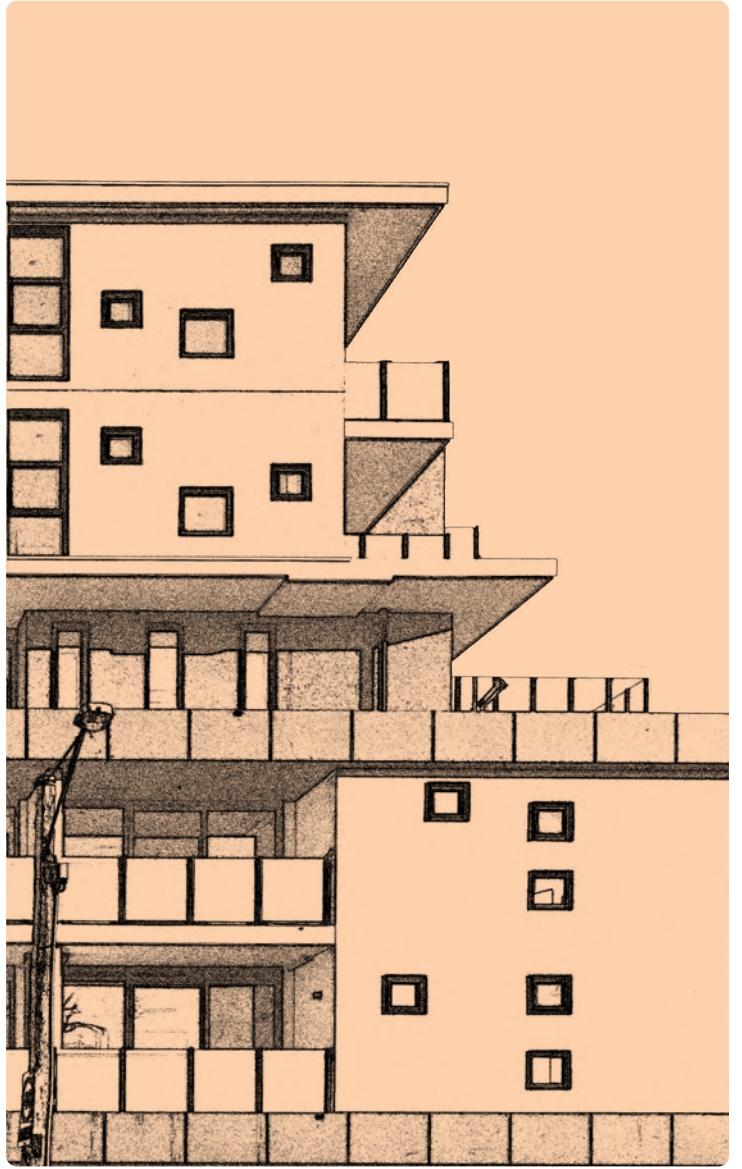


Year in Review

2023-2024



Acknowledgement

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.



'Abalone' by Boonwurrung and Barkindji artist Mitch Mahoney. The design appears etched on bluestone pavers on the Make Room rooftop.

From our Chair and CEO

Creating Communities that Thrive. It's our Vision and what we strive for, so when I read the renter stories included in this year's Annual Report, it gives me a quiet sense of accomplishment that we are doing just that.

It's been another year of growth and continuous improvement for Unison. We have been busy delivering projects in partnership with Homes Victoria and others, such as the Make Room project with the City of Melbourne which launches in the coming weeks. In addition, we have been successful in our Housing Australia Future Fund (HAFF) applications so are eagerly awaiting the commencement of new projects to build more homes for those who need them.

We developed our new 2024-2027 Strategic Plan from the ground up and have a newfound focus for the organisation. While our Vision of creating Communities that Thrive remains constant, sustainable growth, service excellence and our people are central to everything we do over the next three years. It was a rewarding process that had staff from across the organisation along with the Board shaping our future.

There are no quiet periods in this line of work. No downturn over summer. It's only more. More houses needed. More people seeking help. The work is relentless and there doesn't seem to be a slowing down in sight. The Unison team continues to deliver.

Our Homelessness team exceeded all targets, with over 60,000 recorded instances of support for those experiencing or at risk of homelessness. Our Finance team processed over 500,000 transactions. Our Property team handled a record volume of maintenance, managing nearly 9,500 requests. Meanwhile, our Housing team has improved engagement with 2,325 households under our new Satisfaction Action Plan, raising renter satisfaction across our services. And the list goes on.

