

Year in Review 2024-2025



Access
Community
Housing

Building Homes, Strengthening Communities

TABLE OF CONTENTS

Our Organisation	03
Report from the Chair	04
Report from the Chief Executive Officer	05
Our Leadership Team	06
Our Strategic Plan	09
ACHC Snapshot 2024-2025	10
Our Key Achievements	12
Operational Excellence & Innovation	13
Tenant Stories	14
Tenant Highlights	16
Community Engagement / Community Rent Scheme	18
Staff Highlights	19
Tenant Voice Snapshot / Satisfaction Metrics	21
How ACHC Makes a Difference	
Board of Directors	22
ACHC Financial Results	24
Our Network	26
Get in Touch	28

Acknowledgement of Country

ACHC acknowledges the land on which we work and live is Gimuy-Walubara Yidinji and Yirrganydji country. We pay our respects to Elders past, present and emerging.

ACHC acknowledges First Nations peoples as the traditional custodians of the lands where we live, learn and work. Recognising that 70 per cent of the people we work with identify as First Nations peoples, we are committed to continuing our journey as an organisation with cultural integrity, and listening deeply with respect to all.

Our Organisation



Access Community Housing Company (ACHC) is the leading non-government provider of community housing in Far North Queensland, with a strong commitment to helping individuals and families find and maintain a home for over 33 years. With a diverse portfolio of more than 650 properties extending from Mossman to Babinda, ACHC offers safe, secure, and affordable housing, empowering residents to improve their lives and achieve their goals.

As a registered Tier 1 community housing provider under the National Regulatory System for Community Housing (NRSCH), ACHC operates as a not-for-profit charity, dedicated to delivering social and affordable housing solutions.

Our commitment to these core values:

RESPECT

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

COMPASSION

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

RESPONSIBILITY

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

EQUITY

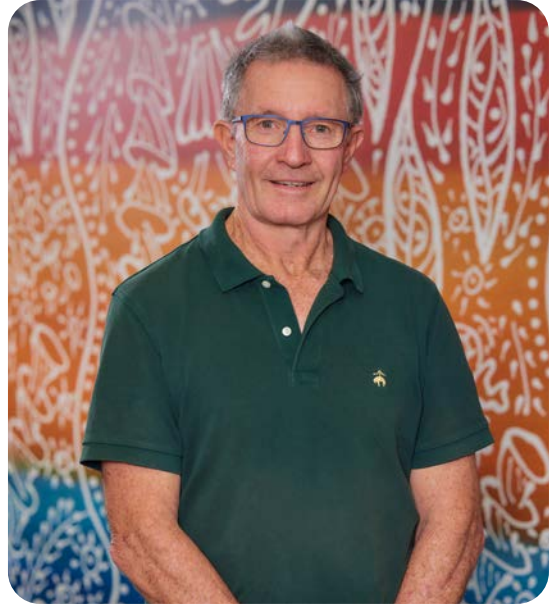
We will promote a culture that is inclusive, where everyone is treated fairly. We acknowledge that all people are unique, and our responses will reflect individual needs.

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.



Report from the Chair



I am pleased to present the Chair's Report for the year ending 30 June 2025. This has been a year of achievement, reflection, and growth for Access Community Housing. At a time when the demand for safe and secure housing in our region continues to increase, the Board has worked to ensure the organisation is strong, focused, and ready to meet that challenge.

An important milestone was the completion of our first external Board review, which provided valuable insights and led directly to the creation of a new Governance Committee. This has further strengthened our oversight and accountability, and ensures the Board is well equipped to support the organisation through its next stage of growth. We also undertook a strategic review, which reaffirmed our five strategic pillars and confirmed that our focus on growth and the readiness required to achieve it is the right direction for the future.

We were proud to see this focus on governance and strategy reflected in tangible results. During the year, Access Community Housing achieved Tier 1 status under the National Regulatory System for Community Housing, placing us among the most trusted providers in the sector. At 30 June, 30 new homes in Earlville were substantially complete, our largest project yet, providing safe and welcoming homes for seniors, people living with disability, and First Nations peoples. By year end, more than 50 new homes were being built across our region, each one a step toward meeting the housing needs of our community.

Our work was also recognised externally, with Access Community Housing named the Queensland winner of the Excellence in Social Housing Award at the AHI Brighter Future Awards. We are honoured to represent Queensland at the national awards in October.

I want to thank my fellow Board members for their commitment and expertise, our partners and funders for their ongoing support, and our CEO, Aidan Lang, for his leadership. Most importantly, I acknowledge the staff of Access Community Housing, whose dedication ensures we deliver on our mission every day.

Together, we are building an organisation that is stronger, more resilient, and ready to meet the housing needs of our community into the future.

Regards,
Richard Huelin

Report from the Chief Executive Officer

It is my pleasure to present the CEO's Report for the year ending 30 June 2025. This year has been one of achievement, growth, and resilience as we continued to deliver safe and secure housing in the face of rising demand and significant cost-of-living pressures.

At the heart of our work is our commitment to tenants. To strengthen the way we support them, we restructured our organisation during the year to establish a dedicated Customer Service Team. This change has already improved the way we connect with tenants and ensures we are well positioned to scale our services as we grow to meet the unmet housing need in our region.

We also completed a significant piece of work to enhance our asset management systems, giving us accurate lifecycle cost forecasts for our housing portfolio. This provides a stronger foundation for planning, ensuring we can responsibly maintain homes and sustain growth well into the future.

Housing delivery was again a highlight. At year end we had 51 properties under construction, the largest pipeline in our history, with more projects advancing through planning and approvals. A particularly proud achievement was seeing the 30-unit Earville development substantially completed, providing high-quality housing for seniors, people with disabilities, and First Nations peoples. These homes are more than buildings – they represent security, dignity, and opportunity for the people who will call them home.

We were also thrilled to achieve Tier 1 status under the National Regulatory System for Community Housing. This milestone reflects the dedication of our staff and the strength of our systems, and provides confidence to our tenants, partners, and funders that we are operating at the highest standard.

