



## 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.

### VALUES

People

Respect

Positivity

Accountability

### KEY COMMUNITY BENEFITS

House the most vulnerable in our community

Provide support and pathways from disadvantage

### CAPABILITIES

Staff

Practice Framework

Systems and Processes

Governance

### GOALS

Increase the supply of good quality housing

Develop and strengthen strategic alliances and partnerships

Provide commercial opportunities to support our mission

Leverage Unison Housing Research Lab (RMIT University)

Integrate our services across the housing continuum

### FOUNDATIONS

Sustainability

Community building

Experience

Innovation

Collaboration

## **Our vision**

Communities that thrive.

## **Our mission**

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.

## **KEY COMMUNITY BENEFITS**

### **House the most vulnerable in our communities**

We house the most vulnerable people across strategically identified precincts through allocating vacancies via the Victorian Housing Register, through our IAP service and through partnership with homelessness support agencies who share our values.

### **Provide support and pathways from disadvantage**

We believe that everyone has the capacity to build meaningful and personally satisfying lives and that some people will need additional resources and supports to achieve this. Good quality, safe, secure and affordable housing and responsive and flexible homelessness services are the starting point for building these lives.

## **GOALS**

### **Increase the supply of good quality housing**

We want our properties to be secure, well located, of high amenity and sustainable. We also recognise the critical shortage of affordable housing and we want to grow the number of households we support in properties we own or manage (currently 2,500 tenancies).

### **Develop and strengthen strategic alliances and partnerships**

Achieving our mission is underpinned by effective cooperation with support agencies, government, peak bodies and the private sector.

### **Leverage Unison Housing Research Lab (RMIT University)**

We leverage our research partnership with RMIT University to inform service delivery and contribute to sector knowledge and government policy.

### **Provide commercial opportunities to support our mission**

We look for commercial opportunities that align with our values to create pathways (e.g. our social enterprise) and diversify our revenue (e.g. our Owners Corporations, private rental management and commercial tenancies).

### **Integrate our services across the housing continuum**

Unison teams work together across our different services (IAP, PRAP, Place Management of transitional, social, affordable and private housing) to optimise outcomes for our clients and tenants. We will explore expanding offerings including home ownership.

## **FOUNDATIONS**

### **Sustainability**

We are committed to sustaining tenancies for people with a history of homelessness, in well maintained buildings that provide a high level of amenity, while ensuring financial sustainability for the organisation now and into the future.

### **Community building**

We operate within diverse communities and believe a strong sense of belonging is vital for our tenants, clients, staff and our organisation. We are located in our precincts to facilitate relationship building and place making.

### **Experience**

We have been in operation for 24 years, and our staff have a wealth of experience in service delivery across the housing continuum, facilities management and development.

### **Innovation**

We are a nimble organisation with the ability to adapt to a dynamic environment, identify opportunities and tailor our approach to meet emerging needs.

### **Collaboration**

We proactively engage with others to offer a coordinated approach and increase opportunities for our stakeholders to achieve better outcomes.

## **VALUES**

### **People**

We put the customer at the heart of what we do, we value each other and welcome diversity.

### **Respect**

We are respectful of all and welcome open and honest discussion.

### **Positivity**

We have a positive and dynamic approach to our work. We embrace change, learn from our mistakes and seek to find solutions.

### **Accountability**

We do what we say we will do.

## **CAPABILITIES**

### **Staff**

Our staff are trained and supported to deliver tailored services and seek the best outcomes for our customers.

### **Practice framework**

The Practice Framework supports a consistent approach to our work and clarifies expectations to support high-quality, evidence-informed practice.

### **Systems and processes**

Our Quality Management System supports compliance and our drive to meet tenant/client needs, while enhancing effectiveness and satisfaction with Unison services.

### **Governance**

Unison's Board and Management operate within established relationships, structure and delegations of authority through which Unison is directed, controlled and held to account.