

ACCESS 2 PLACE HOUSING

Specialist in Disability Housing



ANNUAL & REPORT &



Acknowledgement of Country

Access 2 Place Housing operates across several First Nations lands in South Australia.

We acknowledge the Traditional Custodians of Country throughout the lands on which we work and live and pay our respects to their Elders past and present.

We recognise and respect their cultural heritage, beliefs and continuing relationship with the lands and waters.

To learn more about our commitment to supporting First Nations peoples, please visit www.access2place.com.au



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CHAIR REPORT





Natasha Rees Board Chair

It has been another productive year for Access 2 Place (A2P) as we continue our mission to build purpose-built homes that empower people with disability.

We kicked off our 10th anniversary year in March with a special breakfast, where we heard from Access 2 Place's inaugural Chair, Sue Park. Sue entertained us with stories of the early years of Access 2 Place, reminding us of why we were founded, which is to ensure people with disability can lead independent lives through innovative, secure and affordable housing that meets their needs.

As a disability housing provider, the policy settings surrounding the National Disability Insurance Scheme (NDIS) and social housing impact on our ability to fulfil our mission. The final reports from the Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability and the Independent Review of the NDIS were released in late 2023, with both reports encouraging changes to disability housing. We welcome the NDIS Review recommendation that the provision of housing should be separate from the living supports provided by disability support providers. This is a core value for Access 2 Place that has been at the heart of everything we have done since we began in 2014.

There is some uncertainty over the future of group homes, with the Royal Commissioners divided in their opinion about whether group homes should be phased out. We will await the government's response, while continuing to support our tenants to have a choice of housing options in a variety of locations across South Australia.

This year saw Nicole Willing and Michael Osborn join our skills-based Board. Nicole brings a diversity of experience in aged care housing and retirement living, with a passion for social inclusion. We value Nicole's lived experience of vision loss and the unique perspective that she brings. We also welcome Michael's valuable experience and industry connections as a town planning and property development consultant to help guide us in our continued growth.

Thanks to all my fellow Directors for the commitment, expertise and time that they give to Access 2 Place. On behalf of the Board, I would like to thank our CEO, Trent Lines, and the entire Access 2 Place team for their continued commitment to improving the wellbeing of our tenants.

VISION

Purpose-built homes that empower people with disability.







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

VALUES



Integrity



Respect



Empowerment



Inclusivity

CEOREPORT





Trent Lines Chief Executive Officer

In March, Access 2 Place Housing (A2P) marked a significant milestone: a decade of operation. This achievement reflects the dedication of our current and former staff members and Board Directors. A2P now manages over 340 homes, either through ownership or long-term lease arrangements, providing safe and stable housing for more than 520 of our community's most vulnerable members. Our tenant-led co-designed building program, aimed at delivering 100 new homes over 10 years, is gaining momentum.

To date, we have completed 10 purpose-built homes, with an additional 16 scheduled for completion by June 2025. A key focus within the development program has been to create a supply of Robust designed Specialist Disability Accommodation (SDA) to meet the growing demand and undersupply across the state. These homes are designed for people who need help managing complex and challenging behaviours. We have identified and approved the construction of new homes for 24 participants eligible for SDA Robust funding.

In a competitive tender, A2P secured a lease for 31 homes from the SA Housing Trust under the Mental Health Housing Program. Each participant in this program lives with complex mental health disabilities. Our goal is to support each tenant, in collaboration with their support providers, to maintain sustainable, long-term tenancy with A2P.

Last year we refreshed our Strategic Plan, defining three pillars for success:

- Active engagement and co-design with tenants.
- ² Increased number of tenant-led contemporary, purpose-built homes constructed.
- 3 Strong partnership engagement. Recognised as the leading disability housing provider.

To assist in achieving our goals the Community Housing Advisory Group (CHAG), was established in July 2023. Members of the CHAG include a diverse range of stakeholders and lived experience of A2P tenants, support coordinator, supported independent living providers and government representation (Disability Services). The CHAG and the establishment of the Tenant Engagement Network (TEN) has been an invaluable resource to learn from our most important stakeholder – our tenants.



To our employees who inspire me each and every day – thank you for your tireless approach throughout the year, to achieve our aim of being the number one Disability Housing Provider in South Australia. Our team works in a challenging environment that is heavily regulated, yet very rewarding, as highlighted by a tenant testimonial:



"I love my rental house, it has everything I need. Access 2 Place is an asset to the community, they are very understanding and helpful. My housing manager is wonderful and easy to talk to. I am very thankful for everything Access 2 Place has given me."