Since year end, our work has been recognised externally with Access Community Housing named the Queensland winner of the Excellence in Social Housing Award at the AHI Brighter Future Awards. This honour acknowledges the commitment of our staff and partners, and gives us momentum as we prepare to represent Queensland at the national awards in October.

I would like to thank our staff, volunteers, and partners for their tireless efforts and commitment to our mission. I also thank the Board for its guidance and support, which has enabled us to achieve so much this year. Most importantly, I acknowledge our tenants, who inspire us every day with their resilience and strength.

The year ahead will see us deliver the largest pipeline of homes in our history while building the systems and capacity needed for sustainable growth. With the commitment of our staff, the guidance of our Board, and the support of our partners, I am confident Access Community Housing is ready for the challenges and opportunities that lie ahead.

Regards,
Aidan Lang



Our Leadership Team



Aidan Lang | Chief Executive Officer

Aidan joined Access Community Housing in 2017 and brings a wealth of expertise to the organisation. Aidan plays a pivotal role in Access Community Housing's strategic direction, financial management, and business development.

With a passion for social impact and a keen eye for financial stewardship, Aidan has a keen focus on ensuring that Access Community Housing operates with transparency, integrity, and efficiency. His dedication to advancing the organisation's mission exemplifies his unwavering commitment to creating a stronger Cairns community.

Aidan has a Bachelor of Accounting, a Master of Business Administration, and is a Fellow of CPA Australia (FCPA). He is a graduate of the Australian Institute of Company Directors (GAICD) and of the Governance Institute of Australia.

Jim Reeve | Systems Executive Manager

Jim joined ACHC in March 2014. He has a background in facilities and services management and in property maintenance and contract compliance. Following many years in the IT and telecommunications industries, Jim brings extensive technical knowledge and experience. He is responsible for the systems we use for our day-to-day operations and for ensuring best practice procedures and technologies are in place and under constant review to protect our systems and our clients' data, and to ensure our resilience to natural disasters and unexpected events. Outside of his systems management duties with ACHC, Jim works as a volunteer fundraiser for a small not-for-profit organisation.

Stuart Hentschke | Chief Financial Officer

Stuart joined Access Community Housing in 2024, bringing a dynamic energy and a strong commitment to fostering positive societal change. With over 20 years' of experience across diverse industries, including agriculture, research, and the not-for-profit sector, Stuart is poised to drive the implementation of ACHC's strategic objectives.

Throughout his career, Stuart has demonstrated exceptional leadership and team management skills, consistently creating collaborative environments that encourage innovation and efficiency. His dedication to optimising resource utilisation ensures the greatest benefits are achieved for all involved.

Stuart's dedication to the not-for-profit sector reflects a deep-seated commitment to making a positive difference in the community. He holds a Bachelor of Accounting (Financial Planning), a Diploma of Financial Services (Financial Planning) and is a member of CPA Australia.

Nicole Dent | Chief Operations Officer

Nicole joined the team in June 2020 and offers over twenty years' experience in Human Resources, Customer Service and Business Operations, gaining both generalist and industry specific expertise with Hotels and Resorts, State Government, Financial Services, Indigenous NGO and Legal Service, and in Health. Nicole has an Advanced Diploma in Community Sector Management, a Certificate IV in Business, and is a Member of the Australian Human Resources Association.

A natural and passionate leader, Nicole thrives on streamlining processes and procedures and developing systems that support the achievement of consistent outcomes. Nicole brings exceptional stakeholder engagement and negotiation skills, commercial acumen, and importantly, a passion to make an impact in people's lives through social and affordable housing solutions.

As Chief Operations Officer, Nicole leads by example providing a customer service experience that is respectful, engaging and memorable.

Brian Nesbit | Building and Asset Executive Manager

Brian is a "born and bred" Cairns local with a drive and focus aimed at the Cairns community and the safety of the residents. He has extensive experience in the Local Building Industry and over the last 15 years has performed roles within the Building and Construction sector as well as at the forefront of Local Government. Brian has led high performing teams in the Planning and Environment Unit at Council performing regulatory and compliance functions within the Cairns area. During his time in Local Government Brian was also instrumental at implementing City-wide audit procedures, inspection programmes and investigation practises for Council. Brian has a Diploma of Local Government (Planning) and was a former member of the Local Government Managers Australia (LGMA) where he worked and collaborated with other regional Councils all over QLD.



Our Strategic Plan

Our Purpose

ACHC exists to meet housing needs of low-income households in Cairns and Far North Queensland through the provision of safe, secure, and affordable homes, creating opportunities for individuals and families to improve their lives and achieve their goals.

Our Strategic Priorities



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.

Our Future Direction



In our ongoing commitment to delivering more homes, ACHC is actively exploring new avenues to diversify our revenue streams. While a significant portion of our funding currently comes from the Queensland State Government, we are focused on developing sustainable strategies to broaden our financial base. These strategies include community fundraising, corporate partnerships, gifts in wills and bequests, and securing additional government grants. By diversifying our revenue sources, ACHC will be better equipped to meet the evolving needs of the Cairns community.