As the CEO and Chairman of such a great organisation, we are both incredibly proud of the continued efforts of our people. Through our annual staff survey in which 99% of respondents stated they would recommend Unison as a place to work, we captured key metrics to build on staff wellbeing to ensure they are supported in the work they do.

We kicked off our reconciliation journey with the endorsement of our Reconciliation Action Plan, a formal commitment to fostering respect and mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples.

We thank all staff and directors for their unwavering commitment to our organisation. Together, our impact grows. We are excited by the challenges ahead and look forward to achieving even more.

I'd also like to acknowledge and thank our Chair, Ian McHutchison, who is finishing up his tenure as Chair for Unison after over 15 years of dedication and leadership. His guidance and commitment to the organisation have been invaluable to our success.



James King
CEO

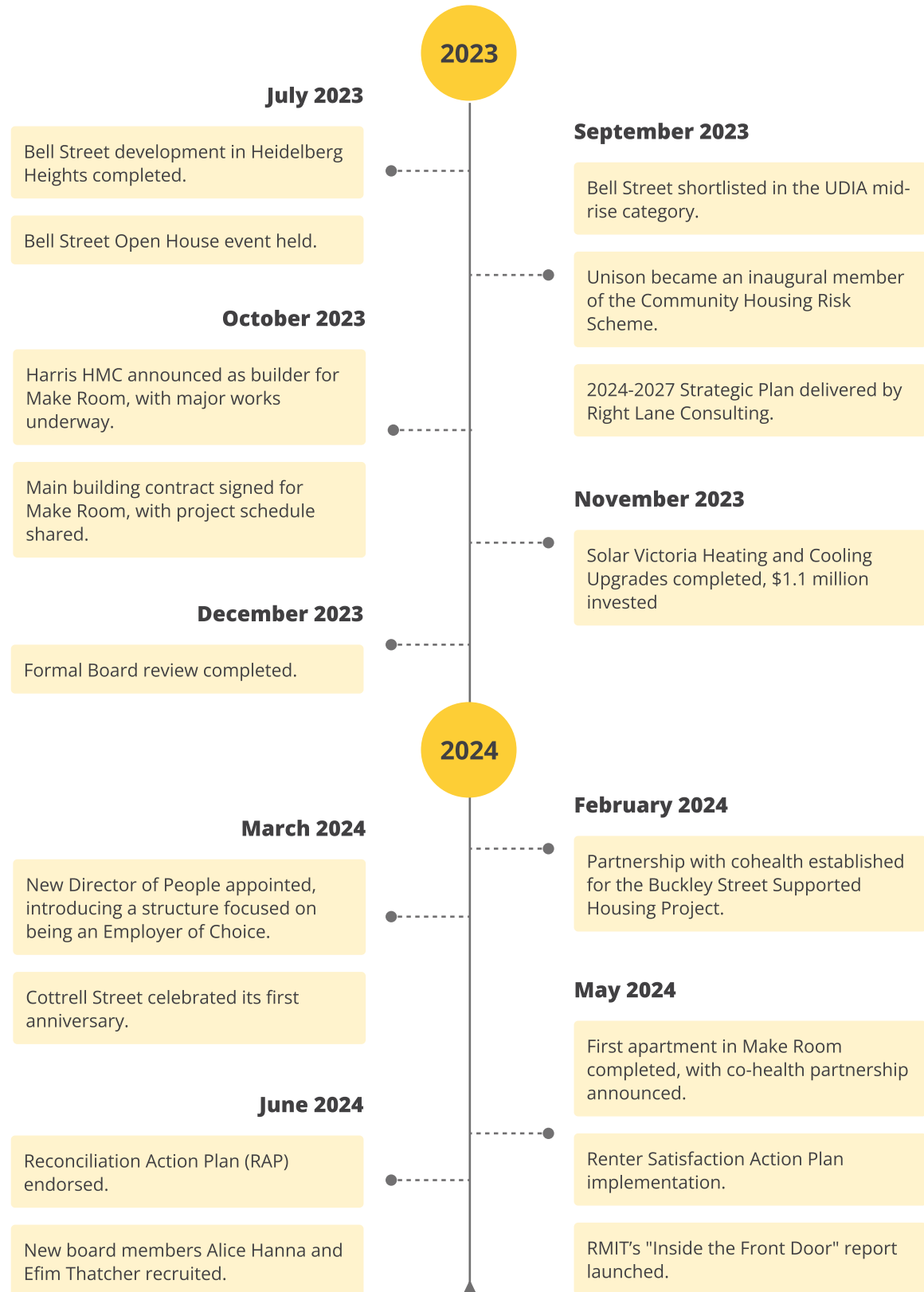


Ian McHutchison OAM
Chair of the Board

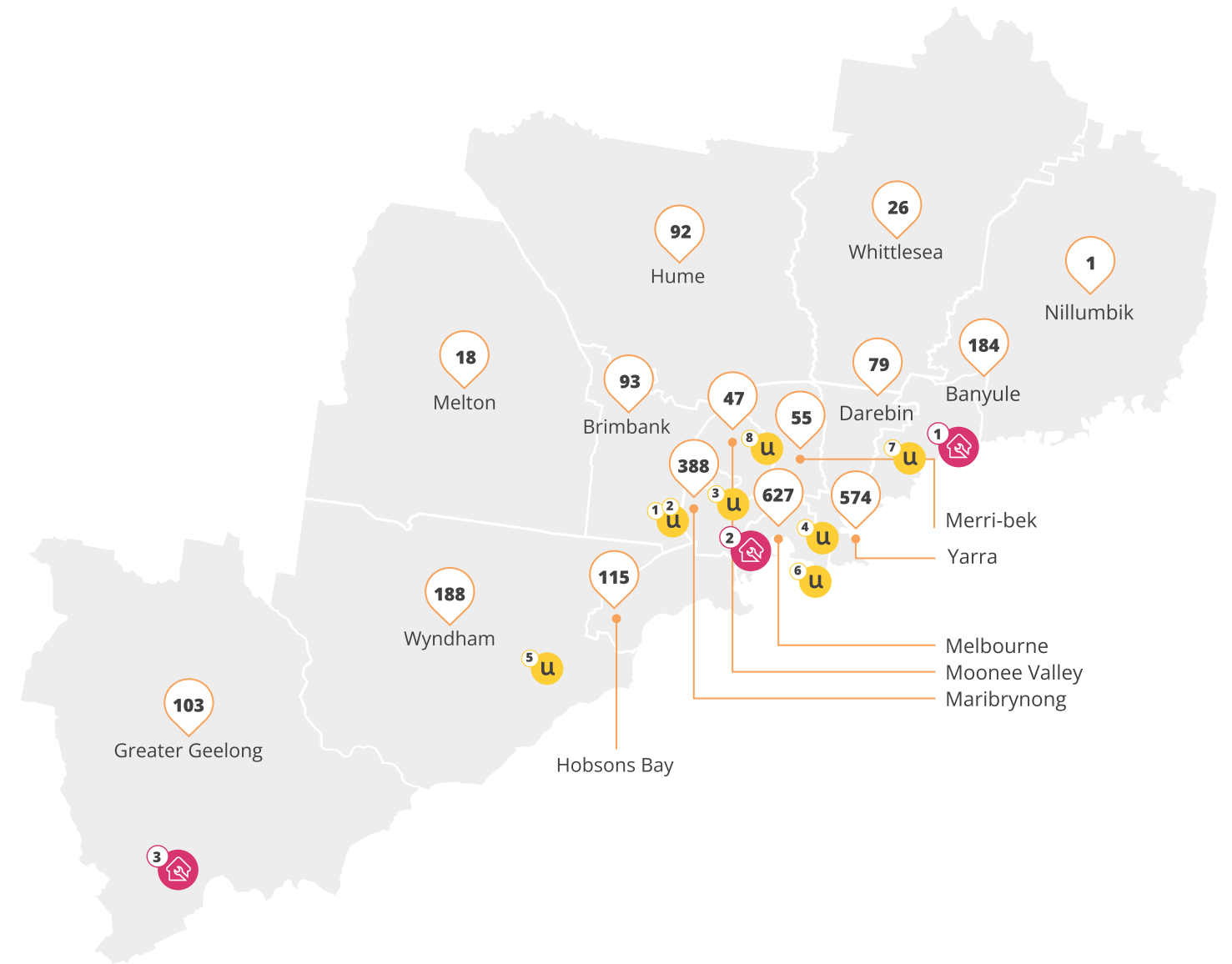


Year at a glance

2023-2024 Highlights



Union at a glance



Key

- U Unison Offices**
 - 1 69 Buckley St, Seddon (Wurundjeri)
 - 2 112-122 Victoria St, Seddon (Wurundjeri)
