



Access
Community
Housing

Better Homes, Better Futures



Year in Review 2017 - 2018



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Front cover photo: Alexander
Left photo: Keith

Profile of the Organisation

Access Community Housing Company Ltd (ACHC) is a not-for-profit company which provides social housing for individuals and families living across Far North Queensland. As the largest community housing company in Far North Queensland we have a stock portfolio of approximately 600 properties, from Mossman to Babinda. At any one time there are approximately 1200 people living in these properties.

Access Community Housing offers assistance through programs funded by the Department of Housing and Public Works and our tenants are on 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 properties head leased through private owners and real estate agents.



Our Vision

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



Our Purpose

Improve people's lives by helping families and individuals attain suitable housing and assist them to sustain their tenancies



Our Values

Our Values

- Respect
- Integrity
- People Focused
- Equity
- Accountability



The National Regulatory System (NRS)

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





Chair's Report

I am pleased to present the Chair's report for 2017/2018. In past years we have outlined the challenges facing us as a Community Housing Provider to utilise reserve monies in order to grow the stock of social housing in the Cairns community. This year, in our 27th year, I am delighted to announce that we have purchased the Legacy building in Earlville, a complex of 17 one bedroom units and one 2 bedroom unit. In addition, we have purchased our first house, a 3 bedroom house in Manunda. As a board we recognise the social responsibility we have to fulfil our aim of improving people's lives through the provision of safe and secure housing. With a waiting list approaching 2000 households and a vacancy rate below 2%, housing stress in our region is a real issue, leading to the most vulnerable people in our society without a roof over their head.

The board, along with the staff of Access Community Housing are committed to responding to this significant housing need. Through its various committees and monthly meetings, the board is keen to play an enabling role to ensure we are working towards housing for all.

The Finance and Risk Management committee, chaired by our Treasurer, Michael Delaney and board director, Amanda Langtree, continues to provide invaluable direction to ensure our strong financial and legal position is maintained and that we are compliant with all legislative requirements. Our Building and Development committee oversees all of our infrastructure needs and is

working to develop innovative ways to grow our portfolio of properties. As the Chair of this committee, it has been beneficial to have the contribution of Laurie Lindner who has his own building company. The Reconciliation Action Plan working group, under the direction of Leah Cameron, Deputy Board Chair, has been instrumental in examining ways that our organisation can be culturally inclusive and responsive to the needs of our Aboriginal and Torres Strait Islander tenants.

This year the board farewelled Kerrie Richmond who provided valuable input over almost 6 years, especially in the areas of governance and technology. On a positive note we have benefitted from the input of new board members: Laurie Lindner and Nathan Williams who joined us just prior to the 2017 AGM, Ben Keast (CEO, ARC Disability) and Michelle Champion (Principal of Champions in Real Estate). It is an exciting time for the board with the range of skills and experience we have and the passion to give voluntarily to such an important issue. I would like to publically commend the efforts of all nine board members and thank them for their contribution.

We look forward to working with a range of stakeholders in the coming year, particularly the state and local governments, peak bodies and community organisations. Finally, I would also acknowledge the work of our staff and thank them for the support they give our tenants and the dedication they show to their work.

Mark



Message from the CEO

As I reflect on another busy year at Access Community Housing I am reminded of how fortunate I am, and how fortunate we are as a community to have an organisation that focusses on providing housing and support to those in our community who are most in need. At times this is a challenging role, with never enough properties, working with life experiences that are traumatic, sad and unjust and with a society that sometimes chooses to ignore the plight of our most vulnerable members. At times this means we need to confront the status quo, advocate for our tenants and confront these inequities. I would like to thank the board of directors for allowing us to perform this role, challenge existing barriers and for the support they give us in doing this work. The board's commitment to increasing the stock of community housing demonstrates the responsibility and passion with which they undertake the governance of our organisation.

One of the highlights this year has been the amazing work at our complex at Murray Street, working with Daniel Wallwork and the children from the complex, creating an amazing art program that has reinvigorated this complex and ensured the front entrance and letterbox area is now a showcase of colour and creations. Other achievements have been our presence at various events and activities across the region, including NAIDOC, Homelessness Awareness Week, the Biggest Morning Tea and Seniors Week, have all been great opportunities to focus these issues and raise awareness

with our tenants and the community. Our 48 Christmas hampers for 2017, our gardening competition, the tenant incentive program and our footy tipping competition were all well received by tenants and added some excitement throughout the year. This year we distributed 500 bags to support services, churches and the hospital to help homeless people through the Dignity First program sponsored by the Department of Housing & Public Works.