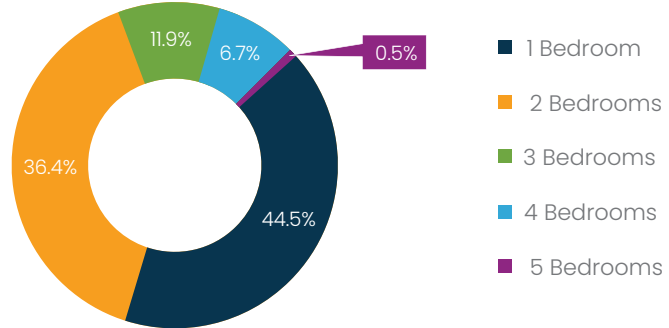


ACHC Snapshot 2024–2025

Who We Are & What We Do

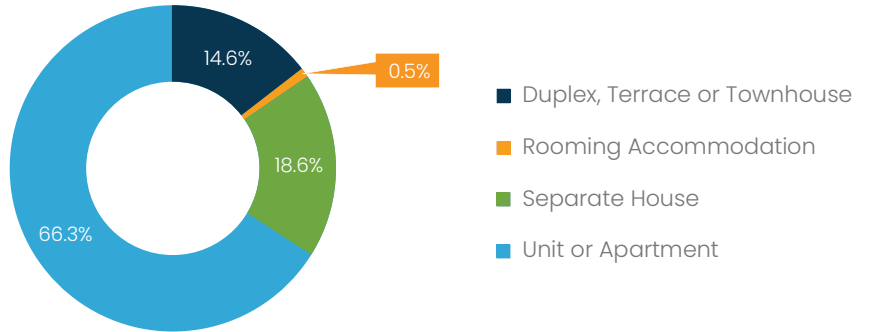
Property Count by Size

Bedrooms	Number of Homes
1 Bedroom	292
2 Bedrooms	239
3 Bedrooms	78
4 Bedrooms	44
5 Bedrooms	3
Total	656



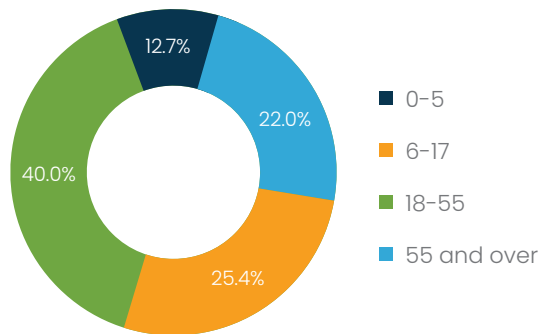
Property Types

Building Type	Number of Homes
Duplex, Terrace or Townhouse	96
Rooming Accommodation	3
Separate House	122
Unit or Apartment	435
Total	656



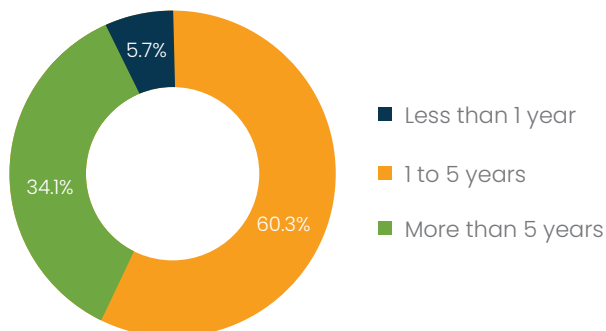
Tenant Age Profile

Age Group	Number of Tenants
0-5	157
6-17	315
18-55	496
55 and over	273
Total	1241



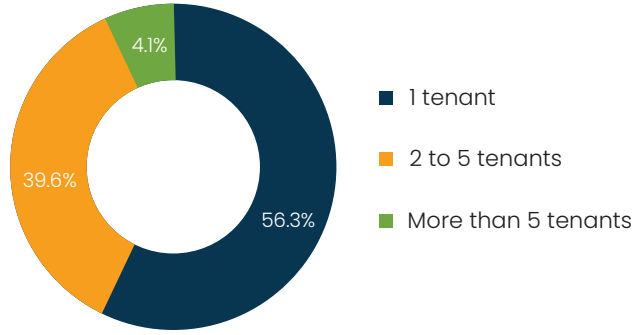
Tenant Count by Duration

Duration	Count of Tenancies
Less than 1 year	36
1 to 5 years	382
More than 5 years	216
Total	634



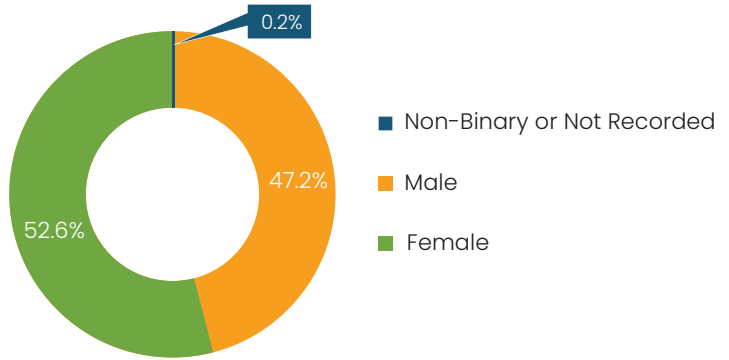
Household Size

Household Size	Number of Tenancies
1 Tenant	357
2 to 5 Tenants	251
More than 5 Tenants	26
Total	634



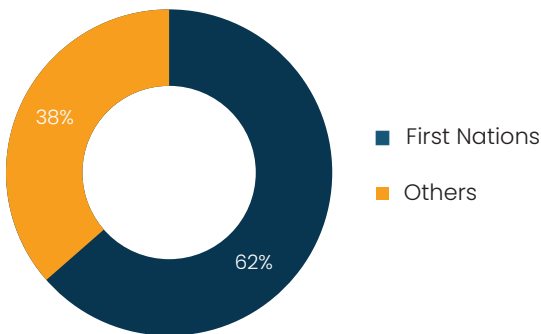
Gender Distribution

Gender	Number of Tenants
Non-Binary or Not Recorded	2
Male	586
Female	653
Total	1241



Ethnicity

Ethnicity	Number of Tenants
Australian First Nations	769
All Other Ethnicities	472
Total	1241



General Data

New Tenancies in Year	100
Tenancies Ended	97
Active Contractors	123
Total Inspections	2163
Routine	1724
Entry/Exit	96
Condition Audit	343
People Being Housed	1241
Tenants (Excluding occupants and dependents)	634
Single Person Tenancies	357
Single Parent Tenancies (Tenancies with just one tenant and at least one dependent 16 or under)	207

Our Key Achievements

Supporting Veterans: A Home, A Future

ACHC has been awarded \$1.65 million through the The Veterans' Acute Housing Program to deliver the Veterans' Transitional Housing Program in Cairns. This project will see the construction of six custom-designed units in Edmonton providing safe, secure transitional accommodation for veterans and their families who are experiencing or at risk of homelessness. This initiative responds to the critical need in the Federal electorate of Leichhardt, which is home to over 5,700 veterans who have served or are currently serving in the Australian Defence Force. Alongside housing, the program will deliver wraparound support services through RSL Queensland, helping veterans rebuild their lives with dignity and stability.

