

Year in Review

2021-2022



From our Chair and CEO

Unison has continued its transformation as we transition to COVID-19 normal with staff, renter and client wellbeing at the forefront.

We have successfully submitted proposals to develop and deliver more social housing under the Big Housing Build and our completed development in Fairfield won both State and National honours for excellence in affordable housing.

This is the second consecutive year we have won both State and National property development awards, reaffirming Unison's position as a leader in this space.

Our homelessness programs, IAP and PRAP, continue to deliver high-quality services and have been augmented by the rollout of the From Homelessness to a Home and the Homes for Families programs.

We are now nearing 3,000 tenancies under management and have provided homelessness assistance to more than 2,350 households over the 12 months.

The Unison Property Corporation developed a new strategic plan which provides a blueprint for growth over the next three years.

Strengthening our partnerships was another focus, including our research partnership with RMIT University, which delivers the Unison Housing Research Lab (the Lab).

Findings from the Lab continue to inform improvements to Unison's service delivery and our advocacy for policy and sector reform more broadly.

While the challenges of the pandemic have diminished, we are confronted with emerging issues such as inflation and cost of living pressures which impact on our renters, staff and the organisation.

The new Federal Labor Government has announced the National Housing Accord and committed to building on the National Housing and Investment Corporation (NHFIC)'s success with the establishment of Housing Australia.



This exciting new entity, includes the establishment of the Housing Australia Future Fund which, following an investment of \$10 billion, is expected to generate \$500 million annually. Coupled with the Housing Accord, it is anticipated that the partnerships between the State Governments, the private sector, institutional investors and the community housing sector will deliver 30,000 additional social and affordable housing dwellings across the country. Unison's reputation as a leading developer should place us in a strong position as an attractive delivery partner.

We look forward to the year ahead and working with all stakeholders to grow the supply of affordable housing, delivering high-quality services and improving outcomes for vulnerable Victorians.



James King
CEO



Ian McHutchison OAM
Chair of the Board



Our Strategic Plan



COMMUNITIES THAT THRIVE

Collaborate to create vibrant, sustainable communities that meet the needs of renters, owners and people who are homeless by developing, managing and providing access to affordable housing



Acknowledgment of Country

Unison acknowledges and pays respect to the Traditional Owners of the land on which our services and properties are located, the Wurundjeri people, the Boonwurrung people and Wathaurong people of the Kulin Nation. We pay our respects to their culture, their customs and to Elders past, present and emerging.

Our Impact

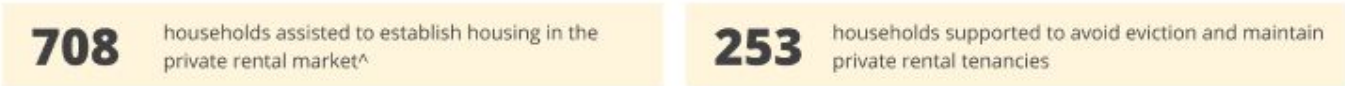
We provided housing to:



Our IAP and PRAP teams assisted:



*Based on dwelling at start of each support period. At risk and homeless do not equal 2758 as there were 51 cases where residence or dwelling was unknown



^9 unknown.

The impact of COVID-19 and the additional Housing Establishment Funds (HEF) used to support homeless people during lockdowns is evident in IAP data. This is demonstrated by the reduced number of households supported, longer support periods and a very high number of contacts.

Working alongside IAP, the PRAP team continues to achieve outstanding outcomes for homeless families in western Melbourne with almost 1,000 households assisted this year.

We are delivering H2H and H4F:

Unison is collaborating with Melbourne City Mission and cohealth to deliver the From Homelessness to a Home (H2H) program which was established by the Victorian Government to meet the housing and support needs of people who were accommodated in hotels during COVID-19 lockdowns. The Unison consortia is delivering almost 350 H2H packages across north and western Melbourne.

Unison is also implementing the Homes for Families (H4F) program which was established to support families who were in hotels during lockdowns.

Unison is collaborating with Uniting Vic. Tas in Melbourne's north and with Macauley Community Support Services for Women and MacKillop Family Services in western Melbourne and Geelong.

Our Asset Management team delivered:



370

property upgrades
completed



2,764

non-urgent maintenance
requests managed



1,302

urgent maintenance
requests managed



93.5%

urgent maintenance
requests completed within
24 hours

Keeping the safety and wellbeing of our renters, staff, contractors and community at the forefront of our practices has remained a top priority in asset management this year.

Our 24/7 Maintenance Helpdesk handled more than 13,000 work orders, providing crucial responsive maintenance and repair services to renters and communities throughout the ongoing challenges of COVID-19 restrictions.

