

25th  
Anniversary



Access  
Community  
Housing

*Better Homes, Better Futures*



Year in Review  
**2015 - 2016**  
2012 - 2019



# Chairman's Report

I am delighted to once again present to you the Year in Review for Access Community Housing Company (ACHC). As the Chair of the Board for 8 and a half years, it is a privilege to outline some of the activities of the Company over the past year and to give an insight into the workings of our Board.

The Board this year has spent in excess of \$1M on renovating the 57 units at our Murray Street complex and this was officially completed earlier this year with celebrations at the complex involving tenants, staff, contractors and support workers. The board is committed to utilising reserves to undertake a social housing development in Cairns. The board recognises that the lack of affordable and available housing in Cairns continues to place an enormous pressure on the most vulnerable in our society and hence our commitment to build additional quality social housing stock. The Board, through the Building and Development committee, chaired by Mark Stallman, is working towards a development commencing in the 2017 year.

The Board this year established a new subcommittee and the achievements of the Reconciliation Action Plan working group, chaired by Leah Cameron, have already seen some significant outcomes for the company. ACHC is proud to acknowledge the employment of Aboriginal and/or Torres Strait Islander staff (presently 15%), this year was involved in NAIDOC celebrations, have installed the Indigenous & Australian flags in the reception and have plans for an acknowledgment plaque in this space, as well as participating in cultural training. The working group is presently finalising the Reconciliation Action Plan for the Company.

The Legal and Risk committee, chaired by Amanda Langtree continues to provide invaluable advice on issues such as contracts, leases and employment issues. The Financial and Risk Management committee, chaired by Michael Delaney has overseen all significant financial decisions and has provided valuable financial advice to staff and the board. This year has once again seen an unqualified audit report.

This year has seen the retirement of Mark Buttrose from the Board and I would like to thank Mark for his contribution, especially in the area of building work and future developments for the company. I would also like to welcome Sue Connolly-Andrews as a Director to the Board, joining in September last year.

We look forward to working with the Department of Housing and Public Works on the new housing strategy that will be launched later in the year, having been involved in the consultations and submitting a response to the discussion paper. This year I have connected with our tenants through our bi-monthly newsletter, and am also pleased to note the various events held throughout the year, such as the Christmas party at Manoora, the gardening competition, the White Ribbon event and the tenant survey. Many of these are featured in the Year in Review. I am pleased once again to report that ACHC has an unqualified audit report.

Finally, I would personally like to thank our staff for their efforts this year and commend the efforts of the Board,

*Michael*



# CEO's Report

AGMs are a great opportunity to reflect on what has been achieved, often something we rarely stop and do. Every day we are reminded how important our work is to the lives of our clients, the only conversation a tenant may have in the week, the opportunity to help a mother and her children escape a violent relationship, the chance to house a homeless person or seeing the care taken to tend a garden that is their own. Whilst the staff of Access Community Housing have a passionate view that a safe, secure place to live is a human right, the situation in Australia has worsened over the past few years with housing affordability a major issue, as the supply of housing is not keeping up with demand or population growth. I believe that an expanded role for community housing providers is essential to address some of the critical housing shortages that presently exist. I applaud the Board's decision to undertake its first development and I look forward to, over the next year, developing a strategy for future acquisitions and developments.

Now, back to my reflections . . . Tenant engagement and interaction continue to be a priority for our organisation. This occurs through events such as the garden competition that was this year again sponsored by Old Country Credit Union, events and competitions, the Tenancy Advisory Group, increased property visits, our bi-monthly newsletter and our annual survey. Our staff are also important to us and their training and development is a priority with programs being delivered in firefighting, responding to domestic violence, suicide response, cultural awareness, QCAT and tenancy planning and team building. I attended the National Housing conference in Perth and several staff attended the Q Shelter conference held here in Cairns. These opportunities, along with a commitment to support training and development, exemplifies the company's commitment to building and growing the capacity of our staff.

2016 has seen the introduction of a new information management system, Kypera. We acknowledge that new systems often come with their fair share of headaches and ours has probably been no different. I thank the staff for their patience and endurance as we know that ultimately it will all be worth the effort. The integration of finance with our housing system will be implemented by the end of the year.

