

# ANNUAL REPORT 2023-24

[inhousing.org.au](http://inhousing.org.au)



# CONTENTS

---

|                             |    |
|-----------------------------|----|
| About Us                    | 3  |
| Our People                  | 4  |
| Message from the Chair      | 7  |
| Message from the CEO        | 8  |
| Our Homes                   | 10 |
| Our Annual Snapshot         | 11 |
| Our Renewals                | 12 |
| Our Community               | 13 |
| Our Service                 | 14 |
| Our Technology              | 15 |
| Our Service (Stretchy Tech) | 16 |
| Financial Statement         | 17 |



# ABOUT US

---

inhousing is a purpose-led social landlord, with a portfolio of accessible affordable housing in Adelaide and regional South Australia.

We improve the lives of people with disability by creating quality homes, developing inclusive technology and building inclusive neighbourhoods.

We partner with our tenants to navigate the housing journey and achieve their housing goals. Through our inclusive technology service Stretchy Tech, we will offer opportunities for increased independence through inclusive technology.

Our work is guided by the values of:

**Personhood**, where people with disability are able to exercise personal authority.

**Citizenhood**, where people with disability are active citizens in the life of their communities.

**Capacity building**, where the capacity of people with disability is enhanced at the individual, family and community levels.





# OUR PEOPLE

---

## Board of Directors (2023/2024)

**Natalie Wade**

Chair (to February 2024)

**Ivy Diegmann**

Chair (from February 2024)

Deputy Chair (to February 2024)

**Hamish de Silva**

Deputy Chair (from February 2024)

**Daniella Biagi**

Treasurer

**Adam Yeomans**

Board member (to August 2023)

**Luke Givney**

Board member



## Staff (2023/2024)

**Robbi Williams**  
Chief Executive Officer

**Rebecca Petrovic**  
Strategy Leader, Inclusive Housing  
and Technology

**Linda Carrapiett**  
Chief Financial Officer

**Jane Arnott**  
Strategy Leader, Governance  
and Philanthropy

**Lauren Stacey**  
Service Leader Business Continuity  
(to November 2023)

**Kerrie Broos Revitt**  
Leader, Inclusion and Quality

**Peter Fitzgerald**  
Leader, Business Development  
and Compliance (to August 2024)

**Marissa Brown**  
Leader, Marketing and Communications

**Alistair Trethowan**  
Project Manager,  
Property Development

**Mark Chambers**  
Program Manager,  
Property Maintenance  
and Renewal (to December 2023)

**Steven Laird**  
Program Manager,  
Property Maintenance  
and Renewal (from February 2024)

**Carey Scheer**  
Media Production and Connection Leader

**Melanie Clarke**  
Senior Tenancy  
and Property Coordinator  
(to June 2024)

**Kadie Ingledew**  
Leader, Tenancy Services  
(September 2023-October 2024)

**Michelle Mahon**  
Tenancy and Property Coordinator

**Ruth McIntyre**  
Tenancy and Property Coordinator  
(to June 2024)

**Lyn Edwards**  
Tenancy and Property Coordinator  
(to July 2024)

**Rebel Jenkins**  
Tenancy and Property Coordinator  
(to September 2023)

**Jade Earles**  
Housing Consultant  
(to August 2023)

**Ned Dart**  
NDIS Housing Consultant  
(from October 2023)

**Georgia Reason**  
Leader, Business Operations  
(from August 2024)  
Customer Solutions Coordinator  
(to August 2024)

