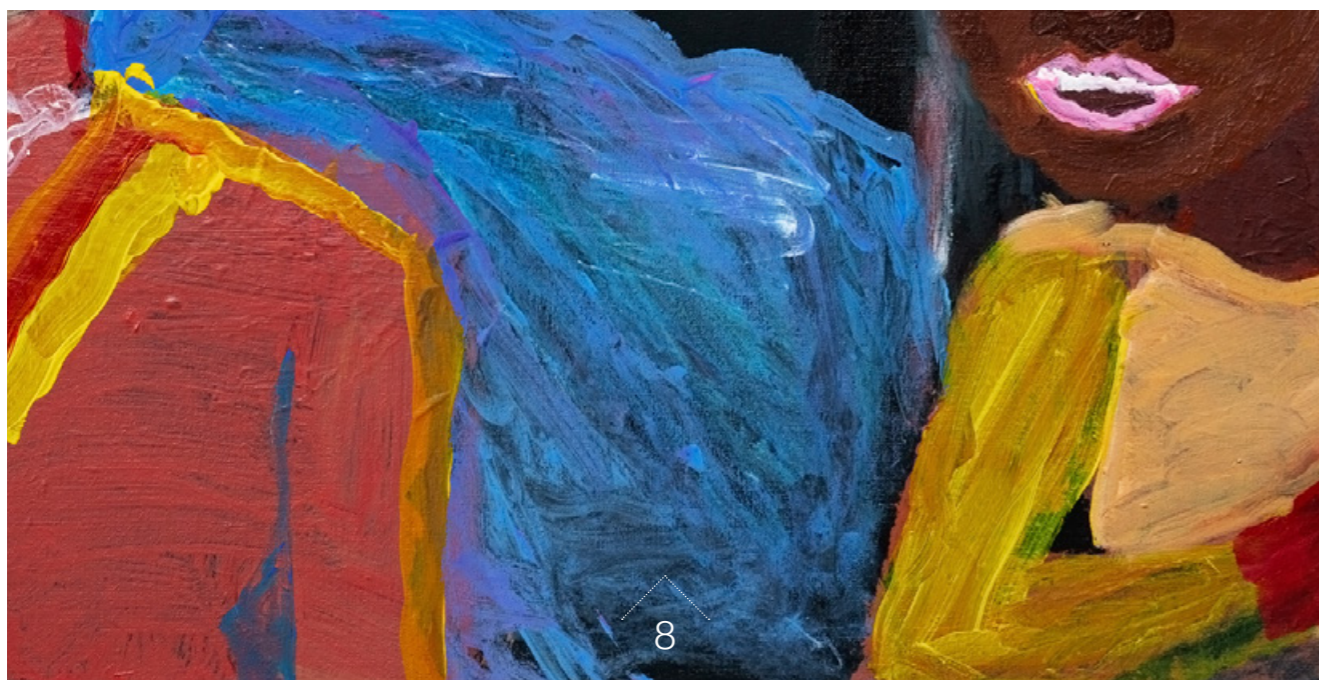
what still happens. The RAP framework will help to give us focus, goals and timeframes, whilst also broadening our thinking about what we can do and how we can do it.

Our intention is for our RAP to guide us to develop meaningful and achievable ways to grow our connections with Aboriginal and Torres Strait Islander Peoples in our communities. We are working to improve our understanding of the cultures of Aboriginal and Torres Strait Islander Australians and their every-day lives, with a focus on the communities where we live and work. As a priority, we will start to learn more about local Traditional Custodians and share this with our staff. In addition, the RAP will inform related aspects of our strategic plan.

Reconciliation connects directly to A2P's core values – Equity in particular. We recognise

that, due to intergenerational trauma, racism and the legacy of colonisation which continues to affect many lives today, Aboriginal and Torres Strait Islander Peoples frequently do not begin life with the same advantages as do most non-Indigenous Australians. We see our RAP journey over the coming years as a way for us to improve equity for our Aboriginal and Torres Strait Islander tenants and stakeholders.