99

I thank our Directors for their strategic insights and guidance as A2P continues to evolve and adapt to regulatory and market conditions. As a not-for-profit organisation, we continue to concentrate on financial results that benefit people living with a disability in South Australia.

With a values-based approach focused on sustainably increasing the number of purpose-built homes that empower people with disabilities, we remain committed to working with stakeholders who share our vision and values. Together, we aim to deliver more places that people will be proud to call home.





10-YEAR ANNIVERSARY BREAKFAST





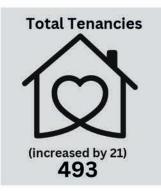




YEAR IN REVIEW

Company snapshot as at 30 June 2024





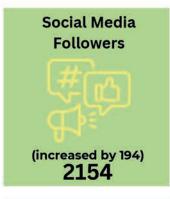


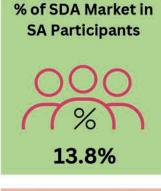


























DISABILITY HOUSING REPORT



Emma Calabro General Manager - Disability Housing

Throughout the year, we connected with and listened to hundreds of people across the state through home visits, expos, the Voice of Tenant project, surveys, Community Housing Advisory Group meetings, and various tenant engagement events.

We recognise that listening to our tenants' voices empowers individuals, promotes inclusivity, and enhances their quality of life. Engaging with real people and forming genuine connections are vital for fostering successful tenancies.

This invaluable feedback will help us deepen our understanding of tenants' needs and preferences. To strengthen our connection and communication with tenants and stakeholders, we emphasised staff training.

In 2023-2024, we were awarded a Training and Development Support Grant from the Exceptional Needs Unit to enhance staff capacity in working with Aboriginal and Torres Strait Islander tenants through Cultural Awareness training provided by local First Nations experts. We collaborated with SA-based First Nations organisations to promote respectful engagement, sustainable tenancies, and a deeper understanding of the intersection between First Nations culture and living with disability. Additionally, our staff completed Mental Health First Aid and Autism SA - Communication and Awareness Training, equipping them to better engage and promote inclusivity for tenants with diverse communication needs.

Access 2 Place remains committed to delivering optimum tenant services by prioritising tenant needs and adopting a personalised, tenant-focused approach.

This financial year, Access 2 Place expanded its property portfolio by 33 homes, with our tenancy team supporting all tenants in their successful transition. Of these homes, 31 were transferred from the South Australian Housing Trust under the Mental Health Disability Housing Program. Our dedicated Housing Officers completed 1,045 scheduled home visits, an increase of 243 from the previous year, not including additional visits such as damage, ingoing and outgoing inspections.

We have diligently continued to review our policies, processes, and systems to ensure they remain relevant and compliant with regulatory requirements. This proactive approach underscores our commitment to contemporary standards and compliance across all facets of our operations.

The dedication of our staff, leadership team, and Board has been instrumental in Access 2 Place's success. Our passionate staff consistently deliver outstanding outcomes, significantly impacting the lives of people living in our homes with disabilities.

Together, we have achieved remarkable progress, and I look forward to building on this momentum in the future.



FIRST NATIONS TENANTS

Reconciliation Action Plan RAP "Reflect"

As we look ahead to the coming year, we reflect on our progress in implementing our inaugural Reconciliation Action Plan (RAP), Reflect. At Access 2 Place, our commitment to fostering an inclusive and equitable society remains central to our mission. The RAP has been vital in guiding our actions and strengthening partnerships between Indigenous and non-Indigenous Australians.

Our focus on RAP Reflect has helped us build a strong foundation of knowledge about Indigenous cultures and histories. In 2023-2024, Access 2 Place received a Training and Development Support Grant from the Exceptional Needs Unit to enhance staff capacity in working with Aboriginal and Torres Strait Islander tenants through Cultural Awareness training.



All staff participated in training sessions provided by local First Nations experts, including **Kuma Kaaru Cultural Service's** Cultural Awareness Training, Reconciliation SA's Introduction to Understanding Racism workshop, and Irrapina Cultural Services' Cultural Art Symbolism workshop. This training has significantly improved our ability to engage with Aboriginal and Torres Strait Islander tenants, fostering respectful and compassionate interactions. We extend our gratitude to our Reconciliation Action Group members, both internal and external, for their invaluable contributions and cultural insights.