**Yasmin Moyses**  
Leader, Business Operations  
(from August 2024)  
Customer Solutions Coordinator  
(to August 2024)

**Sarah Strikis**  
Specialist Occupational Therapist,  
Technology  
(to November 2023)

**Kate Roberts**  
Specialist Occupational Therapist,  
Technology

**Jacqui Blunden**  
Specialist Occupational Therapist,  
Technology

**Will Crowe**  
Specialist Occupational Therapist,  
Technology

**Troy Fernandez**  
Specialist Occupational Therapist,  
Technology

**Stacey Lee**  
Smart Device Specialist

**Jarrad Dieckmann**  
Senior Electrician

**Chris Knight**  
Stretchy Tech Manager/Technician  
Team Leader



## Staff (2023/2024)

**Melanie Merlino**  
Senior Digital Communications Officer

**Nicole Roach**  
Digital Communications Officer

**Jason Chua**  
Finance Manager

**Christine Farina**  
Finance Officer

**Nathalia Rincon**  
Finance Officer

**Tom Sims**  
Estimator and Procurement Officer  
(to November 2023)

**Chelsea Grummet**  
Estimator and Procurement Officer  
(August 2023 to March 2024)

**Joshua Bywater**  
Estimator and Procurement Officer  
(April 2024 to September 2024)

**Louise Hauser**  
Administration Officer, Tenancy

**Faith Wallace**  
Administration Officer, Tenancy  
(to July 2023)

**Cameron Keogh**  
Tenancy Services Administration Officer  
(from April 2024)





# MESSAGE FROM OUR CHAIR

It was an honour to take on the role of inhousing Board Chair this year. Over the past year, we developed our 2024-27 strategy, shaped by people with disabilities. They told us that while high-quality housing is essential, it's not enough.

Supportive neighbourhoods and inclusive, accessible technology are important for living a good, ordinary life. Quality housing is not just about bricks and mortar; it is about creating spaces where everyone feels safe, valued, and supported.

Our tenants highlighted the importance of homes that support community connections, family, and interests, providing them with the space, comfort, and security to live a life of their choosing. In practical terms, this means we have committed to integrating sustainability measures and assistive technology infrastructure into all new homes, alongside a program of sustainability upgrades to existing properties. This will see us integrating the innovative work of Stretchy Tech as an everyday offer into our inhousing tenancy services.

Our strategy has been developed in the context of a national housing crisis. We appreciate our external stakeholders and our colleagues in JFA Purple Orange for spending time with us to share their insights into the drivers of the crisis, its impact on householders, and the measures being taken to increase the availability and affordability of housing in South Australia. Although there is a pressure to address the housing crisis through building more homes, we are concerned that developments aimed at addressing housing supply issues for the disability community through congregated developments such as SDA apartments and group houses are not the type of accommodation that promote community connection and autonomy.

We remain committed to advocacy and the delivery of new developments that showcase quality homes and connection to community. These principles guide our work in designing new homes, renovating our existing properties, and continuing our commitment to exit our remaining group and shared house arrangements by working closely with our tenants to explore their options to live more independently.

Our former board chair, Natalie Wade, and board member, Adam Yeomans, resigned from the inhousing board this year. While we were disappointed to lose the skills, experience, and energy that Nat and Adam brought to our board, we are delighted to see they have both taken on new influential leadership roles in service of the disability community.

Finally, I want to acknowledge the extraordinary work of our senior leadership team who every day keep a laser focus on people with disabilities being at the heart of everything we do. We don't just focus on housing - we focus on building communities that offer the freedom to choose where and how you live, while ensuring accessibility and inclusivity in all aspects of life.

**Ivy Diegmann**

Chair  
inhousing







# MESSAGE FROM OUR CEO

The past year has seen much attention on the dual housing and cost of living crises. In common with other states and territories, South Australia is challenged by issues of housing availability and affordability – challenges that are exacerbated for people with disability.

With our sibling organisation, JFA Purple Orange, we have continued to advocate that South Australia lead the proper implementation of the Silver Liveable Design standards now incorporated in the National Construction Code, so that standard new-build houses are more accessible for people with mobility needs, and more easily adapted when people's needs change. Over time, this will improve the availability of suitable housing for people with mobility needs.

Within our own portfolio, we commenced a major program of review to ensure we continue to provide quality homes to our tenants. This has informed our strategy development, including our commitment to tech-enabled, sustainable homes. We have already started the work of building technology infrastructure and sustainability measures into our new developments, alongside assistive technology and sustainability upgrades to our existing homes.

Our focus on quality homes has influenced key operational decisions and activities this year. These include:

- Continuing our work to reduce and remove the use of our houses as group houses, and working closely with our tenants and their supports to consider alternative options.
- Withdrawing from tenancy management services for third-party housing providers where there is little opportunity to deliver genuinely transformational benefits to occupants, so we can focus our staff resources on delivering high

quality services to tenants of inhousing homes.

- Deepening our cross-sector relationships, working with other community housing providers in a community-of-practice.
- Reviewing and updating our list of approved contractors, so we can continue to offer high quality responsive maintenance services.

We completed our NDIS re-registration audit this year. This provided an opportunity to reflect on our practice across our housing and assistive technology services. The wonderful feedback from our tenants and customers on our homes, tenancy and technology services, and their relationships with our staff, was testament to our team's commitment to providing high quality services to our tenants and customers, to increase their autonomy and enjoyment of their homes.