During the year we have farewelled a number of staff and have welcomed to the team Kylie Wilkinson, Alicia Rowe, Rowena Case, Aidan Lang, Jenny Sadleir, Ricky Cooper, Rory Vella, Jasmine Vidafar and Gavin Ah Kee. Sadly, we recently farewelled Jessica Vidafar who was a member of the Leadership Team and over the past 2 years has brought an energetic and compassionate approach to the role. This week our new Manager, Operations, Fiona Aberdeen has started work with us and we are thrilled to have someone with Fiona's experience and skills join our team.

To the leadership team and all Access Community Housing staff, thank you for your commitment, passion and support as we all work to respond to the critical shortage of social housing in the Cairns region. We acknowledge the importance of having a home as this impacts on all areas of our lives, schooling for children, health and wellbeing, employment and connection to community. We continue to commit to raising the issues and working to address the housing crisis that we face in our community.

Donna-Maree

ACHC Snapshot 2017-2018



98% of our tenants from the Department of Housing & Public Works register were in the high or very high needs category

DEPARTMENT OF HOUSING & PUBLIC WORKS

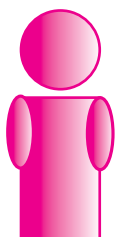
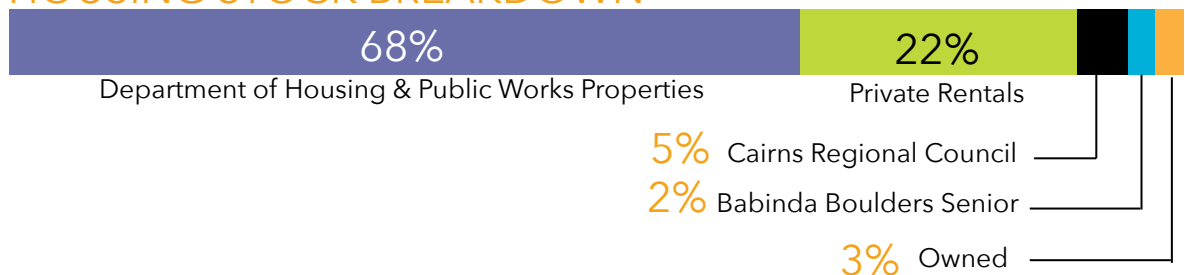
EXIT DESTINATIONS



- 51 - Progressed to Long Term housing
- 28 - Returned to family
- 18 - Private Rental
- 10 - Health & Aged care accommodation
- 4 - Purchased property



HOUSING STOCK BREAKDOWN



TENANT GENDER

53% of our Tenants are Female



47% of our Tenants are Male



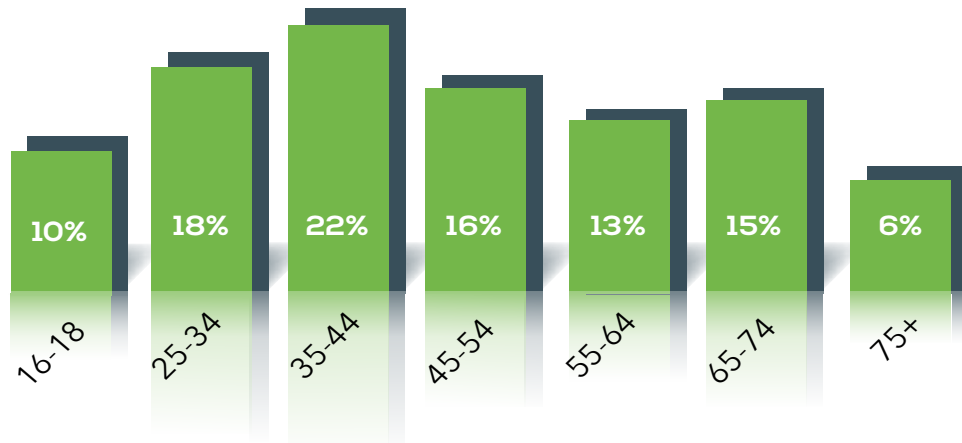
3028 repairs & maintenance requests were completed