We aim to increase our engagement with Traditional Custodians from Communities to learn more about how we can provide better services to our Aboriginal and Torres Strait Islander tenants and other stakeholders. We invite First Nations stakeholders to share stories and insights with us as we seek to build effective partnerships and support self-determination.



Property & Development Committee Report

David Mullins, Property & Development Committee Chair

The financial year ended on the 30 June 2022 was a busy year for the Property and Development Committee with a constant pipeline of housing projects to review and assess. Seventeen individual projects were approved and will be designed to Specialist Disability Accommodation (SDA) standards, including eleven new builds designed to 'Robust' standard, five 'High Physical Support' builds and an 'Improved Liveability' designed home. All projects have been selected and designed to meet the needs of the individual tenant identified.

The tenant-led approach, involves the tenant and their families throughout the home building journey from selecting the land, working with the building designer and the selection process. This approach is designed to improve the outcomes for the tenant, where they have the choice to select where they live, along with the style and design of their purpose-built home. Contemporary disability housing takes into account not only the built-form, but also the availability to support services, amenity and family. Our team is working hard to achieve these outcomes and provide the best possible housing solution that improves the quality of life for high needs members of the community.

A key highlight during the year for the organisation was the completion of the Aldinga project which consisted of six new homes built to 'Fully Accessible' standard. It was exciting and rewarding to see our new tenants move into their new homes and we thank our building partner, Creative Structures for delivering a great build. The only disappointment during the project was that our new plants were taken out of the ground and stolen prior to handover. However, the dedicated Access 2 Place team members were determined to ensure that everything was perfect at handover and volunteered to plant replacements in their spare time. It just goes to show how passionate the team is in servicing their tenants.

The past year has included a focus on developing a robust feasibility and risk analysis process, along with developing a fit-for-purpose development and building contract. Challenges during the year included securing suitable land, given increasing land values, availability of building contractors and an arduous building approval process. As residential building activity reduces in the coming year, we are hopeful of shortened timeframes throughout the building journey.

Looking ahead there are some exciting projects which have been approved by the committee. We look forward to seeing these projects come to fruition and can't wait to see the smiles on our tenants' faces when they move into their new homes.



Proud Sponsors of ROOSQUAD

A lot of Aussies love their footy and cricket but taking part isn't easily accessible to everyone in the community.

ROOSQUAD is a cricket and football skills development program that was born from a desire to provide that chance to people living with a disability.

We're delighted to sponsor ROOSQUAD, which is run entirely by volunteers. It takes place at the Morphettville Park Sports and Community Club, keenly watched by enthusiastic family, carers and friends.

Now in its second full season, ROOSQUAD runs two cricket sessions in summer and two football sessions in winter.

The value of ROOSQUAD can't be underestimated. It provides a safe and fun environment for participants to practice their cricket and footy skills, to make friends and socialise at the same time. Everyone goes at their own pace, and there's plenty of individual attention if needed.

John Callahan is one of the ROOSQUAD coordinators and his son Eugene takes part.

"With ROOSQUAD, I know my son is in a safe place, I know he's engaging in fitness and fun and camaraderie and friendship," John says. "He's not isolated at home in front of a screen. He's enhancing his life, with good people around him.

"Instead of matches or competition, it's a training facility, a friendly skills development program. We've got a great bunch of coaches and trainers with us every week. After each session, you drive home and think 'the world is a great place'."

ROOSQUAD is held on Wednesday evenings, is non-gender specific and open to participants of all ages. Currently, the youngest participant is in their teens, the oldest in their fifties.

In March 2022, the Morphettville Park Sports Club was presented with a Community Cricket Award from the SA Cricket Association for "Inclusion and Diversity Initiative of the Year".

We're proud to support ROOSQUAD and look forward to watching the program thrive over the years to come!



Robert's Green Thumb has really paid off

Robert's garden in Renown Park is alive with colour. Purples, yellows, pinks. A keen and award-winning gardener, he's transformed his home into a haven for birds and insects.

Robert has been an Access 2 Place tenant since April 2019. When he moved into the property there were two prominent trees – a fully grown lemon gum in the front garden, and a white red gum in the back. Both were planted when the area was established. Aside from that, Robert had an open slate with the garden.