We have seen the retirement and/or departure of a number of staff during the year, and have welcomed the arrival of new staff members. This evolution of our team always brings new, fresh approaches and ideas and it has been revitalising for us all to have their input. Welcome and thanks for choosing Access Community Housing as your employer.

Our survey results are once again very pleasing and we continue to work on ways of strengthening the connections to our tenants and responding to their needs. We can only do this with the support and engagement of the amazing support services in this region who share our dedication to supporting vulnerable clients. To all of these services I offer my heartfelt thanks for the great job you do and the strong partnerships we have.

My role is made easy because of our committed, enthusiastic staff and a dedicated, hardworking board. Thank you all for everything you have done and continue to do.

*Donna-Maree*

# Profile of the Organisation

This year Access Community Housing Company celebrates 25 years of operations. From its inception in 1991 as a small provider registered under the Associations Incorporation Act, we have grown to become the largest community housing provider in North Queensland. Along the way, we have grown with stock coming from the Department of Housing, the previous Cairns Housing Co-operative, the Nation Building Initiative as well as now managing properties for Cairns Regional Council and Boulders Court Housing Association. We pride ourselves on our strong relationship with private landlords, real estate agents and the numerous agencies who provide a wide range of support services to our tenants and their households.

## Our Vision:

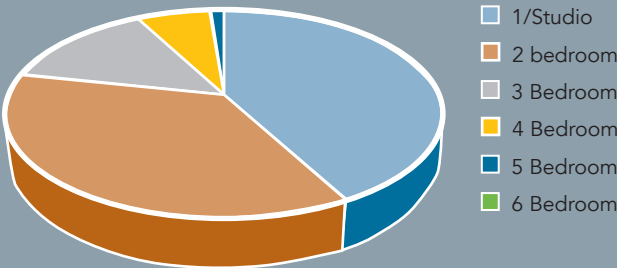
To grow the quality and quantity of social housing stock through partnerships, innovation, service and leadership.

## Core Values:

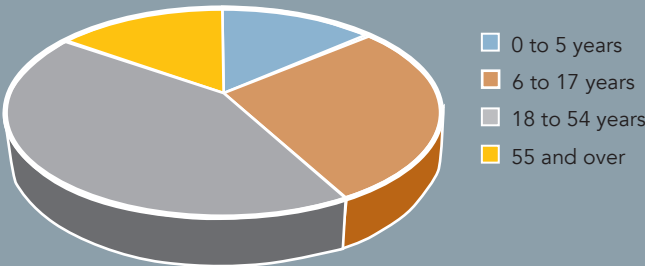
Respect, Integrity, People Focussed, Equity and Accountability.