The strategic planning process undertaken in FY23-24 involved our tenants and customers, a diverse range of stakeholders, alongside our board and staff team. I am grateful to all who contributed to this process, and particularly those tenants and customers who generously shared their own stories. I would like to thank our board and staff team for their willingness to ask – and be asked – challenging questions about the role of inhousing and how we can best deliver impact to our tenants and the broader disability community. Our new strategy is stronger as a result – with its focus on tenant voice; community connection; sustainable, tech enabled homes; and the development of our workforce.

All of this work has been delivered against the backdrop of the final reports from the Disability Royal Commission and the NDIS Review. It has been a challenging period for the disability community. Many of us – as people with disability or as allies – are disappointed there has not been a greater sense of urgency about Australia's imperative to deliver authentic control and choice to people with disability, and for that to be in the context of people with disability taking up valued roles in community life and the economy. The many stories of trauma spoken by people with disability to the Disability Royal Commission again demonstrate the fundamental problems of





# MESSAGE FROM OUR CEO

---

housing arrangements that group people together in ways that do not reflect what happens for people without disability. These 'closed systems' where the occupants are far less visible to, or active members of, the wider community, leave people highly exposed to the traumatising actions and inactions of others. That must change, and with urgency. We are grateful to our colleagues at JFA Purple Orange for their continued advocacy in this space.

## **Robbi Williams**

Chief Executive Officer  
inhousing

A portrait of Mitchell Wetherall, a customer of Stretchy Tech. He is a man with a beard and glasses, wearing a red shirt and large black headphones. He is looking to the right. The photo is partially cut off by the top-left corner of the page.

### Stretchy Tech customer, Mitchell Wetherall:

*"Without the Quadstick I would have to use Dragon. The amount of s#&t that you can do with this f@#%ing like ingenious invention, it's f@#%ing wild.*

*Well, it basically allows me to express who I am through the medium of sound, and that's not even getting onto the 3D stuff.*

*I'd tell my 11-year-old self, "Hey, it's okay. A couple of years from now you'll be in another place. And you will also finally be able to show the world what you're f@#%ing made of."*

# OUR HOMES

inhousing manages a portfolio of inclusive homes in metropolitan and regional South Australia. We specialise in purpose-built, accessible dwellings designed to increase people's independence, access to community, and enjoyment of their home.

We are committed to people living in a home of their choice, with people of their choice. Our portfolio is centred around individual homes for people living in their family unit, with friends of their choice, or on their own. Our new developments include accessible and social housing and focus on maximising our tenants' opportunities to engage as valued members of their community, ensuring good access to amenities and location in a mixed community with non-disabled neighbours.

We welcome enquiries about our work, and we welcome opportunities to collaborate, in pursuit of accessible, inclusive housing.



## inhousing tenant, Craig Sparre:

*"It's really great. I've got my own space. I get to pick and choose what I do."*

*Craig loves the convenient location of his home near the beach and the city, and often explores the neighbourhood on his own.*

*"I go swimming, I go to the gym and I see a personal trainer. I go out and visit friends, and I'm working in admin."*

*Craig's journey to independent living is proof of his persistence. His advice to others seeking SDA property?*

*"Stay positive and work at it. Dreams can come true."*



# OUR ANNUAL SNAPSHOT



**236**

Total properties



**260**

Total tenants



**13**

New tenants



**65**

Total suburbs



**121**

Urgent maintenance jobs completed



**\$1.3M**

\$ Spent on developments



**3**

New build projects approved by Board



**8**

Property renewal projects completed



# OUR RENEWALS

At inhousing, we are committed to keeping our property portfolio in excellent condition to support our tenants' independence and wellbeing.

## Property Inspections

Our Program Manager for Property Maintenance and Renewal regularly inspects our properties, ensuring they remain high-quality homes that meet tenant needs. Strategic asset inspections, conducted independently every three years, provide valuable insights for planning future property renewals and redevelopments, ensuring we meet our governance requirements and maintain best practices.

## Subcontractors

Following a comprehensive review process, we broadened our panel of preferred subcontractors, ensuring we can continue to carry out high quality property maintenance and upgrades. As part of this process, all subcontractors successfully completed the required NDIS clearance audit, ensuring they meet the necessary standards to provide safe and reliable services to our tenants.

## Property Renewals

This year, we've seen some remarkable property upgrades. Our Elizabeth Grove property underwent a complete internal refresh, including new flooring, fresh paint, window blinds, lounge area improvements, and a garden renovation. These updates have created a home that feels "like new," ready to welcome its next tenant.