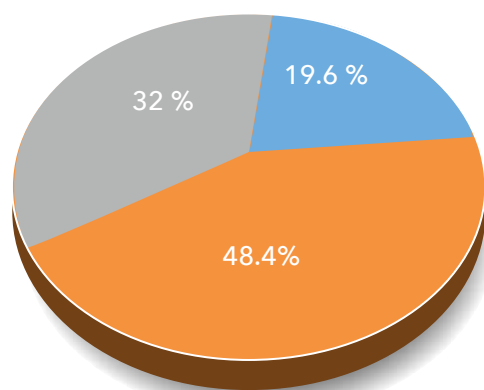
Over 1600 routine inspections were completed

Tenant Survey Results 2018

Age Profile of Our Tenants - Years



Length of Tenancy



Less than a year 1-6 years More than 6 years

ACHC Newsletter

YES
RESPONSES

88.74%

Do you read the Newsletter?

61.07%

Does the Newsletter help you?

70.74%

Is the Newsletter interesting to read?

Property and Services

Satisfied or
Very Satisfied

90.2%

The condition of the property when the tenant first moved in

86.3%

The location of the property

90.2%

The repairs and maintenance service

89.6%

The prior notice given by ACHC staff to enter the property

83.6%

The level of ACHC staff support

87.6%

The prior notice given for contractors to enter the property

Our Tenants



Hello there.
My name is
Monwell.

My name is Monwell Levi. I am a tenant with Access Housing. I was born in Townsville and grew up there until my father retired to Thursday Island when I was about 12 years old. I completed my schooling to Year 12 on Thursday Island. I worked in a few jobs in the community until I met my partner and in 2006 we moved to Canberra. Canberra was good, but I developed a really bad gambling habit.

In 2012 I was living in Perth and working with the Stolen Generations. I really loved this work as it was fulfilling, but I still had a problem which by this time also involved alcohol. By 2013 I had moved to Cairns. Gambling and alcohol had brought me to my knees. At this time I lacked self-esteem and had a very low opinion of myself.

I was couch-surfing with a mate for about 8 months before Ozcare came along. I had stints at Salvations Army's Centennial Lodge and Ozcare's Homeless Men's Hostel and Ozcare helped me do something about the gambling and the alcohol. I transitioned from Ozcare to Mission Australia and found my way to Access Housing.

One constant companion for me since my high school days has been my guitar. This is my healing, my therapy, my everything. I am able to tell my stories through my music. It keeps me sane and helps me.

I have been with Access Housing for about 8-9 months now and I am proud to say I am doing okay. While I may not be totally where I want to be, I continue to get support to one day get there.

Thank you, Monwell



Hello
everybody.
My name is
Susie.



I am a tenant of Access Housing and I live at Edmonton. I love living where I do and I love having good neighbours.

I was born in Brisbane and grew up around Southeast Queensland. I am of Latvian/Mexican and Spanish heritage but I have always called Australia home. I have four children, nine grandchildren and two great-grandchildren.

I have two loves in my life – Meditation and Art. My art is inspired by what I see and feel in meditation. My place is full of my artwork. What makes me happy each day is the beginning of a magical moment. To paint with a clean canvas and let the magic take its own shape. To soul search is an art form as there is something special in all of us. To live and love life.

It means a great deal to me when you have your family and someone to encourage you. So I thank you all for putting colour in my life.....and neighbours.

Thanks, Susie



Hello. My name is Rory.

I live in Earlville and I am a tenant with Access Community Housing. I was born and bred in a small community in the Blue Mountains area and grew up in and around Sydney as well when I was a panel beater/spray painter. My parents passed on when I was young and I was raised mainly by my 3 older sisters. I also have 5 younger sisters. I am the only boy. I also have 4 boys of my own who I am very proud of and I have one Grandson.

Growing up and into my adult life I had a very serious battle with drugs and I had to make some serious changes to my life just to stay alive. I am very proud to say that I have been clean and sober for 15-20 years now and I am doing well.

I have been in Cairns for 23 years now and I have been with Access Community Housing since 2001. I have worked for Access Community Housing since October 2010. I was the original night security when the units at 124 McLeod Street were first built. I have been looking after the gardens for ACHC at various unit complexes for the past 8 years or so and have recently been put on fulltime.

From getting a roof over my head, to getting a permanent job, Access Community Housing has been a really good help.

Thank you, Rory.

ACHC's Properties

2018 has been a year of great opportunities for ACHC with the purchase of 2 properties.