 - 3 229 Barkly St, Footscray (Wurundjeri)
 - 4 117 Berkeley St, Melbourne (Wurundjeri)
 - 5 70 Cottrell St, Werribee (Wadawurrung)
 - 6 95 Wellington St, Collingwood (Wurundjeri)
 - 7 100 Mount St, Heidelberg (Wurundjeri)
 - 8 42 Derby St, Kensington (Wurundjeri)
- 2022-2023 Developments**
 - 1 Bell Street, Heidelberg Heights: Completed in July 2023
 - 2 Make Room, Bourke St Melbourne: Due for completion in October 2034
 - 3 Marshall St, Newtown: In development
- Number of properties**

Strategic Plan 2024 - 2027

Our Vision

Communities that thrive



Strategy Statement

We will improve housing outcomes by leveraging our culture, partnerships, experience and our approach to innovation to create secure, sustainable homes and facilitate support and choice for people to positively engage in their community

Our Purpose

Collaborate to create vibrant, sustainable communities by developing, managing and providing access to housing



Core values

People

Respect

Accountability

Positivity

Our Goals



Unison is an employer of choice and our staff are valued and supported to collaborate, realise their potential and deliver positive outcomes

1. Empower our people to develop themselves and their careers.
2. Create alignment across the organisation and employee understanding of how their role contributes to successful outcomes.