## Energy Efficiency

We are actively exploring ways to make our properties more energy efficient. Options such as solar power systems with battery backups, double-glazed windows, and upgraded ceiling insulation are under consideration. These efforts, which aim to reduce costs for tenants while contributing to environmental sustainability, will coincide with the timing of inhousing's 2024-27 Strategic Plan.

## Ongoing Planned Maintenance

Our planned maintenance program ensures that our properties remain safe, comfortable, and welcoming. Upgrades include kitchens, hot water systems, air conditioning, flooring, and painting.

We also continue to provide front yard gardening services, helping our tenants' homes stay inviting and encouraging connections with their neighbours.



# OUR COMMUNITY

Building strong relationships with tenants, the disability community, and the broader public is at the heart of what we do.

## Social Media and Storytelling

In FY23-24, Stretchy Tech shared stories and updates about inclusive technology through Instagram, Facebook, LinkedIn, and YouTube. These platforms showcased:

- Events delivered or attended by Stretchy Tech.
- Stories highlighting the life-changing impact of technology, such as a video featuring Mitchell Wetherall, who shared how the Quadstick transformed his creative and gaming pursuits.
- The people behind Stretchy Tech, offering a glimpse into their vital work.

In August 2024, we combined inhousing’s content with Stretchy Tech’s existing social media channels, creating a unified space to share updates, success stories, and opportunities.

## Expos and Workshops

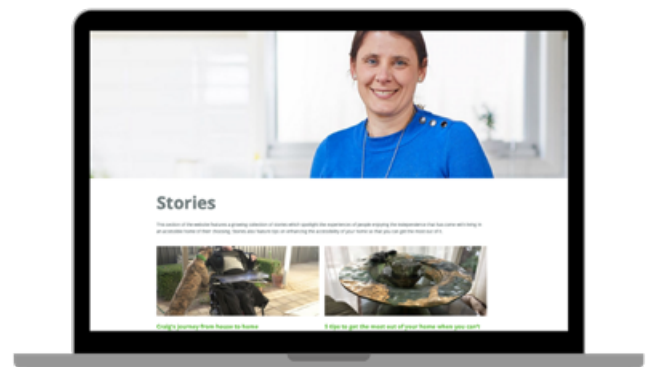
Stretchy Tech participated in key events to connect with the disability community:

- The KYD-X Expo in Adelaide, showcasing inclusive gaming and home technology.
- Regional “Connect with Tech” workshops in Whyalla, Victor Harbor, and Mount Gambier, helping attendees understand how to use smart devices and access funding.



## Digital Platforms

inhousing leverages platforms like Housing Hub and Nest, and our own website, to promote available properties. In April 2024, we launched a Stories section on our website, featuring tenant experiences and practical tips for creating accessible homes.



## Email Newsletter

In November 2023, Stretchy Tech introduced a quarterly newsletter, sharing inspiring stories, technology trends, and updates.

Planning also commenced early 2024 to launch an inhousing newsletter in the second half of 2024, offering valuable insights to tenants and the wider community.

# OUR SERVICE

## Feedback from inhousing tenants

*"They upgraded my air conditioning because of my condition."*

*"Customer service is excellent."*

*"I'm blessed to have had them in my life."*

*"Accolades all around."*

*"10/10 – timely, responsive, and respectful."*

*"Excellent service."*

*"They are excellent. The people at the counter are very welcoming and understanding."*

*"They always go out of their way to help you. We couldn't ask for a better service."*

*"They have a happy workplace, and this translates to good service. I would recommend them to anyone."*

*"They went way over their working hours for me to fix a problem."*

*"They are easy to talk to. They are patient and understanding."*

*"They are a fantastic organisation. The staff are so lovely and helpful."*

*"They bring things to life and make things possible."*

*"I literally felt like my life was falling apart before they came and helped me."*

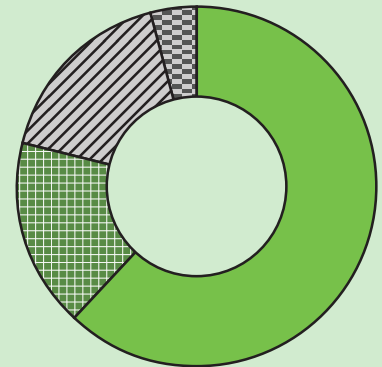
*"Amazing just amazing. I give them a 10/10."*