The Legacy Complex



When the Legacy complex was put on the market early in 2018, the company recognised the future benefits of having an 18 unit complex to add to the stock of social housing.

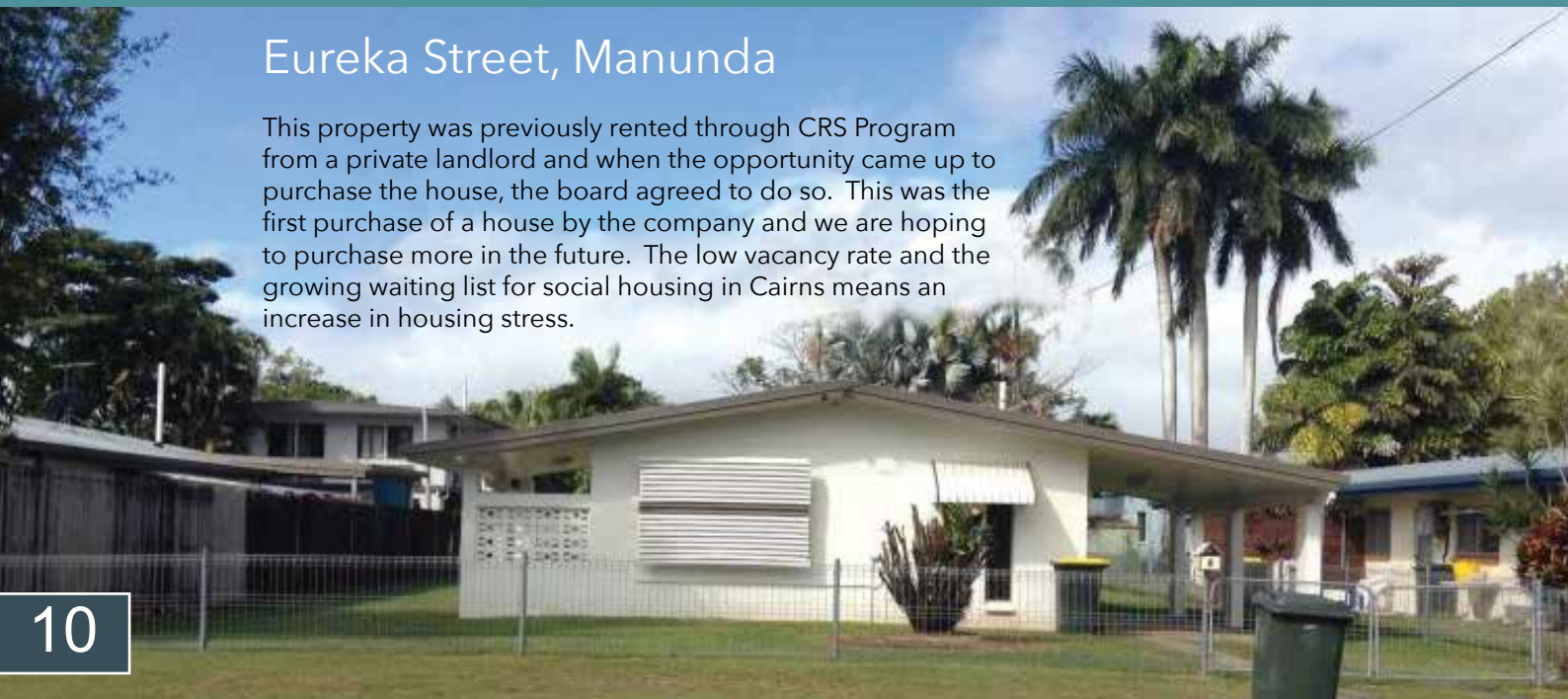
Ideally located and having been well maintained by Legacy, the property will ultimately benefit those people on the Department of Housing's Register of Need.

Thanks to the insight and support of the Board and the member for Cairns, Michael Healy, we gained approval from the State Government to utilise surplus funds for the purchase.



Eureka Street, Manunda

This property was previously rented through CRS Program from a private landlord and when the opportunity came up to purchase the house, the board agreed to do so. This was the first purchase of a house by the company and we are hoping to purchase more in the future. The low vacancy rate and the growing waiting list for social housing in Cairns means an increase in housing stress.



Murray Street Complex Art Workshop

Congratulations to the budding young artists who have, under the supervision of Daniel Wallwork, completed some amazing artwork at our Murray Street complex. It is great to see the community involvement in these activities.