We delivered over 150 upgrade projects across the portfolio with the support of the State Government Maintenance Stimulus funding program.

Unison further invested in upgrading more than 200 properties through vacant and capital works to improve amenities for renters and communities.

We delivered essential safety checks at properties through our planned maintenance program and reviewed our practices to ensure compliance with the new rental laws. To reduce the amount of waste sent to landfill and increase recycling, we worked in partnership to deliver renter education and improve waste management at our multi-unit buildings, with this work set to continue next year.

The Unison Housing Research Lab has:



Published two peer
reviewed papers



Published three
research reports



Undertaken research for the
Social Housing Regulation
Review Panel



Commenced three new
research projects

The Unison Housing Research Lab (Lab) is a unique education and research collaboration between RMIT University and Unison, established to inform housing and homelessness best practices and policy.

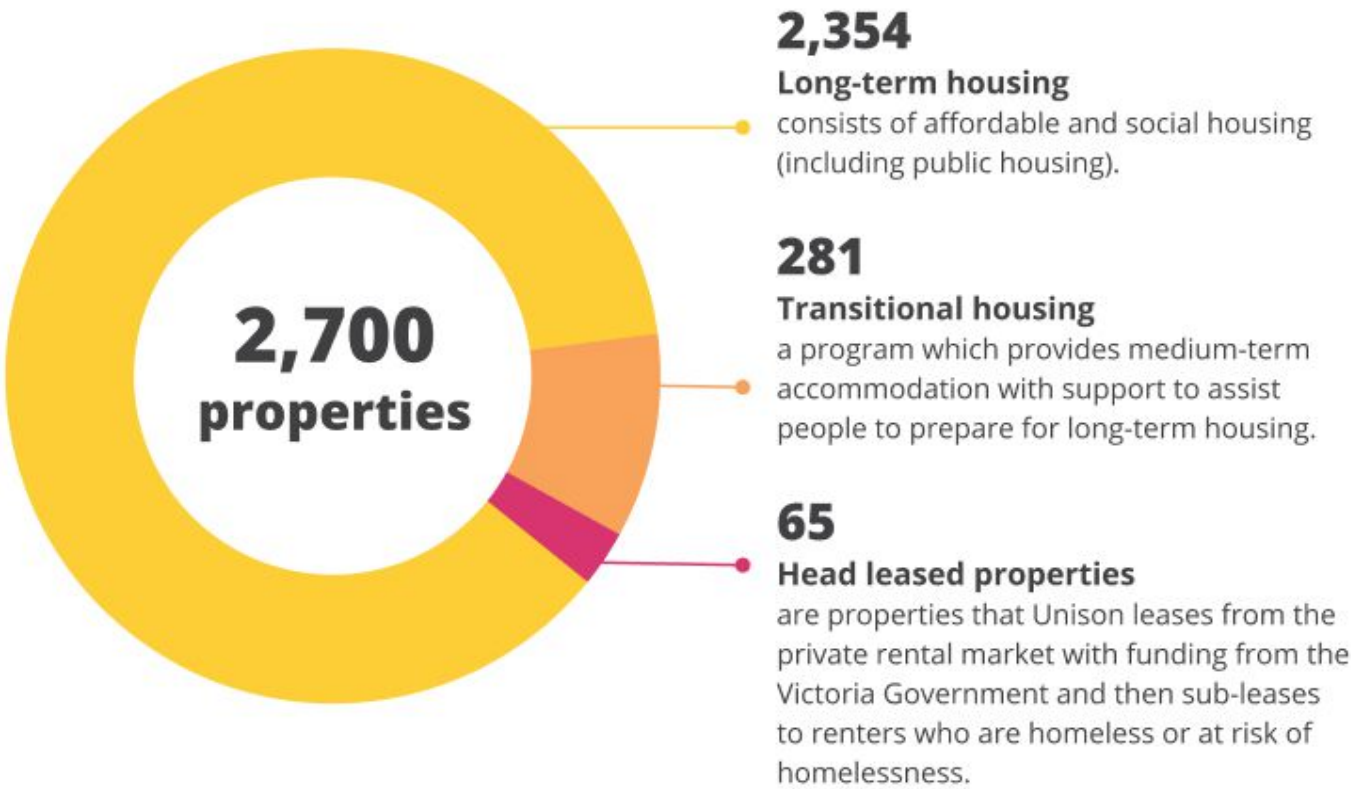
Led by Professor Guy Johnson, the team undertakes innovative policy and practice-relevant research informed by the experience of service users and service providers.

This year we successfully extended the partnership for another three years.

