



# ACCESS 2 PLACE HOUSING

TENANT NEWSLETTER DEC 2023



## A MESSAGE FROM OUR CEO

- Trent Lines



## Exciting Progress Update

We're making great strides in our 10-year goal with 25 new homes on the way, thanks to tenant collaboration in design and planning. This year, we completed and specially adapted three homes for tenants with complex needs, improving lives and family well-being.

Our maintenance investment has reached a new high of \$1 million to upgrade our current homes. We've also expanded our team, welcoming Emma Calabro as General Manager of Disability Housing and adding a new role to enhance tenant engagement.

The Community Housing Advisory Group (CHAG) started this July, ensuring tenant voices lead our decisions. We're also implementing our first Reconciliation Action Plan to strengthen community ties.

Financially we remain in a strong position to support the future development program. We're also celebrating our staff's passion, with engagement at a high of 91%..

As we bid farewell to longstanding board members, we remain focused on our vision: To provide purpose-built homes that empower people with disability.

## Introducing the Community Housing Advisory Group (CHAG)

We are thrilled to introduce you to our newly formed Community Housing Advisory Group (CHAG) at Access 2 Place (A2P).

This committee brings together a diverse and knowledgeable group of individuals with expertise in housing accessibility, design, support coordination as well as two members representing our A2P tenant community.

Members include A2P tenants **Dr Naomi Blake** and **Nick Jenkins**, McArthur Community Care, Manager of Support Coordination **Brad Gale**, **Julie Rogers** – Director, Quality and Clinical Services at DHS Disability Services, Executive Manager Disability, Child & Youth Services of Community Living Options **Muriel Kirkby**, A2P Board Director **Finbar Mills**, A2P CEO **Trent Lines** and **Emma Calabro** A2P General Manager Disability Housing.

Established as an advisory committee, CHAG provides lived experience, sector expertise and guidance to A2P to help us make informed decisions that impact on all tenants. The committee will be meeting 4 times a year to discuss some key topics and had their first meeting last week.



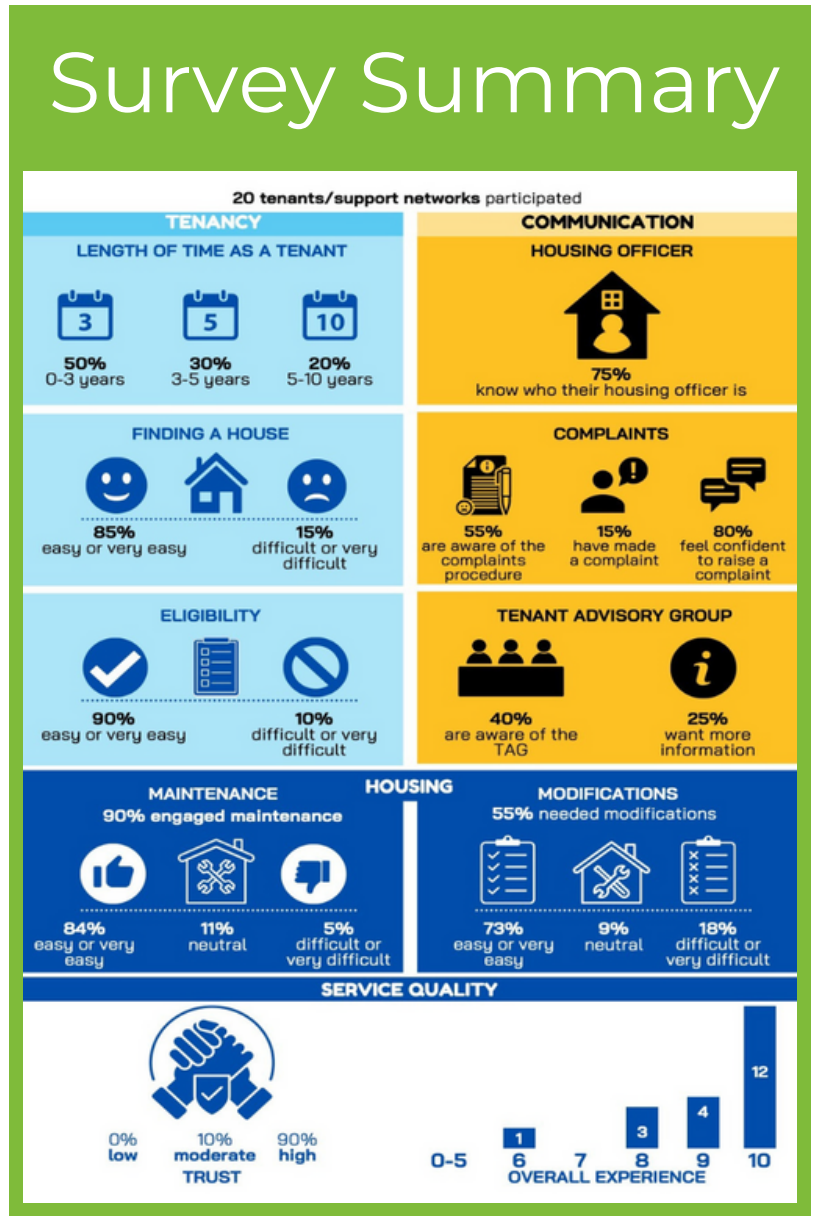
# Listening Leads to Action

## The 'Voice of the Tenant' Success Story

At Access 2 Place, our commitment is to create not just accessible housing but communities where voices are heard, respected, and acted upon. We're thrilled to share the uplifting results from our recent "Voice of the Tenant" survey, conducted to ensure our services are tenant-centered and impactful.