Recognising that reconciliation is an ongoing journey, we remain committed to building a more inclusive Australia. Collaboration has been central to our efforts. Over the past year, we engaged with Indigenous organisations and participated in cultural events, gaining valuable insights into their needs. Our involvement in National Reconciliation Week, National Sorry Day, and NAIDOC Week has further strengthened our commitment to reconciliation.

By fostering cultural competency, we aim to ensure that Aboriginal and Torres Strait Islander tenants feel more comfortable engaging with Access 2 Place. This aligns with our Reconciliation Action Plan and supports our commitment to creating safe and respectful home environments. Ultimately, by addressing the specific needs of our First Nations tenants, we strive to enhance engagement with our services, reduce stress, and contribute to sustainable tenancies while empowering tenants to pursue their personal goals.

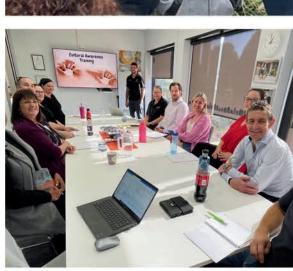
















MEETOUR BOARD MEMBERS



Natasha Rees - Board Chair

BA, MPubLaw, CertIVRsikMgt, AdvDipProjMgt

Natasha joined the Access 2 Place Board in January 2020 and became Chair in July 2023. She has over 30 years of leadership experience in government, driving reforms in disability, ageing, employment, and housing. A Fellow of the Governance Institute of Australia, Natasha holds qualifications in management, risk management, public law, and psychology.

As Managing Director of NchangeR, she supports social purpose organisations with strategy and governance. She was instrumental in implementing the NDIS in South Australia.



Jeannie Elliott - Deputy Chair

BA/LLB, GAICD

Jeanie joined the Access 2 Place Board in June 2019 after serving on the Audit, Risk & Compliance Committee since 2015. A founding partner of Fenwick Elliott Grace, a specialist construction law firm, Jeanie has practised in construction law since 1992.

She is actively involved in industry committees, including the Master Builders Association of South Australia and the Australian Institute of Building.



David Mullins CA, B.Comm, B.Fin

David is a Partner and Adelaide Office Chair at Grant Thornton, with over 14 years of experience as a Chartered Accountant. He leads Grant Thornton's Real Estate & Construction Group in South Australia and chairs the SA Property Council of Australia's Social Infrastructure Committee.



Finbar Mills MBA, B. Comm, GAICD

Finbar is a Marketing and Communications specialist with experience across aviation, retail, and engineering. As Bid Manager for WSP in South Australia, he oversees proposals for large-scale projects and provides marketing and business solutions to various organisations.

A paraplegic since a motorbike crash in 2009, Finbar is a passionate advocate for disability inclusion, working to improve access and awareness in the community and workplace.



James Lawes FCA, B. Comm, GAICD

James is a Chartered Accountant and Auditor with over 20 years' experience working with Ernst & Young (EY) across Queensland, Victoria and South Australia. He has advised a number of clients across a wide range of industries including media and entertainment, manufacturing, aged care and education.

James has held numerous board roles including as Deputy Chair of St Peters Girls School, and was Chair of Eldercare Australia.



Michael Osborn
MBA, AICD

Michael joined the Access 2 Place Board in October 2023, bringing over 30 years of experience in town planning and property development. He has led major planning initiatives and city-shaping projects in South Australia and the Northern Territory and serves on industry councils, including the Urban Development Institute of Australia (SA Division).

Michael is committed to supporting Access 2 Place in delivering Specialist Disability Accommodation in South Australia.



Nicole Willing

Nicole joined the Access 2 Place Board in October 2023, bringing extensive experience in the housing sector, including aged care, retirement communities, and community housing development.

She has represented the housing and disability industries as Chair of the Aged and Community Services Committee at both state and national levels.

Her personal journey with vision loss gives her a unique perspective on creating inclusive and accessible housing solutions for people with disabilities.



Access 2 Place remains steadfast in its commitment to enhancing tenant engagement and fostering a thriving sense of community. This year, we celebrated a significant milestone with the launch of our **Tenant Engagement Network** (TEN), a key initiative designed to deepen our connection with tenants and promote meaningful interaction across our properties.

The TEN is a dynamic and inclusive platform created to gather valuable feedback, strengthen community ties, and guide the development of our strategies. Through TEN, tenants have a dedicated space to share their experiences, participate in a variety of localised events, and collaborate in shaping the future of our services. This initiative not only empowers tenants to take an active role in their community but also ensures our services are tailored to meet their needs. Most importantly, TEN makes engagement enjoyable by providing opportunities to connect with neighbours, share ideas, and contribute to a collective vision for a better living environment.