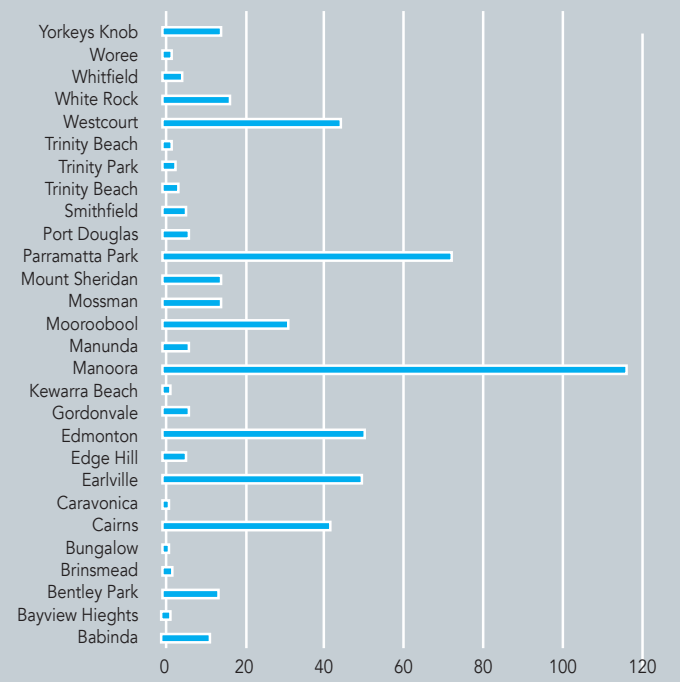
Property Size



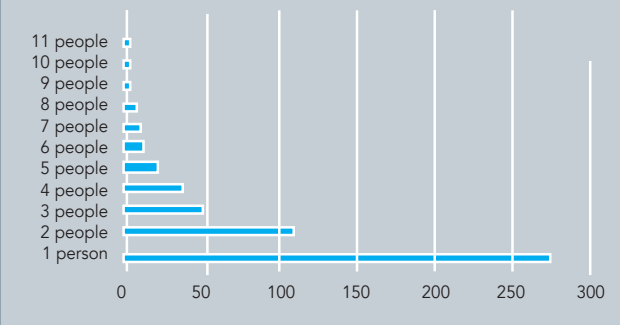
Tenant Age Profile



Properties by Suburb



Household size





Access Community Housing offers assistance through programs funded by the Department of Housing and Public Works and our tenants come to us from the Department's Register of Need.

Long Term Housing (LTH) has properties for singles, couples and families.

Community Managed Studio Units (CMSU) has properties for singles.

Community Rent Scheme (CRS) is transitional housing with a few properties owned by the Department and the majority of properties head leased through private owners or real estate agents.

### **The National Regulatory System (NRS)**

All housing providers are required to hold registration under the NRS.  
Access Community Housing is a Tier 2 provider.



# 25th Anniversary Celebrations



## Life Stories

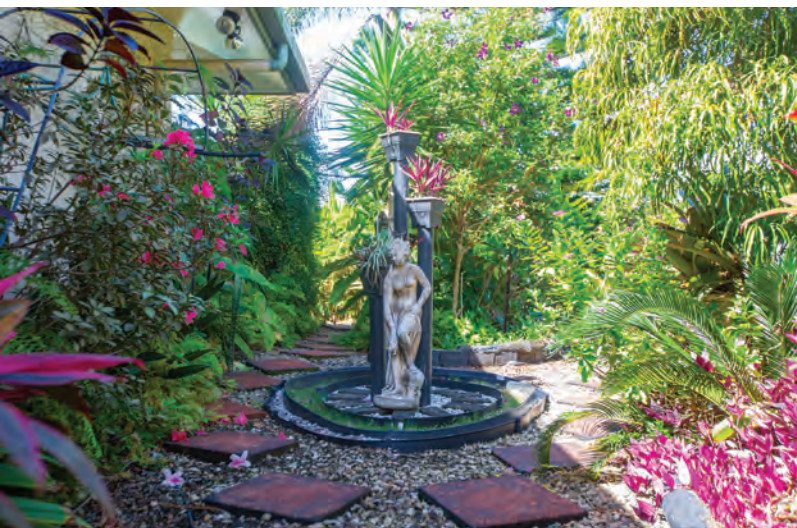
To mark the occasion of 25 years service to our community, Access Community Housing is facilitating some activities and events to share this special event with our tenants.

Some of the tenants have volunteered their life story to be part of a book called "Silver Linings – 25 years of community housing". This highlights what a diverse group of people our tenants are, their achievements and the challenges they have overcome in their lives. We are honoured that they have chosen to share a snippet of their lives with us.

## 25th Anniversary celebrations for young people

With 470 household members being 17 years old or younger, a part of the 25th anniversary celebrations has included a recognition of these young people.

## Garden Competition



**Maree's winning garden**

Our 2016 garden competition revealed the amazing efforts of our tenants.

