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# ACCESS 2 PLACE HOUSING

*Specialist in Disability Housing*

# CULTURAL CHARTER

## **ABOUT ACCESS 2 PLACE**

Access 2 Place Housing (A2P) is an independent, not-for-profit community housing provider and registered charity dedicated to providing affordable, secure, and choice-based housing for people living with disability in South Australia.

We have a tenant centred approach, where our tenants are at the forefront of every decision we make.

Our housing portfolio includes a growing selection of homes across South Australia. These include purpose-built SDA homes as well as shared and independent living options that align with the range of NDIS Specialist Design Accommodation design categories, including Improved Liveability, Fully Accessible, Robust and High Physical Support. This mix includes homes under a variety of arrangements, allowing us to provide housing to people living with disability in a broad range of situations.

We provide tailored tenancy management and prioritise tenant independence and wellbeing across all our properties, with expertise in delivering housing solutions and tenancy services for complex clients with extreme high needs.

This diversity enables us to provide timely and flexible housing options that reflect the varied needs and preferences of the people we serve. While our purpose-built program is an important and growing part of our model, many of our tenants live in homes under a range of arrangements that support varied living needs.

## **VALUE PROPOSITION**

A2P delivers secure and affordable housing through a diverse portfolio of properties, providing a foundation for people living with disability to live independently, safely, and with dignity. The A2P vision, mission and core values guide our actions and identify what we aspire to be and offer, both as an organisation and as staff members.

### **Our value lies in:**

- Co-designing new, purpose-built homes for tenants with complex needs
- Offering a range of housing options to suit different support and lifestyle needs
- Delivering a personalised, tenant-focused service across all housing types
- Ensuring housing remains separate from support provision, maintaining tenant choice

**We believe a home is more than just shelter – it's a pathway to inclusion, wellbeing, and independence.**



## Vision

To provide purpose-built homes that empower people with disability.



## Mission

To provide innovative, secure, choice based, affordable housing options and sustainable tenancy management for people living with disability.

## Core Values

Integrity  
Empowerment  
Respect  
Inclusivity



## Tenant Charter

Quality  
Responsibility & Compliance  
Person-Centred Practice  
Accountability

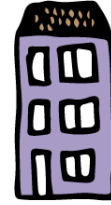
## Code of Conduct

The Code of Conduct policy informs organisational culture and sets a shared understanding and expectation of how staff at Access 2 Place behave towards colleagues, tenants, and the wider community.

We will uphold the values of the United Nations Convention on the Rights of Persons with Disabilities. This international human rights treaty protects the rights and dignity of persons with disabilities, requiring parties to promote, protect, and ensure the full enjoyment of human rights and equality under the law. The Convention has been a major catalyst in shifting global perspectives—away from viewing persons with disabilities as objects of charity, medical treatment, or social protection, towards recognising them as full and equal members of society with human rights.

In addition to these principles, A2P upholds its own core organisational values, which all staff are required to adopt and demonstrate at all times during their employment.

# Integrity



**“We do the right thing -  
even when no one is looking”**

## **I will demonstrate this by:**

- Being willing to take risks and question the status quo.
- Keeping up to date with changes to A2P policy and practice.
- Being responsible with resources to support a sustainable A2P.
- Promoting robust financial controls to protect the homes that have been entrusted to us.
- Looking for ways to improve my performance and efficacy.
- Supporting team members and sharing knowledge.
- Adopting a flexible approach.
- Recognising and highlighting changes in the marketplace, then finding ways to adapt.
- Understanding the need for A2P to undertake commercial activity with the aim of working towards its charitable purpose.
- Recognising that any goal worth reaching may take time, effort and the learning of new skills and thinking patterns.
- Being willing to admit when something is not working.
- Being willing to adjust and look for better ways that will increase the chance of success.
- Being clear and fair in actions.
- Recognising that persisting can be challenging and being prepared to ask for support and be ready to support my colleagues.
- Being aware of, and upholding, the A2P complaints, compliments and suggestions process and relevant legislation (e.g. Disability Discrimination Act 1992 (Cth), Equal Opportunity Act 1984 (SA), Health, and Community Services Complaints Act 2004 (SA)).
- Being aware of, and upholding, organisational compliance requirements (as relevant to my role).
- Holding myself and others to account.