A Decade of Commitment with NRSCH

This year, we proudly celebrated 10 years of continuous registration with the National Regulatory System for Community Housing (NRSCH). This milestone affirms our commitment to being a well-governed, high-performing organisation that provides safe, sustainable, and affordable housing while maintaining the trust of tenants, government, and investors.

Elevating to Tier 1 Community Housing Provider

ACHC has been officially reclassified as a Tier 1 Community Housing Provider, the highest level under NRSCH. This recognition is a testament to our growth in operational scale, financial strength, and service delivery. We are now one of only seven Tier 1 providers in Queensland, with ACHC standing proudly as the only one in Far North Queensland. This achievement reflects the dedication and professionalism of our team and positions us for even greater impact and funding opportunities moving forward.

Strengthening Community Partnerships

- Harvey Norman Cairns generously donated \$27,000 to ACHC, providing crucial support to enhance safe and affordable housing options for our community.
- We launched our first fundraising campaign, "Buy a Brick", gathering community support to help build homes for veterans. This marked a significant step in diversifying our funding streams beyond government sources.

Reconciliation Action Plan (RAP) Development

Our RAP Working Group has been actively developing our Innovate Reconciliation Action Plan, working towards endorsement by Reconciliation Australia. Our RAP reflects our commitment to creating an inclusive environment that honours, listens to, and engages with Aboriginal and Torres Strait Islander people. Our vision for reconciliation is grounded in respect, learning, and a collaborative approach to building culturally safe communities.

Environmental, Social, and Governance (ESG) Commitment

ACHC has committed to aligning with the ESG Reporting Standard developed specifically for the Australian community housing sector. Through this commitment, we are embedding sustainability, social impact, and strong governance principles into everything we do, ensuring our organisation remains accountable, transparent, and future-focused.

Mulgrave Road Construction Completion

We proudly completed our Mulgrave Road development which delivered 30 high-quality, modern homes to replace the 14 outdated dwellings that previously occupied the site. This development doubles the capacity on the site, improves housing accessibility, and demonstrates our commitment to leveraging land for maximum impact.



Operational Excellence & Innovation

This year, we've supercharged how we work, streamlining processes, boosting security, and improving how we serve our community.

- A stronger team: Staff turnover dropped from 38% to 17%, creating stability and energy across ACHC.
- More homes, faster: 116 new households welcomed in under a year, while rental arrears were halved in nine months, improving security for tenants and ACHC.
- Smarter systems: New key management, updated processes, and a Tenant Portal make services faster and easier.
- Tech transformation: We moved to the cloud, boosted cyber security, upgraded Wi-Fi, laptops, and modernised workspaces, improving resilience and flexibility.
- Stronger finances: Streamlined workflows, tighter controls, and smarter payroll and bond checks ensure every dollar counts.
- Caring for spaces: Completed Property Condition Audits in-house, refreshed our office with new security gates and signage, and expanded in-house maintenance for faster repairs.

Together, we're building a safer, more connected, and future-ready ACHC.

Tenant Stories

Billy's Road Back to Stability

Just over a year ago, Billy's life took a sudden turn. Within three months, he lost his job, his home, and found himself living out of his car. "I felt like everything had fallen apart," he recalls. For eight long months, he juggled casual work and slept wherever he could, all the while trying to keep hope alive. Through the combined support of Mission Australia, SHAC, and ACHC, Billy secured a safe, stable place to call home. Now, he's focused on rebuilding his life — one day at a time — and says the patience and guidance he received have been life-changing.



Brian's Home for Family

When Brian's young son came into his full-time care, everything shifted. He wanted to give his boy a stable home, close to school and friends. Initially living in a small unit in Manunda, Brian worked with ACHC to find a home in Edmonton — the place his son had grown up in and where his community ties were strong. "It's about stability," Brian says. "We've got great neighbours, everything we need is close by, and our housing manager is always there when we need something." Today, Brian is thriving as a dad and neighbour, proud to be raising his family in a safe and welcoming community.

Chanten's New Chapter

For Chanten, housing had always been a challenge. Growing up in Yarrabah, he'd seen families wait decades for a home, often with several generations sharing one roof. When he relocated for work, ACHC was there to help him navigate the transition into public housing. "My first housing officer was someone I'd known since childhood," he says. "It made the process less daunting." Today, Chanten works full-time supporting young people entering the justice system. "Having a stable home means I can give my all at work — and go home to a place that's truly mine."



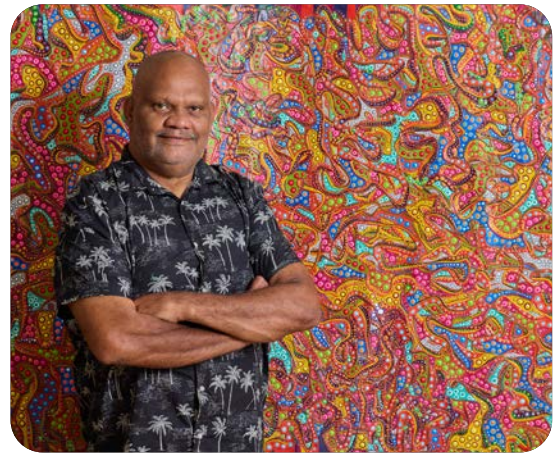


Chrissy's Fresh Start

Chrissy knows how quickly life can change. For her, ACHC was more than a landlord – they were a constant source of practical support and genuine care. Over the past six years, ACHC have helped her navigate challenges, connect with services, and secure a stable home. “They’ll point you in the right direction, even drive you where you need to go to get help”, Chrissy now uses her voice to advocate for more affordable housing so others can have the same chance she did.