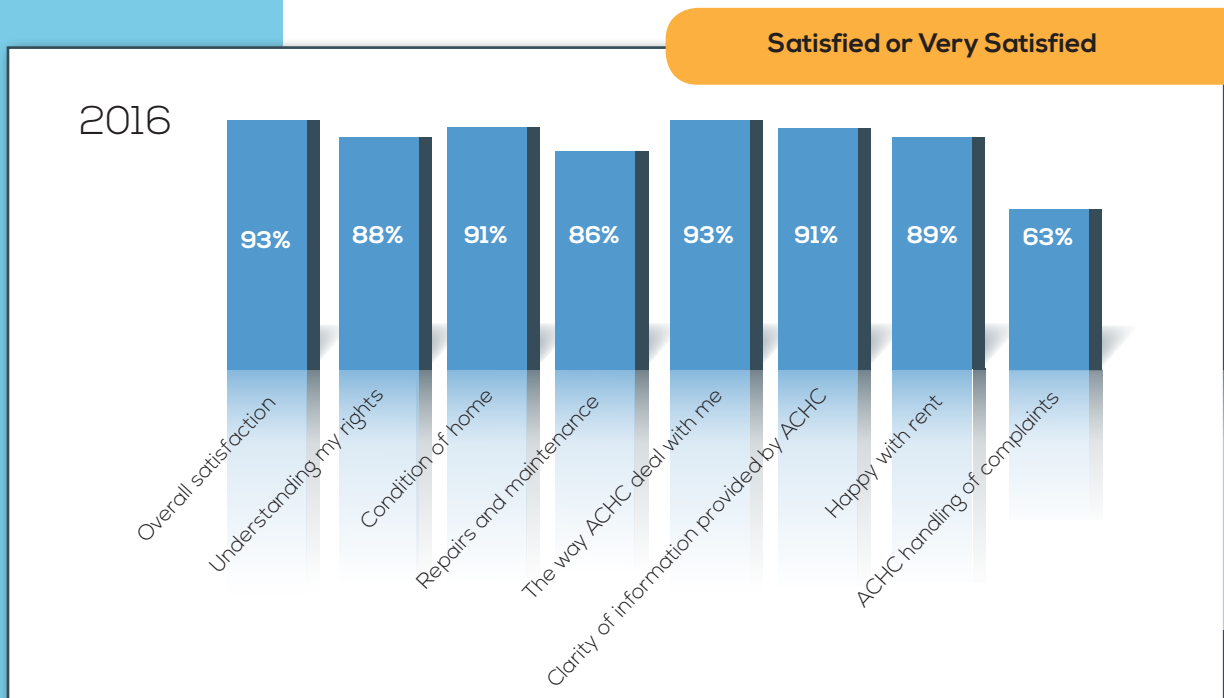


# Tenant Survey 2016 Results

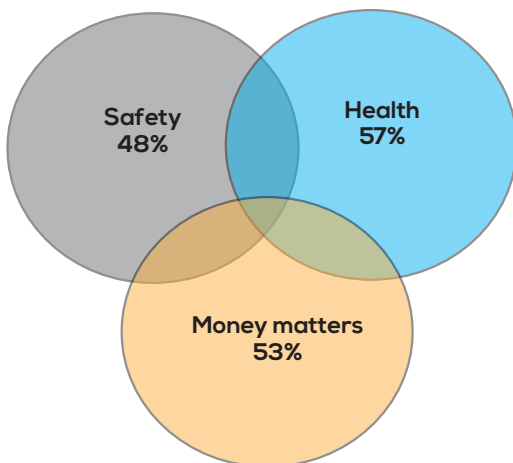
## ... a snapshot

152 households (approximately 29%) participated in the annual tenant survey. Face to face interviews were held where tenants requested support. There has not only been an increase in overall satisfaction with the services provided by Access Housing, but also an increased satisfaction in how staff assist tenants to understand their rights and the way staff deal with tenants.

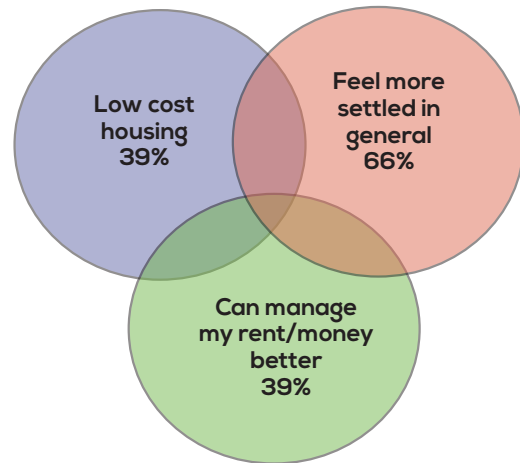
Tenants' feedback will assist in shaping future plans and strategies for improving our services.



**What 3 issues are of most concern to tenants and their families?**



**The 3 most important ways that living in community housing has helped tenants or their families.**



# Activities and Achievements

## White Ribbon Day



The impact of Family and Domestic Violence is devastating to the victims and is often hidden within families until a tragedy occurs. To raise awareness of the campaign, and taking a leadership role in preventing men's violence against women, ACHC held a White Ribbon Day afternoon tea. At the afternoon tea a number of men in leadership roles in the community took an oath to work towards preventing family and domestic violence.

