



Access
Community
Housing

Building Homes, Strengthening Communities

Capability Statement

Our Purpose

To meet community housing needs.

Access Community Housing Company (ACHC) exists to meet the housing needs of low-income households by providing safe, secure, and affordable homes, creating opportunities for individuals and families to improve their lives and achieve their goals.



About Us

32+ years' experience as the largest CHP in FNQ.

ACHC is a Cairns based not-for-profit charity, dedicated to providing social and affordable housing for individuals and families across Far North Queensland.

Operating as a Tier 2 Community Housing Provider (CHP) registered with the National Regulatory System for Community Housing (NRSCH), ACHC provides housing to people on the Queensland Department of Housing's register of need.

ACHC goes beyond providing shelter and connects customers with specialised support services to ensure successful tenancies and holistic care.

With a portfolio of over 670 properties and approximately 1,250 residents spanning Mossman to Babinda, ACHC bears witness to stories of resilience and triumph, helping empower lives through housing.



Our Values

Our commitment to those we serve.



Respect. We will treat everyone with dignity, value one's input, and build relationships that are based on safety and trust.



Equity. We will promote a culture that is inclusive, where everyone is treated fairly. We acknowledge that all people are unique, and our responses will reflect individual needs.



Compassion. We deliver a service that is mindful and considerate of individuals' needs, circumstances and experiences.



Courage. We are committed to building strong communities and face challenges to make an impact. We will be innovative when needed and brave in confronting injustice.



Responsibility. We practise shared accountability and acceptance of personal actions, make informed decisions, and offer solutions.

Our Strategic Priorities

Our commitment to growth.



Build housing supply. To increase the supply of social and affordable housing in Cairns and Far North Queensland. ACHC seeks to broaden independent funding sources and housing assets.



Build strategic partnerships. To build partnerships which support and enhance capacity to deliver social and affordable housing at scale.



Build our team. To build the capacity of ACHC's workforce to take on the challenges of growth.



Build internal capability. To build and strengthen the internal capability and capacity to support growth.



Build capacity of tenants. To ensure tenants have access to the support services they need to sustain tenancies and overcome disadvantage.



Current Projects

New complex in Earlvile, Cairns.

In partnership with the Queensland Government, ACHC has commenced the construction of 30 homes in Cairns. This build will provide 30 modern social homes and represents a significant step forward in enhancing housing accessibility and quality for the Cairns community. This investment will replace 14 aging dwellings with contemporary, purpose-built accommodation tailored to meet the diverse needs of residents. In preparation for the redevelopment, ACHC has assisted previous customers to secure suitable alternative accommodation, ensuring a smooth transition, and demonstrating a commitment to community welfare.



News

Four more homes for large families.

ACHC has recently purchased four, four-bedroom established homes that will accommodate large families' needs. These are all located in south Cairns, in close proximity to essential services.



Recently Completed Projects

Cottage Renovation

ACHC renovated eight previously unused cottages in Cairns to provide safe, secure housing for women over 55, the fastest-growing cohort of people experiencing homelessness in Australia. This initiative not only supported a vulnerable demographic but also increased the local supply of affordable housing.

Safe Places

ACHC built four three-bedroom homes in Cairns for women and children escaping domestic and family violence. In partnership with the Womens Centre FNQ, customers receive specialised wrap-around support services tailored to their unique needs.



My experience with Access Community Housing has been life changing. I escaped a domestic violence relationship with nothing but my two young children and was desperate to find a safe place for me and my babies to try to start again in life. - Current customer in safe housing.



Secure Complex

ACHC built a 10-unit complex for women and children escaping domestic and family violence. *"Focusing on women who are escaping domestic and family violence and the growing group of single homeless women, this complex will provide much needed safe, secure accommodation for these women and their children."* - Federal Leichhardt MP Warren Entsch.



Asset Management

Strategic long-term approach.

ACHC delivers value for money across the asset life cycle, beginning with thorough planning and due diligence.

Its asset management strategy spans acquisition, redevelopment, and disposal, supported by integrated planned maintenance and responsive services.

Through strategic capital planning, ACHC maximises property use, enhances asset value, and ensures customer safety and satisfaction while meeting community needs.

A responsive maintenance system allows customers to easily request and track repairs through a robust reporting framework.

ACHC partners with trusted contractors who understand customer needs and deliver quality, cost-effective services that extend asset life.

Customers also have access to emergency repairs via an after-hours phone number, along with clear procedures, service expectations, and opportunities to provide feedback for continuous improvement.

Housing Management

Inclusive personalised approach.

ACHC is dedicated to empowering individuals and prioritising customers' welfare and quality of life.

Tenancies are managed with the unique circumstances of each situation in mind.

Collaborative partnerships with support service providers allow customers the opportunity of customised support aimed at assisting them realise their full potential.

These services include employment assistance, training, and other well-being programs including disability support, multicultural assistance, child development programs, and mental and physical health services. This holistic approach ensures that we effectively address the customers' diverse needs and foster thriving communities.



Today, I am so grateful words can't describe. I'm finally at peace, I am healthy, happy, and have a beautiful unit to live in. Through the grace of God, I have been sober now for 2 years and 7 months at the time of writing this. - Current customer.



Our Leadership Team



Aidan Lang
Chief Executive Officer



Nicole Dent
Chief Operations Officer



Stuart Hentschke
Chief Financial Officer



Jim Reeve
Systems Executive Manager



Brian Nesbit
Building and Asset Executive
Manager

Our Board of Directors



From left to right: Richard Huelin (Chair), Sonia Smith, Kevin Malone, Pat Flanagan, Amanda Lee-Ross, Robert Cuda (Treasurer). Absent: Mary Streatfield (Vice Chair), Jason Ramsamy, Ben Taylor.



Our Network

Client-centred approach to service delivery.



Australian Government



Get in touch with us!

- 🌐 achc.org.au
- ✉ admin@achc.org.au
- 📞 07 4031 6702
- 📍 5 Anderson Street, Manunda QLD 4870