Harold's Creative Comeback

Before Harold found housing through ACHC, he spent nearly two years on the streets, unable to paint – his passion and livelihood – without a quiet, safe space. Temporary accommodation was the first step, but the real breakthrough came when ACHC offered him a home in Edmonton. Now he's back coaching rugby league, reconnecting with his community, and creating new artwork. “It's more than just a roof,” he says. “It's a place where we're eating well, sleeping well, and living well.”



Naomi's Place to Call Home

Naomi had been moving between shared houses and temporary accommodation prior to being referred to ACHC. Within a week, she had the keys to a bright, modern one-bedroom unit. “It was such a relief,” she says. “Everything worked, nothing was broken, and it felt like home straight away.” Now, Naomi has the stability to host her kids and focus on building her future.

Serah's Step Towards Independence

After a period in community care housing, Serah was determined to live on her own. When a support worker connected her with ACHC, she was offered a choice of three different units. She chose one close to everything she needed – shops, transport, and community services. “It's given me independence,” she says. “If I need something, I can just go out and get it myself.” Serah now enjoys the freedom and confidence that comes with having a place that's truly hers.

Tenant Highlights

More Control, More Convenience

- We launched our Tenant Portal, giving tenants 24/7 access to check rent, request repairs, and update details — quick, easy, and always open.

Bringing People Together

- From morning teas to Christmas parties and end-of-year gatherings, we shared plenty of laughs, great food, and good company.
- Housing Officer Jo's end-of-year event was a hit with fresh food, bon bons, and plenty of fun.
- Anneleise hosted tenants from multiple South Cairns complexes at the Grafton Hotel, joined by the Edmonton Police, creating an open, supportive space for conversations and community building.
- In Babinda, Housing Officer Hailee hosted a fantastic tenant catch-up with lots of laughs, great conversations, and happy tenants enjoying plenty of goodies. These gatherings are always a pleasure, offering valuable time to connect, share updates, and hear feedback.

Supporting Our Seniors

- Housing Officer Hailee brought seniors together at Brothers Cairns for a special morning of food, connection, and helpful advice from ADA Australia, Cairns Community Legal Centre, and The Junction Clubhouse.

Kindness in Action

- A huge thank you to Beck from Lulubelles Clothing, who donated beautiful outfits to two tenants doing it tough, a simple act that made a big difference.

Spread the Christmas Cheer

- Thanks to the generosity of NQ Arboricultural Services, FVS Services Group, Outdoor Solutions Queensland, Pool House & Garden, Ron Allen, The CaPTA Group, and the Cairns Regional Council (and others who wish to be unnamed), we delivered 30 festive hampers filled with essentials and treats. Plus, CaPTA Group's Multi-Park Passes gave a family special days out to create cherished memories.



Community Engagement

Beyond housing, ACHC is proud to be an active participant in the wider Cairns community, working alongside local organisations, services, and community members to drive change, foster connection, and support those who need it most.

Cultural Connection & Celebration

We proudly took part in Wuchopperen's Community Day again this year, a vibrant day of culture, connection, and celebration. Our stall featured kids' activities and plenty of opportunities to connect with the community.

Standing Against Domestic & Family Violence

Our team attended the Cairns Regional Domestic Violence Service Breakfast, showing solidarity in the fight against domestic and family violence.

To strengthen our support for tenants, ACHC staff completed specialist training with Cairns Regional Domestic Violence Service, learning how to recognise, respond to, and support those affected by domestic and family violence.

Community Safety & Partnerships

ACHC housing staff took part in informative sessions with Queensland Police Service at Cairns Station, gaining valuable insights into community safety, crime prevention, youth support, and early intervention strategies, led by Officer in Charge, Cary Coolican.

Our continued collaboration with QPS reinforces our commitment to safer communities for everyone we serve.

Homelessness Week 2024

We proudly participated in Homelessness Week 2024, standing together with the Cairns community to raise awareness, challenge stigma, and advocate for real solutions. It was a powerful day of action, unity, and hope, a reminder that housing is a human right.

Industry Leadership & Advocacy

ACHC was represented nationally by CEO Aidan Lang at the 10th Affordable Housing Development & Investment Summit in Sydney, an event that brought together industry leaders to tackle the challenges and explore the opportunities shaping Australia's housing future.



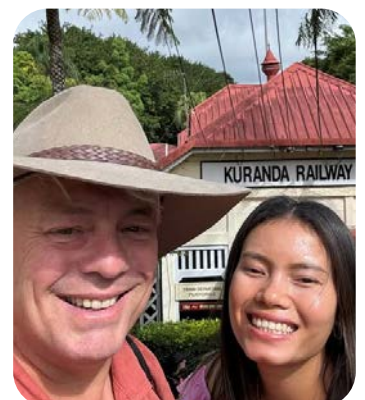
Spreading Holiday Cheer

Partnering with Down Under Tours, we delivered Christmas gifts directly to tenants, a heartfelt reminder of how community generosity can make the holidays even brighter.

Community Rent Scheme

The Community Rent Scheme (CRS) program, funded by the Queensland Government, offers rent-subsidised housing through properties leased from the private market.

Feedback from a Valued Landlord: Meet Tony (pictured), one of our valued landlords who has entrusted us with seven properties—and counting! Tony is thrilled with the service we provide, knowing his investment is in expert hands while making a real difference in the community.



Staff Highlights

Introducing the Customer Service Team

Strengthening Our Service: Introducing Our Dedicated Customer Service Team

As our organisation continues to grow and evolve, we recognised the increasing importance of delivering a consistently high level of support across all areas of our operations. In response to this, our team identified a key opportunity: the establishment of a dedicated Customer Service Team to enhance our responsiveness, streamline communication, and provide exceptional service to our tenants, housing, and finance teams.