## Reconciliation Action Plan



In recognition of Aboriginal and Torres Strait Islander tenants, staff and board members, ACHC is developing a Reconciliation Action Plan (RAP). In response to a proposal by the RAP committee we now have the Aboriginal and Torres Strait Islander flags with the Australian flag in our reception area. Thanks to Trevor from Ironbark Gallery for donating the timber stand.

## Relay for life

This year ACHC entered a team in the Relay for Life to raise much needed funds for the Cancer Council. As well as raising over \$10,500 the team participated in the concert and engaged with teams who gave up a night's sleep for a great cause. The post box that Jim Reeve made for the team has now been converted to a suggestion box in the ACHC reception area.



## Murray Street renovations



Priscilla and Michael Healy (Chair, Board) with the celebratory cake that we shared with guests and residents.

A major renovation project, at the cost of around \$1.2M, has been completed at the Murray Street complex. To thank all involved a morning tea was held with tenants, staff, board members, support agencies, department personnel and contractors. Coffees were provide by Café One, the new Mission Australia mobile social enterprise.



## NAIDOC Week

It was great to be involved in NAIDOC week this year, starting with a table at the breakfast where one of our Board Directors, Leah Cameron (Marrawah Law) spoke about her life and people who influenced her journey, and shared words of wisdom. Staff participated in the NAIDOC walk and we had a stall at the park on the Friday.

## Staff training

Training and ongoing staff development is critical to maintaining quality services. During the year staff were involved in a range of training courses including suicide prevention, cross cultural training, tenancy planning, a team development day and a group attended the Worklink Stressfree lunch.



## Q Shelter Conference



Jess from Access Community Housing and Mark from Mission Australia



Jim delivering his paper

This year Queensland Shelter held its annual conference in Cairns. ACHC was a silver sponsor and a number of staff attended the two days. Jim Reeve presented a paper on asset management and Donna-Maree chaired a question and answer panel discussion.

# Testimonials & Financial Highlights

## Real Estate Agent - Nick

"I have been working with the team at Access Housing since 2015. In this time, Abbie and Phyllis have shown a consistent dedication to achieving an outcome that benefits both parties".

"They have worked tirelessly to build a good relationship with our agency. Both are exemplary in their professionalism and commitment to maintaining an open communication channel. This has ensured that all matters are resolved promptly and efficiently".

"I look forward to continuing my work with them over the coming years and have a number of clients' properties ready to bring over to Access Housing."

"I would not hesitate to recommend them and the opportunities that Access Housing offers to my current and future clients."

## Tenants

"Telephone and front office contact staff are simply respectful and helpful to everyone. Well done."

"I have been a tenant for 5 years and in this time Cheryl Reid has always been friendly, efficient, attentive and a great asset to Access Community Housing. Well done."

"I think you guys are doing a wonderful job and have such lovely staff."