NAIDOC 2018

'Because of Her, We Can'

NAIDOC Week 2018 celebrated the invaluable contributions that Aboriginal and Torres Strait Islander women have made, and continue to make to our communities, our families, our rich history and to our nation.



Celebrations in the Park



Access Community Housing nominated Amanda Pearce from Roy Boiiz Cleaning & Gardening Services Pty Ltd to be part of the QShelter photographic exhibition & showcase.

[Question] What does NAIDOC Week mean to Amanda?

[Answer] "NAIDOC Week is very important to us because it's a part of our lives and a part of our culture. It's the heritage of our children and grandchildren, so we keep that strong and we encourage culture in our home though teaching them language and traditional cooking."

[Question] Why did Amanda think she had been nominated?

[Answer] "When I work with Access Community Housing and find out a cleaning job is for struggling families and personally paying for it, I drop my price instantly."

"For me it's not about the work and the money, it's about helping people - maybe this is one of the reasons why the Access team nominated me. Because the team at Access work with people who are homeless or struggling to find a place, I try to help those people out myself - especially if they are paying for those jobs themselves."



ACHC Community Engagement Officer Gavin Ah Kee peeling and making apple slinkies for the young ones to enjoy.

WuChopperen Day



Families enjoying painting rocks at the ACHC Stall.

The March



NAIDOC High Tea



From Left: Frances, Lyn, Chris and Jodie.

NAIDOC Breakfast

Access Community Housing staff and Roy Boiiz owners enjoyed the NAIDOC breakfast where Amanda Pearce was acknowledged.



From left: Aidan, Rowena, Roy & Amanda Pearce (Roy Boiiz), Jodi, Donna-Maree & Alicia.

Homelessness Week



Homelessness Week 2018 (6th - 12th August)

Homelessness Week is an annual event to raise awareness of people experiencing homelessness. The Cairns Housing & Homelessness Networks coordinated an event to discuss this issue and solutions for the future. The event at the Nexus Centre was sponsored by Cairns Regional Council and Michael Healy, Member for Cairns. The day was a huge success with contributions from support services, entertainment from a range of performers, Donna Cahill's (real estate agent) keynote address and welcome by the Minjil Yidinji Cultural group. The theme for 2018 was "Ending homelessness together".

Dignity First



ACHC would like to extend thanks to all of the organisations and services that contributed to the production and distribution of the Dignity First bags. The project has been overwhelmingly successful with 500 Dignity First bags being distributed throughout the Cairns area. The bags were customised according to particular needs and included 130 mobile phones for women escaping domestic violence. We acknowledge and thank Living Light Church, Emergency Department at the Cairns hospital, the Homelessness Hub (Anglicare), Go Church, The Rock Church and Cairns Villas for their contributions. We also offer our special thanks to Michael Dalla Vecchia and Jess Vidafar for their hard work and dedication to ensure the success of the project.

Say No to Bullying



Staff embraced Pink Day which is an international day that began to encourage students, staff, families and community services organisations to dress in pink to raise awareness around the bullying & discrimination. The event encourages people to participate in a range of activities and wear pink to acknowledge diversity and share anti-bullying messages. This year's Pink Day theme was "Nice Needs No Filter" with the message that we all have the capacity to be kind and compassionate.

Australia's Biggest Morning Tea

Staff went all out with their baking skills to raise money and awareness for the Biggest Morning Tea this year. We raised over \$1,700 dollars to donate to the Cancer Council.

Great effort everyone and a special thanks to our tenant volunteers, Eileen & Dianne. A big thanks to Haz-Elec for their donation. Raffle prizes were donated by various local businesses from Cairns.



Christmas Hampers 2017



Christmas 2017 was special at ACHC. As well as the Cairns Post 'Adopt a Family', Cairns Regional Council, Board members and friends of staff helped us give away 48 Hampers. Thanks to everyone for their generosity and support so that these families had a brighter Christmas.

Our Staff



ALICIA ROWE

Property Officer

Born and raised in the City of Churches – Adelaide, Alicia relocated permanently 10 years ago to a more relaxed lifestyle in Far North Queensland. Alicia's working background has always been customer focused, having been in property management in Mossman for the last 7 years. We are excited to have her start at ACHC. Alicia thought it was now time to start giving back to the community and the job with ACHC felt like the perfect fit.