We are proud to announce that this team is now in place and thriving under the capable leadership of Chanel, who has been promoted internally to take on the role of Customer Service Manager. Chanel brings a wealth of knowledge, a deep understanding of our values, and a passion for customer service excellence.

Joining Chanel are Teinia, Tara, Candice and Andrea – a talented and committed team who together embody our commitment to delivering prompt, friendly, and professional support. Whether assisting tenants with queries, liaising with housing services, or supporting finance operations, this team ensures that everyone receives the attention and care they deserve.

Since the formation of the team in April, our service delivery has been enhanced through clear processes and procedures that are functioning effectively and reviewed regularly to ensure they meet the highest standards of quality assurance. This proactive approach helps us stay aligned with best practices while continuously identifying areas for improvement.

The introduction of the Customer Service Team has already had a positive impact, not only in improving communication and efficiency but also in reinforcing our commitment to putting people first.

We look forward to building on this strong foundation and thank the team for their incredible work and dedication.



Staff Highlights – cont'

Staff Activities

- Team connection was a highlight this year. At Edge Hill Bowls Club, a friendly competition brought out everyone's spirit, with plenty of laughter, energy, and teamwork on display. We followed up with an afternoon at Go Bowling Manoorra, where the team swapped laptops for bowling shoes and celebrated strikes, spares, and shared achievements. These activities were not only a chance to recharge and connect, but also to recognise the incredible dedication of our staff – the people who make our mission possible.
- On International Women's Day, we celebrated the amazing women who make up 80% of the ACHC team, whose strength, dedication, and compassion are the driving force behind everything we do.
- Our Pink Ribbon Lunch was a huge success, raising funds for breast cancer research with a fun Pink Plate Showdown, raffles, and a lively trivia competition.
- R U OK? Day saw our team come together for lunch, reflection, and meaningful conversations, reminding us all to check in on one another.



Welcoming New Faces & Farewells

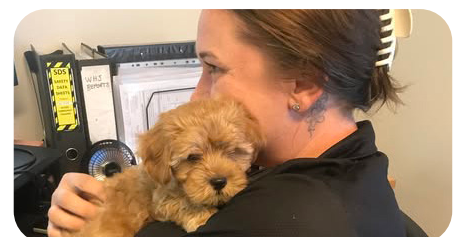
This year, we welcomed Amber, Andy, Adele, Jess, Teinia, Tara, Brett, and celebrated Abbie's return from maternity leave.

We farewelled Tenielle, Adi, Nathan, Jason, Keira, Amy, Jeni, Frances, Bronte and sent best wishes to Candice, who started her maternity leave. Thank you all for the difference you made.

Our Furry Co-Workers

ACHC is proudly pet-friendly and some very special visitors brightened our days this year.

- Housing Officer Joy's guinea pigs brought smiles during their adorable office visit.
- Luna, the labrador belonging to our Communications and Fundraising Officer Bronte, kept spirits high with wagging tails and cuddles.
- Keira's puppy also made a surprise appearance, reminding us that sometimes the best co-workers have four legs and fur.



Tenant Voice Snapshot

Every year, Access Community Housing consults with tenants to understand how our services impact their lives. This survey offers a powerful snapshot of satisfaction, challenges, and progress. Their voices guide how we grow and strengthens the way we deliver our services.

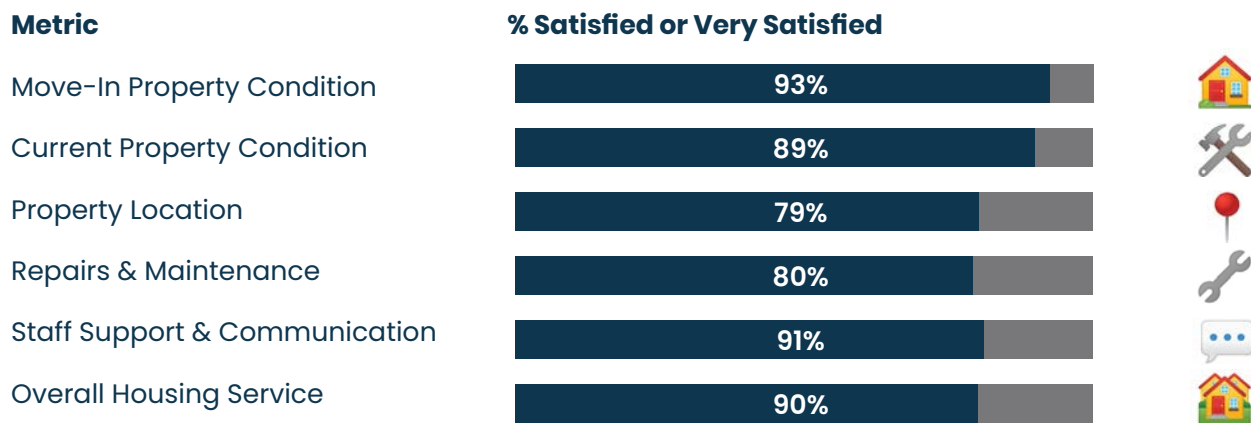


ACHC are doing their job well, and really look after us tenants. They immediately respond to whatever complaints we have. I'm very satisfied and really glad and happy to be living here.