Now there are geraniums, French lavender, daisies, lilies, yakka, rosemary and more. There's ground cover plants, and Pencil Pines along the driveway. There's plentiful succulents, some sitting in barrels.

The front garden features a love heart-shaped lawn. There's also a bird bath, paver edging, marble and gravel paths, and lawn. These are all the result of the efforts that Robert has put into the property.

"I like to garden, it's come full circle with me and my mental health," Robert says.

"When I was younger, gardening was one of my chores and I learned a lot from Mum and Dad.

"I enjoy putting sprinklers systems in, the building and construction aspects, too. It's hard and involved work. I like the feedback, when people let me know the garden looks great.

"I watch a lot of gardening shows on TV."

Amongst Robert's plants, some are grown from seedlings and local cuttings.

In 2021, Robert's garden won the Mayor's Encouragement Award in the City of Charles Sturt gardening competition. The prize included a colourful metal plaque and voucher for the Botanic Gardens shop.

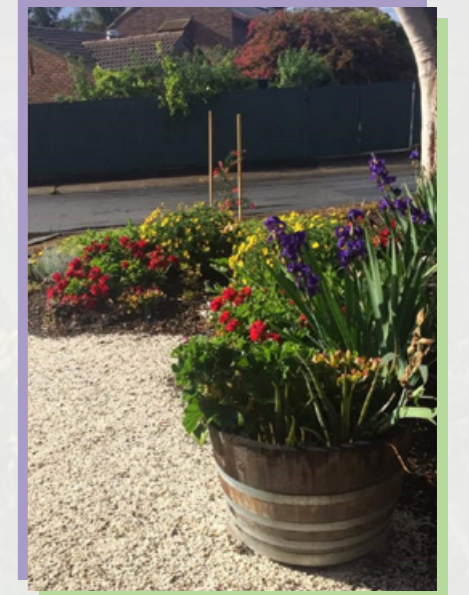
"I bought punnets of tomato and basil," Robert says.

Currently, his favourite plants are the irises and French lavender.

As well as dedicating himself to his garden, Robert is a single parent raising a daughter. He enjoys cooking for his daughter and spending time in the kitchen.

Is it a challenge to maintain such a lovely garden?

"It's easy enough but it takes baby steps to learn," Robert says.



"There's a lot of repetitiveness over the year – whether it's pulling out weeds or mowing lawns – and it lays a path, if you think about it. It's not so hard, as gardening has been there all my life."





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.



**Natasha Rees
Deputy Chair**

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.



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.

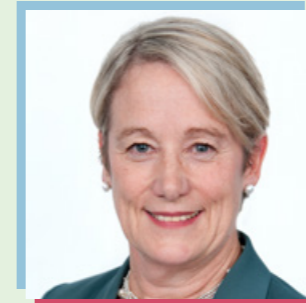
Gavin is a Partner in Finlayson's Lawyers Property and Development Team. His main areas of expertise are property, infrastructure and development law. Gavin specialises in commercial, industrial and residential developments, acquisitions and disposals, and commercial leasing.



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.



Anne Gale,

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. Anne Gale resigned from the Board, 16 December 2021.





Building our Community

Tenant Advisory Group (TAG)

It's been another amazing year of engagement with our tenants, including working with our Tenant Advisory Group.

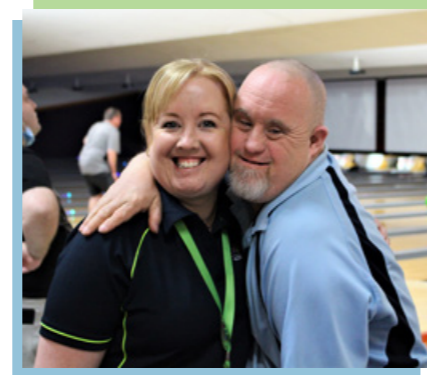
In January the Community Housing Art Awards SA (CHARTS) launched an exhibition at The Mill in Adelaide. This was the culmination of the CHARTS awards organised by seven Community Housing Providers including Access 2 Place.