JENNY SADLEIR

Property Officer

Jenny has worked in the private real-estate sector for the past four years. She is a Cairns local but spent 20 years in the Cape operating her own businesses. Jenny has hit the ground running as a Property Officer and is enjoying learning a different aspect of housing working together with Tenancy Officers. She enjoys helping tenants sustain their tenancies and look after their properties.



KYLIE WILKINSON

Tenancy Officer

Prior to joining ACHC, Kylie was a Senior Property Manager / Licensee for almost 20 years, working primarily in Townsville. After relocating to Kuranda approximately 3 years ago, Kylie began working in Cairns. Kylie became disillusioned working in property management, as the main focus was on higher rents, more properties, and not about being fair and reasonable, so she left the industry. She saw the role of Tenancy Officer advertised with ACHC and is now happy to be helping make a difference to the social housing sector.

Kylie travels to her home in Kuranda every night to enjoy living on acreage with a menagerie of animals.



GAVIN AH KEE

Community Engagement Officer

Gavin is a Waanyi and Kuku Yalanji (maternal side) and Gugu Yimithirr and Wanyur Majay (Yidinji) (paternal side) man who was raised and educated in Cairns. His passion is Community and he credits his parents as his inspiration. He has worked in the community sector for nearly 30 years; particularly in housing and homelessness services, Aboriginal domestic and family violence programs, and working with men including recent rolls at Ozcare Housing & Accommodation Services, and Tenants Queensland's QSTARS (Queensland Statewide Tenancy Advice and Referral Service).

He brings to this role a deep cultural understanding and support to marginalised people, particularly Aboriginal people, and he works to develop community and interagency connections that promote dignity and culturally respectful practice in housing and homelessness supports.



RICKY COOPER

Property Officer

After moving from Melbourne 5 years ago for the weather, Ricky has been working in property management roles around Cairns. Ricky is now happy to be making a difference in people's lives working in the social housing sector.



AIDAN LANG

Senior Finance Officer

Aidan has worked in finance roles for over 10 years and prior to commencing work with ACHC has relocated from Sydney. Aidan has a Bachelor of Accounting and is presently studying his CPA (Certified Public Accountant). Aidan has highly developed skills in analysis and data integration.



ROWENA CASE

Property Officer

After 14 years in the disability sector Rowena took a career change at the age of 50 into property management where she enjoyed assisting people in their properties. Rowena took a year off travelling back and forth from Adelaide where her husband is based. She saw the opportunity to join the ACHC team as a Property Officer and is enjoying being part of the amazing team at ACHC.

Goodbyes . . .

During the year we have farewelled some of our staff. These include Joanne Lewis, Charmaene Scott, Ben Whittle, Susanne Bayly, Fiona Garvie, Judy Gittings and Jessica Vidafar.



JUDY GITTINGS

23 Years of Service - Fantastic Effort

We said Goodbye to Judy Gittings this year. Judy was with ACHC for almost as long as the company has been operating. We wish Judy every happiness and safe travels in the future. Thanks for the 23 years!



JESSICA VIDAFAR

Manager, Operations

A Sad Goodbye.

We also said goodbye this year to our amazing Manager, Operations - Jessica Vidafar. Jess had been with ACHC for over 2 years and during that time she coordinated some memorable events, including International Tenant's Day, the Biggest Morning Tea, Christmas events and cross cultural activities. Jess has shown us all that being kind, respectful, determined and compassionate makes for a great leader and we wish her all the best in her new role at Red Cross. Thanks Jess, we will miss you.

Testimonials

REAL ESTATE AGENT

Raine & Horn

I would like to take this opportunity to say that I think ACHC is an excellent organisation that does great things for the community. The staff are always helpful and happy to sort out tenancy issues with me as a team. Being a Property Manager can be quite a hard job at times, so to have people who will work with you to sort issues out is a great help in maintaining the tenancy and protecting the landlords investment.