3. Provide the resources, systems and tools our people need to do their best work.



We are known for excellence in service delivery and our renters are proud of their homes and are engaged in their communities

1. Welcome and exceed regulatory standards to achieve key metrics above industry standards.
2. Improve engagement with renters to understand their needs.
3. Define and communicate our value proposition to our communities and stakeholders.

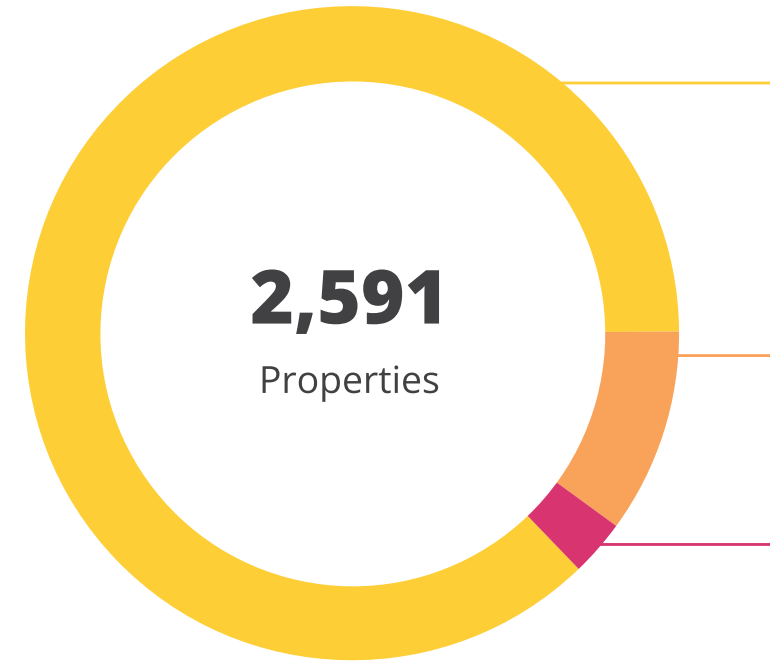


Sustainably grow the organisation to support 6,000 dwellings

1. Provide a diverse offering of housing options.
2. Investigate a range of delivery and management models in areas of need.
3. Actively explore and be receptive to M&A and alternative opportunities for growth.

Our Organisation

Our Portfolio



2,321

Long-term housing

consists of affordable and social housing (including public housing).

260

Transitional housing

a program which provides short-term accommodation with support to assist people to prepare for long-term housing.

10

Head leased properties

are properties that Unison leases in the private rental market with funding from the Victorian Government and then sub-leases to renters who are homeless or at risk of homelessness.