As we continue to expand TEN's reach and impact, we remain focused on building lasting relationships and ensuring our tenants feel valued, heard, and involved every step of the way.





TENANT SURVEY RESULTS



Access 2 Place (A2P) is committed to empowering tenants by ensuring their voices are heard. We strive to deliver exceptional service by offering tenants choice and control within the NDIS framework. Our bi-annual Tenant Survey aims to boost engagement, measure satisfaction, and uphold compliance with the National Regulatory System for Community Housing (NRSCH).

Historically, low response rates have hindered our ability to accurately gauge tenant satisfaction and comprehensively address their needs. This has impacted informed decision-making and our ability to align with tenant expectations and regulatory standards. Increasing response rates is essential to enhancing service delivery and amplifying tenant voices.

Thank you to all our tenants who took the time to complete the 2024 Tenant Survey! Your feedback is invaluable, helping us understand your needs and refine our services to better support you. By fostering genuine engagement, we reinforce our commitment to listening to and responding to our tenants' needs. Every tenant deserves a voice, and we are dedicated to ensuring that voice is heard.





Were satisfied with the overall quality of service by A2P



Were satisfied with the condition of their property



82% Were satisfied with the repairs & maintenance of the property

FINANCIAL REPORT

2023

2024

Statement of Profit and Loss for year ended 30 June 2024

Statement of Financial Position for year ended 30 June 2024

2024

2023

| | 3 | • • | | 3 |) |
|--------------------------------------|------------|-----------|--|-------------|------------|
| | | | ASSETS | | |
| Revenue | 14,875,818 | 6,068,838 | CURRENT ASSETS | | |
| Less Expenses | | | Cash & Cash Equivalents | 19,680,206 | 18,627,635 |
| Auditing, Accounting & Legal Fees | 28,394 | 56,342 | Trade & Other Receivables | 1,508,681 | 2,865,952 |
| Computer Expenses | 58,885 | 44,392 | Other Assets | 370,305 | 401,477 |
| Depreciation & Writedown Expenses | 1,727,967 | 1,391,753 | Non-current Assets classified as held for sale | West. | 351,853 |
| Amortisation Expenses | 1,500,640 | 330,433 | TOTAL CURRENT ASSETS | 21,559,192 | 22,246,917 |
| Insurance Expenses | 335,626 | 280,096 | NON-CURRENT ASSETS | | |
| Property Expenses | 1,217,289 | 1,801,614 | Property, Plant & Equipment | 79,006,545 | 65,895,630 |
| Salaries and Wages | 1,769,843 | 1,443,233 | Right-Of-Use Asset | 1,560,454 | 93,518 |
| Interest Expenses | 131,627 | 97,171 | TOTAL NON-CURRENT | 80 566 999 | 65,989,148 |
| Other Expenses | 406,037 | 419,816 | ASSETS | | |
| Total Expenses | 7,176,308 | 5,864,850 | TOTAL ASSETS | 102,126,191 | 88,236,065 |
| Net Operating Surplus | 7,699,510 | 203,988 | LIABILITIES | | |
| Other Comprehensive | 8,050,725 | 7,684,809 | CURRENT LIABILITIES | | |
| Income | | | Trade & Other Payables | 843,969 | 1,177,391 |
| Total Comprehensive Income | 15,750,235 | 7,888,797 | Contract Liabilities | 92,073 | 124,032 |
| | | | Lease Liabilities | 2,717,307 | 7/ |
| | | | Financial Liabilities | 53,459 | 28,958 |
| | | | Employee Provisions | 91,018 | 65,233 |
| | | | Provisions | | 2,065,672 |
| | | | Other Liabilities | 13,025,925 | 15,353,892 |
| | | | TOTAL CURRENT LIABILITIES | 16,823,751 | 18,886,180 |
| | | | NON-CURRENT LIABILITIES | | |
| | | | Lease Liabilities | (24) | 30,501 |
| | | | Financial Liabilities | 1,688,078 | 1,472,023 |
| | | | | | |

This is an abridged version of the financial statements of Access 2 Place Ltd for the year ended 30 June 2024. The full set of financial statements and accompanying notes are obtainable upon request.