The awards were an opportunity for community and social housing tenants to exhibit their art, win cash prizes and industry mentorships.

A2P tenants who took part included Rosie Milton, winner in the Sculpture category and Naomi Blake, a finalist in the Literature And Poetry category. The free exhibition was open to the public and we're sure they enjoyed the show.

In November we hosted another fun bowling day, a free activity for tenants which always proves to be a fun outing with plenty of banter and healthy competition.

We'd like to thank TAG members for contributing their time. We appreciate their input, ideas and their role as a sounding board for our activities.



Report of the Audit Committee

Mark Phelps,
Audit Committee Chair

Membership of the Committee

The Audit Committee is comprised only of independent Non-Executive Board Member with a minimum requirement of two such members. It is presently comprised of Mark Phelps (Chair) and Jeanie Elliot. Anne Gale, a third member, resigned from the Committee in [November 2021]. Other attendees at Committee meetings (or part thereof) were the Chief Executive Officer, Chief Financial Officer, Operations Manager, Secretary, and the external auditors.

Role of the Committee

The role and responsibilities of the Audit Committee are set out in written terms of reference are 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, independence, and objectivity, including recommendation to the Board of their continuance; and approval of their fees

How the Committee has Discharged its Responsibilities

The Committee met four times over the 2022 financial 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, and its processes, outcomes. It reviewed:

- Access 2 Place's Risk Register, including controls and mitigating action plans
- policies and practices regarding the Business Continuity Plans

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 2022 Financial Statements were fair, balanced and whether they contained the necessary information. The Committee was satisfied that, taken as a whole, the 2022 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 2022, the Board considered the performance of the Committee, which concluded that the Committee is performing effectively.

Financial Report

Statement of Profit or Loss and Other Comprehensive Income for the Year Ended 30 June 2022

	2022 \$	2021 \$
Revenue	6,359,638	4,717,152
Total Revenue	6,359,638	4,717,152
Less Expenses		
Auditing, Accounting & Legal Fees	33,316	47,953
Computer Expenses	32,264	27,804
Depreciation & Writedown Expense	1,084,528	1,027,996
Amortisation Expense	300,428	311,499
Insurance Expenses	161,401	111,057
Property Expenses	877,744	858,755
Salaries and Wages	1,258,903	1,153,324
Interest Expense	55,908	59,264
Other Expenses	285,020	279,613
Total Expenses	4,089,512	3,877,265
Net Operating surplus	2,270,126	839,887
Other Comprehensive Income	15,322,857	-
Total Comprehensive	17,592,983	839,887

Statement of Financial Position as at 30 June 2022

	2022 \$	2021 \$
Assets		
Current Assets		
Cash & Cash Equivalents	18,105,915	13,002,946
Trade & Other Receivables	1,930,695	1,005,520
Other Assets	261,253	118,449
Total Current Assets	20,297,863	14,126,915
Non-Current Assets		
Right-Of-Use Asset	366,744	198,950
Property, Plant & Equipment	54,748,314	37,718,458
Total Non-Current Assets	55,115,058	37,917,408
Total Assets	75,412,921	52,044,323
Liabilities		
Current Liabilities		
Trade & Other Payables	193,614	394,120
Contract Liabilities	107,867	211,423
Lease Liabilities	283,883	63,787
Financial Liabilities	48,225	59,565
Employee Provisions	56,985	49,755
Other Liabilities	13,343,250	7,353,285
Total Current Liabilities	14,033,824	8,131,935
Non-Current Liabilities		
Lease Liabilities	72,456	154,795
Financial Liabilities	1,355,932	1,404,339
Employee Provisions	9,115	4,643
Total Non Current Liabilities	1,437,503	1,563,777
Total Liabilities	15,471,327	9,695,712
Net Assets	59,941,594	42,348,611





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 2022 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

Brett Morkunas

Brett Morkunas
Partner

Adelaide
South Australia

26 October 2022

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“ We’re thrilled to have the Access 2 Place sign atop our Greenhill Road building! ”



Artist: J. Kartinyeri



Visit our online Art Gallery, Artistic Gems
<https://access2place.com.au/artistic-gems/>