Thanks to Point Heard's qualitative review, we've gained rich insights into the lived experiences of our tenants. Here's what they had to say:

- Exceptional Trust:** Tenants scored their trust in us at an incredible high, with 90% expressing a high level of confidence in A2P to provide the best possible living arrangements.
- High Satisfaction:** Our maintenance and support staff received a huge thumbs up for their respectful, friendly, and responsive service, with an average experience score of 9.3 out of 10.
- Active Community Members:** Most tenants reported feeling well-established and supported within their communities, celebrating their transition to a safe and responsive living environment.



## Tenant Advisory group (TAG)

We're immensely grateful to our tenants who've actively participated in the Tenant Advisory Group (TAG) this past year. Your insights and enthusiasm have helped shape our community at Access 2 Place.

Looking ahead, 2024 promises new opportunities for TAG engagement. We invite all our tenants to join these conversations to enrich our community housing experience.

Stay tuned for the date of our first 2024 TAG meeting. Together, let's make Access 2 Place a home where every voice contributes to our collective growth.

## A2P Home Inspections

### Preparing for a home inspection

Home inspections are a part of how we ensure your A2P home remains a safe and comfortable environment. Conducted twice yearly, these visits allow us to check on property conditions and address any of your concerns.

#### What Happens During an Inspection?

A Tenancy Team member will walk through your home, assess maintenance needs, and photograph the property. Feel free to have someone with you and show us any areas that may need attention.

#### Quick Prep Tips

A simple tidy-up before we arrive is all that's needed. Our Property Inspection Guide outlines easy steps for each room. Don't stress—it's about the home's condition, not personal items.

#### Questions or Schedule Changes?

Use this time to share any issues or request repairs. If the inspection time isn't convenient, contact us to arrange a new one.

#### We're Here to Help

These inspections help us keep your home in top shape. We're looking forward to seeing you and hearing how we can improve your living experience.



## A Recap of the DAL Expo

Access 2 Place is thrilled to recap the #MyLifeChoices Disability, Ageing & Lifestyle Expo, which took place on 12th & 13th October 2023. The two-day event at the Jubilee Pavilion was a hive of activity, featuring 245 exhibitors and a flow of nearly 6,000 visitors seeking innovative solutions for a better lifestyle. The expo included a series of seminars, a vibrant "Stories in Art" gallery, and diverse cultural performances, alongside engaging activities like an 8m Rock Wall and a petting zoo.

We had a fantastic time at the Expo, engaging with many attendees at our stand and sharing insights into our services and the community we cherish. The positive atmosphere and the opportunity to connect with new and existing contacts made the event a fulfilling experience for our team. We're already looking forward to next year's gathering and the chance to continue celebrating the spirit of inclusion and support.



**#MyLifeChoices**  
DISABILITY, AGEING  
AND LIFESTYLE EXPO



# Cooks Corner



## INGREDIENTS

- 2 X 250g Pkts Arnotts Choc Ripple Biscuits
- 45g (1/2 Cup) Desiccated Coconut
- 2 Tbsp Cocoa Powder
- 395g Sweetened Condensed Milk

## METHOD

### Step 1

Break biscuits and place in a food processor. Process until finely crushed. Transfer one-quarter (about 80g) of the biscuit crumbs to a plate.

### Step 2

Transfer the remaining biscuit crumbs in a large bowl. Add the coconut, cocoa powder and sweetened condensed milk. Stir well to combine. Place in the fridge for 1 hour or until firm enough to roll.



### Step 3

Line 2 baking trays with baking paper. Roll 1 tablespoonful of the truffle mixture into a ball and roll in biscuit crumbs to coat. Transfer to a prepared tray. Repeat rolling remaining mixture to make 24 truffles in total. Place in the fridge for 1 hour or until chilled and firm.



## Christmas Office Hours

Monday 25 December	<b>CLOSED</b>
Tuesday 26 December	<b>CLOSED</b>
Wednesday 27 December	9:00am - 5:00pm
Thursday 28 December	9:00am - 5:00pm
Friday 29 December	9:00am - 5:00pm
Monday 01 January 2024	<b>CLOSED</b>

**Maintenance will be operating after hours as usual Phone 8274 6300**

## FEEDBACK

As part of our commitment to continuing quality improvement we strive to deliver exceptional tenant service. We encourage you to provide feedback - whether it be a compliment, complaint or appeal.

There are many ways that you can provide feedback to us including:

- *Regular property inspections*
- *Phone or email (Details below)*
- *Via the website*
- *Tenant surveys (every two years)*

### CONTACT US

Ground Floor, 20 Greenhill Road, Wayville,  
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**Office hours:** Mon to Fri, 9am - 5pm

**Phone:** 8274 6300

**Email:** [info@access2place.com.au](mailto:info@access2place.com.au)