Employee Provisions

TOTAL LIABILITIES

LIABILITIES

NET ASSETS

TOTAL NON-CURRENT

16,970

1,519,494

33,736

18,545,565 20,405,674

83,580,626 67,830,391

1,721,814

ASSET & MAINTENANCE REPORT

A2P is committed to providing top-tier maintenance services, supported by our proactive Lifecycle Management Program. This program includes responsive maintenance, cyclical maintenance, disability modifications, and planned upgrades, all designed to ensure our housing stock meets the highest standards and operates effectively throughout its lifecycle.

Responsive maintenance ensures quick action after unexpected incidents, restoring assets to safe and operational conditions without delay. In contrast, cyclical maintenance emphasises preventative service, focusing on annual maintenance and routine tasks that comply with regulatory and community housing standards. Our planned upgrades involve strategic capital improvements as part of a comprehensive 10-year program. Each upgrade is carefully evaluated to enhance and extend the lifespan of our homes. Over the past year, A2P completed nearly 2,800 maintenance tasks— close to 300 more than the previous year—while investing more than \$1.8M in property and maintenance efforts.

Our maintenance approach is driven by a commitment to improving the lives and experiences of our tenants. By providing homes that tenants can take pride in, A2P aims to empower individuals and foster a community where everyone feels at home.



EXHIBITIONS

We had an amazing time attending the **Disability**, **Ageing & Lifestyle Expo** and **Burnside Disability & Inclusion Expo's** this year!

It was a fantastic opportunity to connect with the community, share insights about our accessible and inclusive housing solutions, and meet so many wonderful people.

Thank you to everyone who stopped by our stand to learn more about Access 2 Place and our commitment to providing purpose-built homes for people living with disabilities

BURNSIDE DISABILITY & INCLUSION EXPO







Empowering sustainability and tenant wellbeing: Access 2 Place Housing's innovative solar initiative.

In a determined move towards sustainability and the wellbeing of our tenants, Access 2 Place continues the installation of solar panels across our owned homes portfolio. This forward-thinking initiative, launched in 2022, is a collaboration between A2P and 369Labs (369labs.com.au), a notable South Australian technology company dedicated to advancing the adoption of solar energy.

To date, solar systems have been installed in 104 homes across A2P's owned portfolio. With the remainder of homes being completed next financial year. The impact of this undertaking will extend to all A2P-owned properties; 158 homes suitable for solar installations.

At the heart of this transformative effort is an innovative concept crafted to align the interests of both A2P and our tenants. A2P invests capital in acquiring solar systems for designated homes, and in return, tenants can access solar electricity at a discounted rate. This groundbreaking approach not only offers tenants access to green energy but also allows A2P to recoup the investment over an estimated 7.5 years, all without requiring any upfront capital from our tenants.

As we move toward a more sustainable future, our commitment to the prosperity of our tenants is clear. Recognising the financial constraints faced by many people, the program addresses this challenge by providing immediate benefits without capital expenditure. This visionary approach promotes sustainable practices while delivering tangible advantages for occupants.

This initiative aligns with recommendations from the National Disability Insurance Authority (NDIA) and Specialist Disability Accommodation (SDA) Pricing Review, emphasising the pivotal role of renewable energy adoption.

A2P's solar program stands as a model of comparison. Our solar initiative isn't just a project—it's a bright idea for a sustainable, inclusive, and tenant-friendly future.



RESILIENCE REDEFINED

Jake's Story

Jake's story is not only one of personal resilience, but also, a testament to the foundational impact of what a secure and supportive home can provide. Facing potential homelessness after a life-changing accident in 2021, Jake found a new beginning through Access 2 Place.

When Jake first contacted A2P, he was navigating the most challenging period of his life, grappling with the newfound realities of paralysis from the waist down and the daunting prospect of having no place to call home.

A2P was able to step in at this critical juncture of his life, ensuring that Jake not only had a home suited to his needs but also a supportive community around him.



Jake's transformation has been remarkable. From the brink of homelessness to becoming an active member of Sturt's wheelchair football team, his journey underscores the profound impact of having a safe and secure home where he is supported to live his best life.

Jake says, "Access 2 Place has changed my life. Not only by giving me comfortable, accessible housing but also are the most considerate staff. Anything and everything I need is always taken care of by the amazing staff and the community is filled with brilliant and beautiful people. Access 2 Place has given me a new lease on life with the welcoming of me into the community and taking care of all of my needs. I can't thank and recommend them enough. Anne (A housing officer at A2P) has been always just a phone call away, doing whatever possible to make my transition from rehabilitation into normal life as easy as possible. I doubt I would be the person I am today without the constant support Anne has provided."