*"Why would I go anywhere else. There is no one that's better than here."*

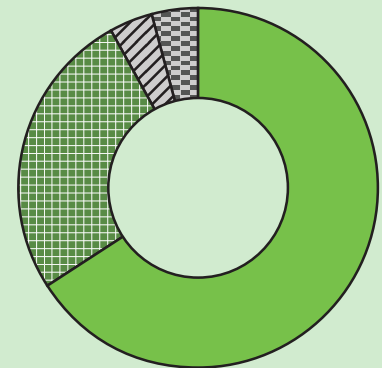
*"They are very approachable, and they always keep me informed."*

*"They genuinely want to see success, I'm so happy with them."*

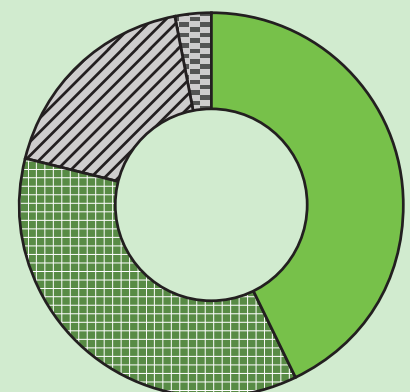
*"I feel like they're pleased to have me on board, when it's them I'm pleased to have on my side."*



**79% tenants** surveyed said they were very satisfied or satisfied with the landlord service provided by inhousing.



**93% tenants** surveyed said they were very satisfied or satisfied with how maintenance requests are handled.



**79% tenants** surveyed said they were very satisfied or satisfied with the condition of their property.

**Source:** 2023 inhousing Tenant Satisfaction Survey



# OUR TECHNOLOGY

Stretchy Tech, inhousing’s inclusive technology service, provides people with disability opportunities to live more independently.

## Tailored, Inclusive Solutions

Our approach prioritises mainstream technology that blends seamlessly into daily life. Each solution is tailored to meet the unique needs of the individual, developed collaboratively by our occupational therapists and technicians.

Preferred solutions include:

- Home automation for accessibility.
- Computer, music, and gaming access solutions.
- Sensory environment automation.
- Training to boost confidence in using technology.

## Innovative Outcomes

This year, Stretchy Tech delivered solutions such as:

- Smart locks for secure and independent home access.
- A Quadstick device to enable independent computer use.
- Automated doors to facilitate effortless entry and exit.

These technologies have enabled greater independence, improved safety, and enhanced communication for individuals, reducing their reliance on external support.

## Sector Leadership

Beyond direct service delivery, Stretchy Tech shares its expertise to inspire others. By engaging with people with disability, their networks, and other providers, we aim to promote understanding of how technology can unlock potential and increase independence.

## Stretchy Tech’s impact at a glance 2023-2024



**2,658** hours spent supporting customers



**130** inclusive technology enquiries



**77** referrals converted to new customers



**20** smart fans installed



**13** video doorbells installed



**11** smart locks installed



**4** video gaming solutions installed

# OUR SERVICE

## Feedback from Stretchy Tech customers

*"Can you thank Chris for me? He helped me pair a few hard-to-get-to devices to the new homey, so I wouldn't be in total darkness while setting things up. There was a couple that refused to pair and a couple that I had to pair a second time, but he made the process easier than it would've been."*

*"I have just received a call from [my friend] and she sang your praises, said you spoke to her like a "human being", not a "paralysed" one (her words). Checked in with her, and she was happy that you spoke to her opposed to supports that were there and you listened to her."*

*"Everything is brilliant. Stacey came out to fix my catch up TV and now I can watch anything I like, it's amazing. And Stacey was great, I would love her to come out anything, she is amazing."*

*"They are great, they really know what they are talking about."*

*"Everything is working great. Jarrad and Stacey were lovely and explained everything patiently to me. I have had no issue controlling the doorbell and TV since they left."*

*"Very kind people. Came on time, cleaned up after themselves and I have had no issues since they came. Simple things, but rare for tradies these days!"*

*"Everyone at Stretchy Tech is always kind and polite, I am already working with the OT to get more automation (smart fan) installed."*

*"After a couple of days I realised the fan is too fast and too loud. The team are looking at alternatives. Thank you for getting onto this so quickly, I really appreciate it."*

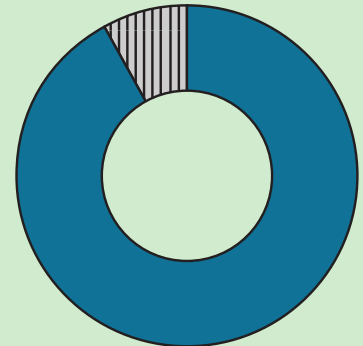
*"The door works perfectly and mum and dad are very excited with it and the way it works. A huge thank you also to Jarrad for installing and persevering with the follow up visits. We are really rapt in how great it works and how convenient it is for getting in and out. Thanks again and will be highly recommending you all to ECH."*