## Staff

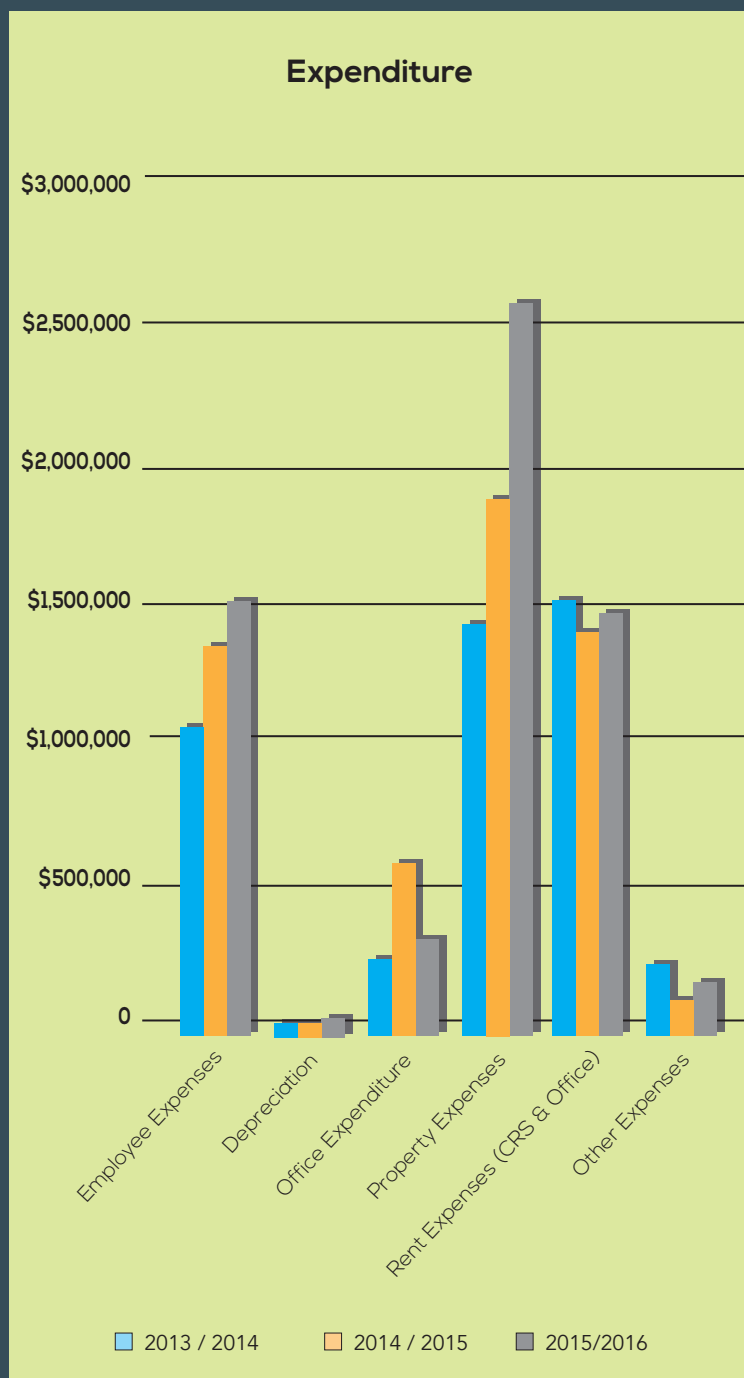
During the year we have farewelled some of our staff, with Madison Wills, Dragan Rastoka, Cheryl Reid, David McNicholas, Mike Phillips and Phyllis Yamashita leaving us. We have welcomed to our team Lyn Samuels, Anna Sambo, Jess Vidafar, Bronwyn Accoom, Nelson Lee and William Melleuish.



# Financial Highlights

## Profit and Loss, for the year ended 30 June 2016

Income	\$
Rental income	4,528,028
Grant revenue	1,274,123
Repairs reimbursement	104,928
Other income	22,654
	5,929,733
Expenses	
Employee expenses	1,552,160
Depreciation	25,863
Office expenditure	345,175
Property expenses	2,643,473
Rent expense	1,516,976
Other expenses	173,364
	6,257,011
<b>Results from operating activities</b>	<b>-327,278</b>
Finance income	189,798
Finance costs	-
Net finance income	189,798
<b>Net surplus before tax</b>	<b>-137,480</b>
Income tax expense	-
<b>Total comprehensive income</b>	<b>-137,480</b>



## The team at Access Community Housing want to sincerely thank the following:

**Our Tenants**, for your support, co-operation and efforts.

**Our Board**, who volunteer their time to ensure good governance and that ACHC is a viable company.

**Our Government Partners** in State and Local government for your funding, support and trust.

**Our Owners and Real Estate Agents** for placing your properties with us so that we can continue to provide suitable, affordable housing in the region.

### **Our Social Support & Community Service**

partners, who provide invaluable support and help to our tenants.

**Our Contractors and Suppliers** for your responsiveness and care.

**Our Sponsors** for sharing our vision to support our tenants.



### **Our Board**

In 2016 the board members have been:

Michael Healy, Chairman  
Amanda Langtree, Deputy Chair  
Michael Delaney, Treasurer  
Mark Buttrose  
Leah Cameron

Sue Connolly-Andrews  
Tony McDonagh  
Kerrie Richmond  
Mark Stallman

## Better Homes, Better Futures



# Access Community Housing

**Phone** 07 4031 6702  
**Fax** 07 4051 0743  
**Email** [admin@achc.org.au](mailto:admin@achc.org.au)  
**Website** [www.achc.org.au](http://www.achc.org.au)  
**Address** PO Box 7381, Cairns  
**Location** 5 Anderson Street, Manunda QLD 4870