Jake is a lovely young man who is highly respected by his peers and we congratulate him on his resilience and subsequent achievements.





PROPERTY & DEVELOPMENT



Access 2 Place (A2P) has made significant strides in delivering high-quality housing solutions across South Australia. To date, we have completed 10, brand new, homes in Adelaide and have a robust pipeline of over 37 dwellings, spanning from Whyalla to Victor Harbor. Currently, 22 Specialist Disability Accommodation (SDA) projects are underway, with the majority scheduled for completion during the 2024/2025 financial year.

We are thrilled to announce the delivery of 15 additional dwellings by the end of 2024. To support future developments, we are actively seeking 15 land parcels across the Adelaide Metro area to provide optimal locations for tenants, ensuring proximity to their families or preferred communities.

Portfolio Growth.

A2P's capabilities were further recognised through our successful tender for the South Australian Housing Trust (SAHT) Mental Health program, which added 32 properties to our portfolio in the last financial year. This expansion highlights our commitment to addressing diverse housing needs across South Australia.

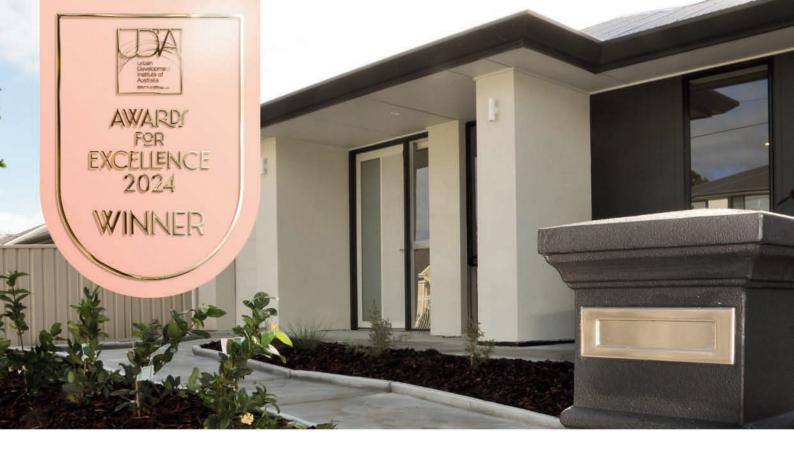
Key Milestones.

In recent months, we celebrated the handover of two unique SDA Robust homes, both located in Christies Beach:

- 1. Property Transformation: An existing property was transformed into a purpose-built Robust home for a family we met in 2021. Key upgrades included enhanced safety features, waterproof materials for easy maintenance, and smart technology like voice-controlled lighting and blinds, empowering Jack with greater independence.
- 2. **Purpose-Built Home**: A newly constructed Robust home was designed for a young man, featuring laminated windows, roller shutters, a uniquely configured bathroom and kitchen, and waterproof finishes to improve comfort and functionality.

Future Outlook:

A2P remains steadfast in our mission to deliver exceptional housing outcomes for the disability community. Through a tenant-led approach and strengthened collaborations with builders and stakeholders, we are poised to continue creating high-quality, purpose-built homes. Our focus on meeting individual needs ensures a brighter future for those we serve, fostering independence and community connection.



EXCELLENCE IN COMMUNITY & SOCIAL HOUSING

We are incredibly proud to be winners in the Community & Social Housing category at the prestigious 2024 Urban Development Institute of Australia (UDIA) Awards for Excellence Gala. This esteemed recognition, awarded by industry peers, highlights the impact of our work and stands as a testament to the dedication and expertise of our team.

At Access 2 Place, our vision is to provide innovative, tenant-focused housing solutions that empower individuals living with disability. Through a collaborative, purpose-built codesign approach, we ensure each home is thoughtfully tailored to meet the unique needs of our tenants. This award affirms the success of this approach and motivates us to continue driving excellence in accessible housing.

We are deeply grateful to UDIA SA, our industry peers, stakeholders, tenants, and partners — including our exceptional builders, Creative Structures — whose support and collaboration make our vision a reality. Together, we are creating homes that foster independence, inclusivity, and connection.

This recognition fuels our commitment to advancing inclusive housing solutions and improving the lives of the disability community. Thank you for being part of this journey. Together, we are building a future of hope and opportunity.

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Front Cover

10 Year Anniversary Breakfast

THANK YOU