Our Organisation

Our Portfolio

Unison manages 2,700 properties, including over 1,368 owned by the organisation, across 15 LGAs.



Unison Property Corporation (UPC)

UPC is a controlled entity of Unison that provides management services for owners corporations and a social enterprise delivering cleaning, garden and property maintenance services.

During 2021-22, UPC finalised its new 3-year strategic plan and achieved Social Traders certification, paving the way to deliver on the State Government’s Social Procurement Framework outcome targets.

Social Enterprise

The Social Enterprise cleaning and grounds services team has maintained gardens and kept properties clean and tidy for over nine years with a current portfolio of 40 properties. In addition, we offer hard rubbish removal, test and tag, periodic cleaning and property maintenance services.

We are scaling up our capacity and creating employment opportunities for people who face employment barriers.



Owners Corporation

Based in Kensington, UPCs Owners Corporation Management, a registered Owners Corporation management company, provides services to 509 lots across 13 Owners Corporation buildings in Melbourne. We recently became a member of the Strata Community Association (SCA).

We delivered several major capital works projects in the 2021-2022 financial year on behalf of owners. This involved collaborating with a range of stakeholders including local and State government.



Our People

Unison is proud to be an Equal Employment Opportunity (EEO) employer. Unison encourages individuals of diverse backgrounds to join our workforce.



Staff numbers
for the period ending 30 June 2022

88

full-time staff

30

part-time staff

9

casual staff

Staff tenure

99 staff
with service less than 5 years

19 staff
with service more than 5 but less than 10 years

6 staff
with service more than 10 but less than 15 years

3 staff
with service more than 15 years



Our Board



Ian McHutchison OAM, Chair

Ian has a legal background and has held leadership positions in the for profit and not for profit sectors. He is Chair of Eva Tilley Memorial Home and Chair of mecwacare. In 2009 he was awarded the Order of Australia Medal for services to the community.



Barry Shepherd, Deputy Chair

Barry has been in the property industry for more than 40 years and is critical in guiding Unison's asset management and developments. Barry was appointed as a director of Urban Communities Ltd in September 2009.



Anita Chow

Anita has over 18 years of corporate finance experience working with private and public companies across a number of industries in Melbourne, London and Hong Kong. Anita is passionate about helping people who are disadvantaged, particularly in the area of housing and support services.



Lou Panaccio

Lou is a chartered accountant with strong management experience in business and healthcare services. Lou was appointed as a director of Urban Communities Ltd in November 2015.



Peter Weatherby

Peter is passionate about the community housing sector and brings a solid real estate skillset, commercial acumen and a strong strategic focus to Unison.



Yvonne Turner

Yvonne shares her board experience in healthcare and NFPs. Her expertise includes business management, strategic planning and strategic marketing in public sector, commercial and NFPs.



Daniel Carter

Daniel offers contemporary strategic planning and IT skills tailored to the social services sector.



Alison McLeod

Alison is an expert property valuer and brings property expertise and a passion about housing affordability.

Unison wishes to acknowledge the contribution of our Board of Directors, who bring considerable and varied experience to Unison. Together they provide stewardship and strategic direction, governing the organisation on behalf of members. Unison also acknowledges Caroline Radowski, who stepped down as a board member in the 2022 financial year, for her contributions to the Unison Board of Directors.

Our Financial Summary

For the year ended 30 June 2022, Unison delivered an operating surplus of \$3.0 million.

Operating income increases are primarily attributable to income from rental properties after the reinstatement of income reviews post COVID-19 with improved market conditions, the completion of social housing property developments at 43 Station Street, Fairfield and 25 Market Road, Werribee and the delivery of the H2H and H4F programs. Operating expense movements align with staffing required to deliver the strategy and associated costs for maintaining and upgrading properties across the portfolio.



Operating Income

Rental income	\$16,037,258	48%
Grant income	\$14,882,449	45%
Management income	\$2,117,946	6%
Other revenue	\$427,929	1%
Total	\$33,465,582	



Operating Expenses

Staff expenses	\$10,153,370	33%
Housing program expenses	\$9,240,784	30%
Organisational operating expenses	\$2,043,825	7%
Brokerage program expenses	\$8,804,995	29%
Bad and doubtful debts	\$232,919	1%
Total	\$30,475,893	





117 Berkeley Street, Melbourne VIC 3000

PO Box 12145 A'Beckett Street, Melbourne VIC 8006

P: 03 9349 0250

E: info@unison.org.au

Unison Housing Ltd ABN 73 076 581 112

Unison Property Corporation ABN 69 614 931 458



If you need support from an interpreter please let us know.

unison.org.au