*"They've given me smart devices for my lights, doorbell, and blinds. I am less reliant on family, friends and care staff."*

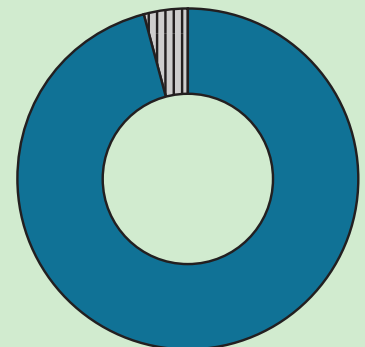
*"I love Stretchy Tech so much. They make me independent."*

*"Just to be able to pull my blinds up in the morning is wonderful, it means I don't have to wait for a carer to do it."*

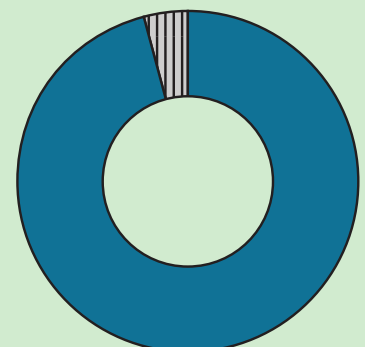
■ Yes ■ No



**92% customers** said they were happy with the products that were available to meet their needs.



**96% customers** said the staff providing their services were respectful and polite.



**96% customers** said they were likely to recommend Stretchy Tech to friends and family.

**Source:** 2023-24 Customer Satisfaction Survey

# OUR FINANCIALS

## Consolidated Financial Report For the year ended 30th June 2024

|   | What inhousing Earned |                   |
|---|-----------------------|-------------------|
|   | 2024                  | 2023              |
| Rent                                    | 2,760,365             | 2,515,160         |
| Interest                                | 410,363               | 221,283           |
| Investment Income                       | 45,746                | 50,029            |
| Grant Income                            | -                     | 43,053            |
| Project Receipts                        | 57,686                | 37,356            |
| Property Proceeds                       | -                     | -                 |
| SDA Revenue                             | 4,415,832             | 3,551,199         |
| Other Revenue                           | 41,584                | 239,144           |
| Customer Sales                          | 154,794               | 263,890           |
| Fees for Services Rendered              | 394,706               | 498,258           |
| <b>Total Income</b>                     | <b>8,281,074</b>      | <b>7,419,373</b>  |
| Administration Expenses                 | 2,708,515             | 2,603,871         |
| Capital Contribution                    | 275,883               | 211,559           |
| Household Utilities/Rates & Taxes       | 222,672               | 175,117           |
| Insurance                               | 214,240               | 200,126           |
| Maintenance                             | 1,347,904             | 1,236,941         |
| Property Rent/Leases                    | 594,846               | 541,115           |
| Interest Expense                        | 116,424               | 133,651           |
| Management Fees                         | 135,785               | 143,464           |
| Other                                   | 144,261               | 189,705           |
|   | <b>5,760,531</b>      | <b>5,435,549</b>  |
| <b>Net surplus/deficit for the year</b> | <b>2,520,544</b>      | <b>1,983,824</b>  |
|   | What We Own           |                   |
| Cash, Short Term Deposits & Receivables | 13,864,552            | 12,417,475        |
| Other Assets                            | 1,162,499             | 1,062,770         |
| Property, Plant & Equipment             | 64,239,962            | 58,326,982        |
|   | <b>79,267,013</b>     | <b>71,807,227</b> |
| Maintenance & Other Provisions          | 4,044,803             | 3,299,680         |
| Mortgage Payable                        | 2,950,000             | 2,950,000         |
| Trade & Other Payables                  | 447,427               | 884,275           |
|   | 7,442,230             | 7,133,955         |
| <b>Our Net Assets</b>                   | <b>71,824,784</b>     | <b>64,673,272</b> |

Extract of information included in the Financial Statement that has been audited.





**inhousing.**

104 Greenhill Road  
Unley South Australia 5061

Phone: (08) 8373 8318  
Email: [property@inhousing.org.au](mailto:property@inhousing.org.au)

[www.inhousing.org.au](http://www.inhousing.org.au)  
[www.stretchytech.org.au](http://www.stretchytech.org.au)