– Tenant Survey Respondent, 2025

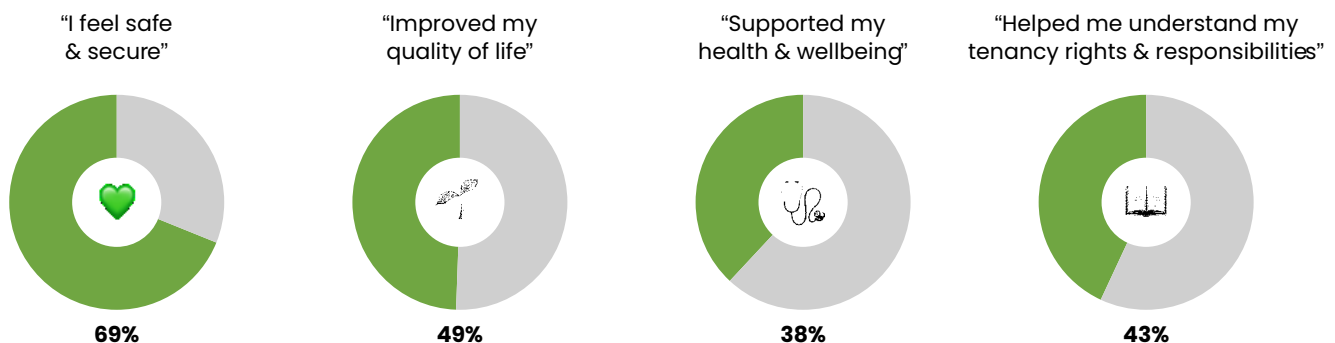


Satisfaction Metrics



How ACHC Makes a Difference

Tenants report how Access Community Housing have helped them:



Board of Directors

We extend our heartfelt thanks to our volunteer Board of Directors for their time, expertise, and dedication. Their leadership is vital to ACHC's success and to delivering safe, secure, and affordable housing for our community.

This year, we farewelled Nathan Williams, recognising his seven years of outstanding service and impact. Thank you, Nathan, for your passion and commitment.

We also warmly welcome Ben Taylor to the Board. Ben brings valuable experience and a strong commitment to community housing, and we look forward to his contribution in the years ahead.

To our entire Board, thank you for your continued guidance and unwavering support.



RICHARD HUELIN
CHAIR

Richard began his career as a surveyor, later transitioning to teaching, and progressed to leadership roles. Currently, he is an organisational effectiveness consultant and trainer in Systems Leadership.



MARY STREATFIELD
DEPUTY CHAIR

Mary has worked in the public and community health care systems in senior health professional leadership roles and holds financial and postgraduate managerial qualifications.



ROBERT CUDA
TREASURER

Chartered Accountant and Director at Caatz Management Rights Accountants, Robert offers expertise in tax, accounting, and advisory services for real estate. He provides financial leadership, strategy, and risk management, with community committee involvement.



BEN TAYLOR
DIRECTOR

Ben is a Senior Associate at MacDonnells Law predominantly working in the areas of Property and Commercial Law and brings experience in risk management, project structuring and tenure, having advised on significant commercial, local government and state development projects regionally and across the State. Ben also has experience in working through and advising on the legal complexities facing the governance of a not for profit corporation, both in his capacity as adviser to or on the Board of a number of such organisations.



PAT FLANAGAN
DIRECTOR

Pat is a civil engineer with 40 years' experience and brings extensive expertise in residential and commercial development, community infrastructure, and leadership roles to the Board.



SONIA SMITH
DIRECTOR

Sonia has 30 years in the police force, directing investigations across North Queensland. An Australian Police Medal awardee, Sonia holds an MBA, completed AICD's Foundations to Directorship program, and serves as a qualified Mediator within the Queensland Police Service (QPS).



AMANDA LEE-ROSS
DIRECTOR

Amanda Lee-Ross, former CEO of Cairns Regional Domestic Violence (DV) Service, holds qualifications in management, politics and training and is the current President of Cairns Community Legal Centre. Amanda was also inducted into the Queensland DV Prevention Honour Roll in 2020.



KEVIN MALONE
DIRECTOR

Kevin is presently employed as General Manager Commercial for Ports North. Kevin is an experienced property developer and site acquisition consultant, a Certified Practising Valuer, a Fellow of the Australian Property Institute, and is a Graduate of the Australian Institute of Company Directors.



JASON RAMSAMY
DIRECTOR

With over 20 years as a public servant, Jason brings Aboriginal and Torres Strait Islander knowledge and engagement, qualifications in leadership and management, and experience working in partnerships. He understands co-design and co-management principles, cultural authority, traditional lore, and customs and has expertise in capital projects.

ACHC Financial Results

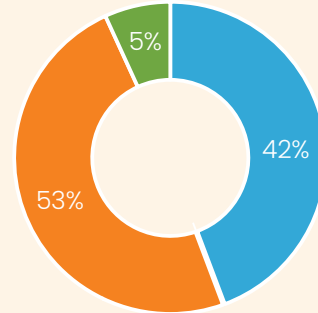
Profit and Loss for the Year Ended 30 June 2025

Income	\$
Rental Income	\$8,040,720
Grant Funding	\$10,202,448
Other Income	\$910,810
Total Income	\$19,153,978

Expenses	\$
Employee Expense	\$2,600,187
Depreciation & Amortisation	\$316,999
Repairs & Maintenance	\$2,104,496
Rates & Taxes	\$1,733,132
Rent Expense	\$2,938,160
Other Expense	\$1,090,537
Total Expenses	\$10,783,511

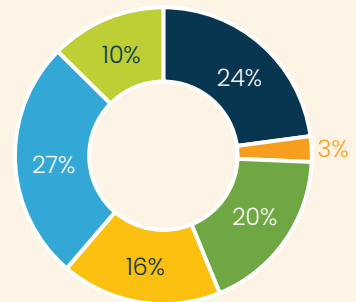
Net Income \$8,370,467

Our Income FY25



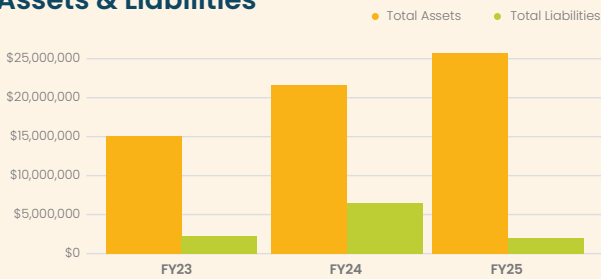
- Rental Income
- Grant Funding
- Other Income