# Empowerment

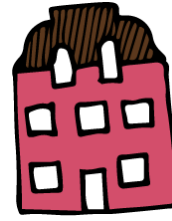


**“We enable choice and control so people can shape their own path”**

**I will demonstrate this by:**

- Embracing change and new ideas and looking for ways they can be incorporated into my role
- Rising to Challenges
- Showing the courage of my convictions and demonstrating leadership when its required.
- Welcoming training as opportunities for improvement
- Learning from experience and applying what I learn.
- Adopting evidenced-based contemporary practice and being willing to share it with others for the benefit of the organisation.
- Supporting A2P to increase its social impact within the community.
- Respecting the inherent right for people to make decisions about their lives.
- Taking the time to understand people and creating an environment where they can exercise their rights.
- Recognising a person’s right to make choices about things that directly affect their life.
- Providing information to people and supporting them to make informed decisions.
- Supporting people to recognise they have a choice.
- Seeking to provide options.
- Appreciating that choice may be limited but still endeavouring to achieve the best possible outcomes for people.
- Being determined to get the best possible outcomes for tenants.

# Inclusivity



**“We create a space where everyone belongs and every voice matters”**

**I will demonstrate this by:**

- Responding to people’s changing needs.
- Collaborating with tenants, colleagues, and peer organisations to achieve common goals.
- Supporting A2P to increase its social impact within the community.
- Treating everyone as important.
- Taking the time to understand people and creating an environment where they can exercise their rights.
- Remembering that true equity implies that a person may need to experience or receive something different (not equal) in order to maintain fairness and access.
- Upholding the values of the United Nations Convention on the Rights of Persons with Disabilities.
- Keeping people informed.
- Using a variety of communication methods.

# Respect



**“We honour each person as an individual,  
with trust, fairness, and dignity”**

**I will demonstrate this by:**

- Recognising the impact my decisions and actions have on people’s lives.
- Appreciating diverse points of view and what I can learn from others.
- Valuing a person’s contribution.
- Listening with care and responding with respect.
- Not imposing my views on others.
- Keeping the tenant’s best interests at the forefront of my decisions and actions.
- Recognising that persisting can be challenging and being prepared to ask for support and be ready to support my colleagues.
- Respecting each person's time and space means valuing boundaries and communicating considerately.

## Acknowledging Excellent Conduct

If you believe that someone you are working with has displayed excellent conduct, you are encouraged to let them know. You may also consider letting their manager know that you value the conduct and behaviour displayed.

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## Breach of the Cultural Charter

All staff have a responsibility to act consistently with the behaviours outlined in this Charter and in the Code of Conduct Policy.

A2P treats breaches of the Code of Conduct Policy and the Cultural Charter seriously. Failure to comply may lead to disciplinary action or termination of employment. Any breach of the law will be referred to the police or relevant authority under A2P's legal obligations.

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## Reporting a Breach

There are informal and formal ways of raising a breach. If you believe a breach of the Cultural Charter and/or the Code of Conduct Policy has occurred at Access 2 Place, you are encouraged to raise concerns informally in the first instance with:

- the person/s concerned (where you feel comfortable), or
- the A2P Contact Officer, or
- your manager, or
- A2P's HR consultant.

If the breach involves your manager, you may raise it with the Contact Officer, CEO, or HR consultant.

The Internal Complaints & Grievances Policy & Procedure provides guidance on raising a breach more formally. If you are uncertain about whether your actions or the actions of others are in accordance with this Code, you are encouraged to seek guidance from your manager or CEO.

This Charter does not affect your right to approach an external agency such as the Australian Human Rights Commission ([www.hreoc.gov.au](http://www.hreoc.gov.au)) or the Fair Work Commission ([www.fwa.gov.au](http://www.fwa.gov.au)).

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## Staff Member Commitment

As a staff member of Access 2 Place, and as a term of my employment with Access 2 Place, I will abide by this Cultural Charter. I understand that the list of examples provided throughout this document is designed to give context to the topics covered and is not an exhaustive list. I understand that this Cultural Charter supplements the Code of Conduct Policy and other various legal and policy obligations I have as a staff member of Access 2 Place.

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Print Full Name

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Signature

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Date



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|--|-------------------------|---------------|--------------|
| <br><b>ACCESS 2 PLACE HOUSING</b> | <b>Cultural Charter</b> | Policy Number | CO09         |
|  |                         | Version       | 4            |
|  |                         | Date          | October 2025 |
|  |                         | Review Date   | October 2027 |

### Related Documents and Resources

- Code of Conduct Policy
- Human Rights Policy
- Conflict of Interest Policy
- Tenant Charter
- A2P Internal Complaints & Grievances Grievance Policy & Procedure
- United Nations Convention on the Rights of Persons with Disabilities

### Cultural Charter Approval and Review

This Cultural Charter will be periodically reviewed and updated as necessary to ensure compliance with legal requirements and alignment with A2P's objectives and values.

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|---------------------------------|--|
| <b>Content Author/Reviewer:</b> | <b>Delegated Authority: Board</b>  |
| Date: 08/10/2025                | Approval was granted at the board meeting held on 22/10/2025 and has been documented in the meeting minutes. |
| Name: Emma Calabro              |  |
| Position: GMDH                  |  |