TENANTS

“Easy to approach and talk to, if there is an issue or complication. Try their best to help if they can or direct you to people who can if they can't.” - Teresa

“They help crack down the number of homelessness by accommodating those in need.”
- Musu

“Providing lots of different people with different living situations, giving them stable and affordable homes. Also helping the community become stronger in different ways.” - Melody

“Making sure not to have any nuisance or bad people in their properties. Cleaning and doing the gardening around the unit blocks. Taking in each and every complaint. Making sure their tenants feel safe in their homes. Having good rates for rent so we can survive on Centrelink. Not disturbing the peace if someone wants to be left alone. Making sure nothing is broken or badly damaged in the homes, always fixing everything up for the tenants. Being nice to everyone. Doing giveaways and prizes every so often, and smiling at reception and remembering everybody's name when they walk in the office.” - Stari

Thank You

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

- Our Tenants, for the partnership we have with you in building sustainable tenancies.
- Our Owners & Real Estate Agents, for placing your properties with us so that we can continue to provide suitable, affordable community housing in this region.
- Our Government Partners, in local, state and federal governments for your funding, support and trust.
- Our Board, for your commitment and volunteering to ensure good governance so that ACHC continues to be a viable, innovative company serving our community.
- Our Staff, for your commitment, respect, compassion and hard work in helping our tenants sustain their tenancies.
- Our Contractors and Suppliers, for your responsiveness and professionalism in maintaining our properties.
- Our Social Support & Community Service partners, for your ongoing support and assistance to our tenants, and for sharing our passion to change people's lives.
- Our Sponsors, for sharing our vision of support and for your continued commitment to our work.

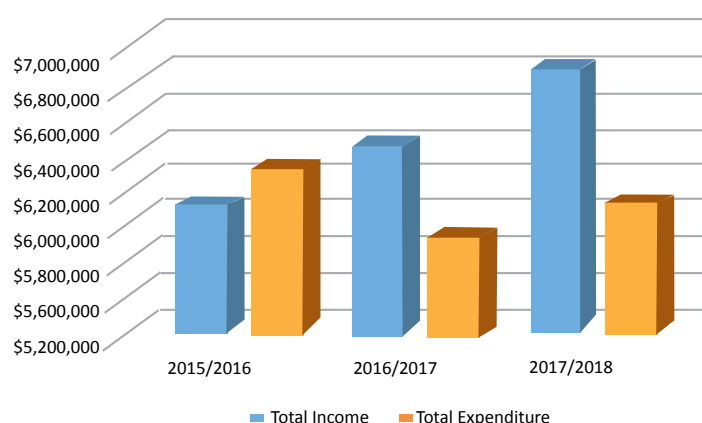
Financial Highlights

Profit and Loss for the year ended 30 June 2018

Income	\$
Rental income	4,829,784
Grant revenue	1,356,290
Repairs reimbursement	230,326
Other income	183,300
	6,599,700
Expenses	
Employee expenses	1,769,471
Depreciation	76,382
Office expenditure	492,956
Property expenses	1,875,557
Rent expense	1,774,498
Other expenses	106,201
	6,095,065
Results from operating activities	504,635
Finance income	209,592
Finance costs	-
Net finance income	209,592
Net surplus before tax	714,227
Income tax expense	-
Total comprehensive income	714,227

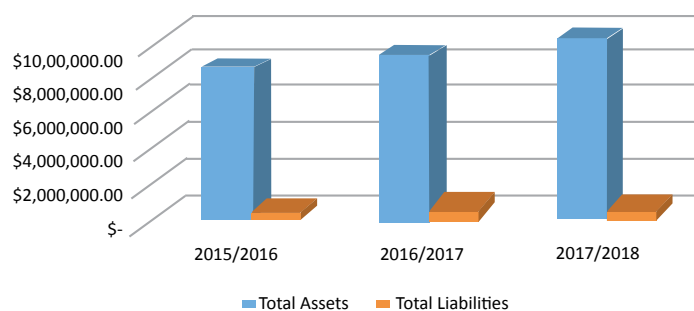
	2015/2016	2016/2017	2017/2018
Total Income	\$6,119,531	\$6,408,385	\$6,809,292
Total Expenditure	\$6,257,011	\$5,876,953	\$6,095,065

Income Vs Expenditure



	2015/2016	2016/2017	2017/2018
Total Assets	\$8,171,682	\$8,673,612	\$9,733,459
Total Liabilities	\$444,839	\$415,337	\$760,957

Assets and Liabilities



Our Board

Board Members During 2017/2018

Mark Stallman - Chair
Leah Cameron - Deputy Chair
Michael Delaney - Treasurer
Amanda Langtree - Director
Laurie Lindner - Director

James Dixon - Director
Nathan Williams - Director
Benjamin Keast - Director
Michelle Champion - Director
Kerrie Richmond - Director



ACHC Staff 2018

Better Homes, Better Futures



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