Our Expenses FY25



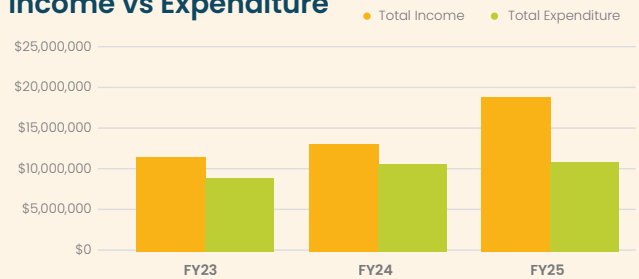
- Employee Expense
- Depreciation & Amortisation
- Repairs & Maintenance
- Rates & Taxes
- Rent Expense
- Other Expense

Assets & Liabilities



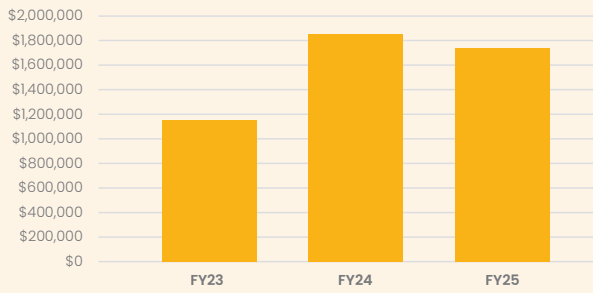
Total Assets	\$15,038,459	\$21,661,887	\$25,638,652
Total Liabilities	\$2,249,868	\$6,522,783	\$2,129,081

Income vs Expenditure



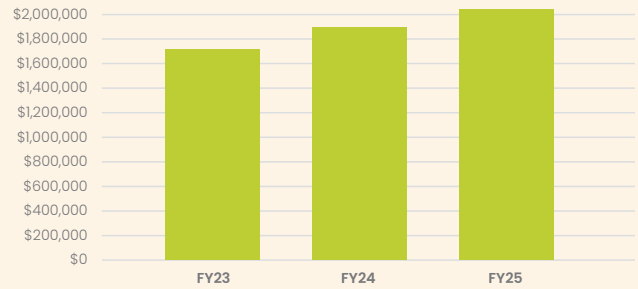
Total Income	\$11,186,810	\$12,807,854	\$19,153,978
Total Expenditure	\$8,873,525	\$10,457,341	\$10,783,511

Rates & Taxes



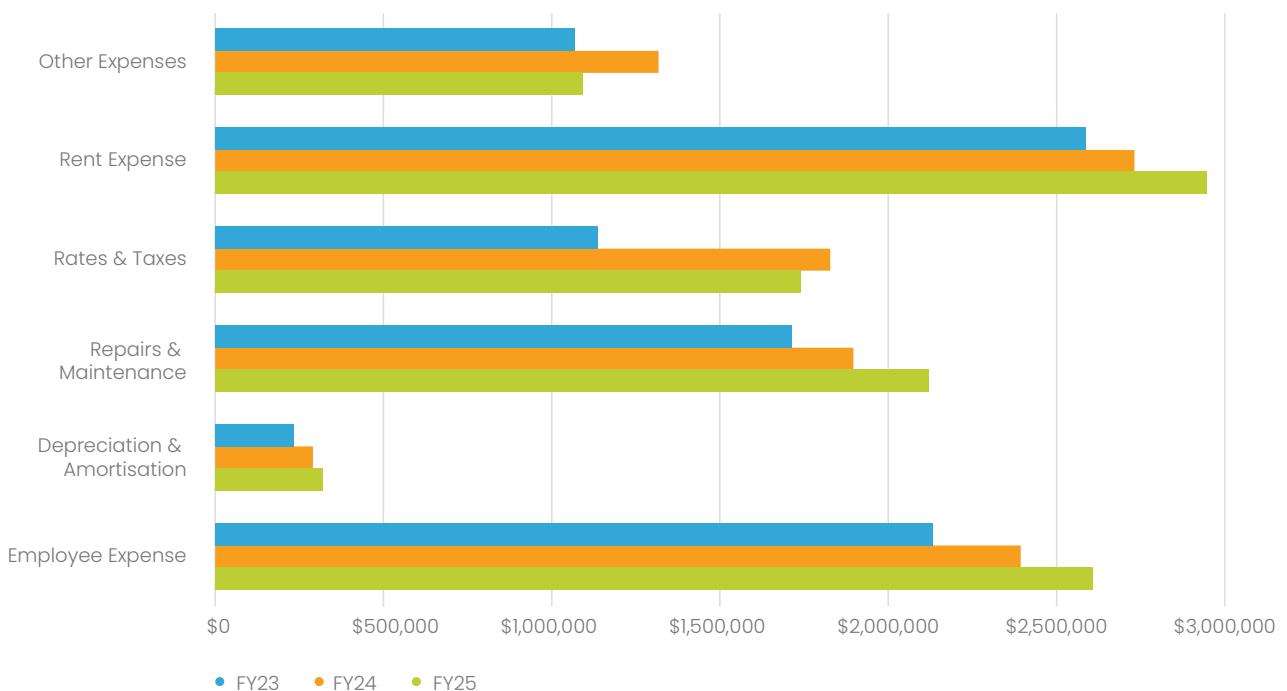
Rates & Taxes	FY23	FY24	FY25
	\$1,137,668	\$1,828,092	\$1,733,132

Repairs & Maintenance



Repairs & Maintenance	FY23	FY24	FY25
	\$1,713,924	\$1,896,770	\$2,104,496

Expenditure	FY23	FY24	FY25
Employee Expense	\$2,131,915	\$2,393,797	\$2,600,187
Depreciation & Amortisation	\$233,033	\$290,459	\$316,999
Repairs & Maintenance	\$1,713,924	\$1,896,770	\$2,104,496
Rates & Taxes	\$1,137,668	\$1,828,092	\$1,733,132
Rent Expense	\$2,587,733	\$2,731,207	\$2,938,160
Other Expenses	\$1,069,252	\$1,317,016	\$1,090,537
	\$8,873,525	\$10,457,341	\$10,783,511



Our Network





Australian Government





Access
Community
Housing

Building Homes, Strengthening Communities

GET IN TOUCH



achc.org.au



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