78%

of renters maintained their tenancy over the full financial year

Unison manages 2591 properties, including over 1453 owned by the organisation, across 15 LGAs.

Transitional housing is a program which provides short-term accommodation with support to assist people to prepare for long-term housing.

Head leased properties are properties that Unison leases in the private rental market with funding from the Victorian Government and then sub-leases to renters who are homeless or at risk of homelessness.

Reconciliation Action Plan (RAP)

Unison is proud to embark on its first Reconciliation Action Plan (RAP), a formal commitment to build stronger, respectful, and mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples.

Our RAP vision centres on acknowledging the profound connections these communities hold with the land and waters on which Unison's developments and services operate. We aim to embed these acknowledgments into all aspects of our organisation—fostering respectful partnerships, promoting opportunities, and enhancing governance that supports reconciliation.

By launching this RAP, Unison pledges to evaluate and evolve how we engage with Aboriginal and Torres Strait Islander communities, ensuring that culturally safe, consultative, and collaborative approaches are central to our housing and development operations. This process emphasises the creation of culturally responsive practices that resonate with the spirit of reconciliation and support meaningful, positive outcomes for individuals accessing our services.

Our RAP Champion, the Director of People, plays a crucial role in fostering Unison's collective drive for reconciliation, ensuring every employee contributes to the growth and integration of culturally safe practices.

Unison has committed to the following actions as a first step:

Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.

Build relationships through celebrating National Reconciliation Week (NRW).

Promote reconciliation through our sphere of influence.

Promote positive race relations through anti-discrimination strategies.

Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.

Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.

Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.

Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.

Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.

Provide appropriate support for effective implementation of RAP commitments.

Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.

Continue our reconciliation journey by developing our next RAP.

Housing and homelessness

In 2023-24, Unison increased its impact across both our Housing and Homelessness services by strengthening strategic partnerships; implementing the Buckley Street Supportive Housing model, continuing to build on our commitment to renter voice and creating a new approach to vacant management.

We also invested in the accessibility of our IAP service through developing a new IAP online portal. This will be implemented in early September 2024. We also created a new role to oversee our tenancy tribunal function which will better align this work to our desired strategic outcomes.

These efforts resulted in significant successes. Alongside these strategic initiatives and in conjunction with our key partnerships with cohealth, Launch Housing and the Wyndham H3 Alliance, we have collectively contributed to sustaining tenancies and improving housing and health outcomes for renters.

Wyndham H3 Alliance Strategic Plan

Driving Change for Homelessness in Wyndham

In collaboration with the H3 Alliance, we developed the Wyndham H3 Alliance Strategic Plan for 2024-2027.

Vision: Improving outcomes through proactive, informed support for those at risk of or experiencing homelessness.

Key Focus Areas:

- **Lived Experience & Voice:** Elevating insights from those directly affected.
- **Collective Evidence Base:** Building shared knowledge to drive strategies.
- **Proactive Action:** Responding to emerging needs and influencing change.

These priorities, established last year, will continue guiding our efforts.

Supported Housing Integration

Building a Unified Supportive Housing Team

We established a new Supportive Housing team at Buckley Street, integrating services across Buckley Street, Elizabeth Street Common Ground (ESCG), and Make Room. Collaborating with Launch Housing and cohealth, the team provides holistic support, with regular meetings and strong partnerships ensuring tenant success.

Buckley Street Supported Housing Outcomes 2023-24

Empowering Residents in Supportive Housing

Since the launch of the supportive model at Buckley Street, 47 residents have moved in, with 39 still housed. Of those who exited, 5 were evicted, 2 secured new homes, and 1 abandoned their property. All remaining H2H residents have transitioned to cohealth support.

Renter Satisfaction Action Plan

Putting Renters First

Based on feedback from the 2023 Renter Satisfaction Survey, we launched an action plan to enhance communication, strengthen relationships, and offer more opportunities for renter feedback. Key initiatives include clearer information on renter rights, a simpler complaints process, stronger community connections, and a review of the Tenant Advisory Group (TAG).

Allocations Approach

Improving Allocations & Reducing Vacancy Times

Launched in August 2022, our dedicated allocations approach has reduced tenancy vacancy times, increased capacity for Place Managers, and partially achieved renter diversity. Unison will continue this approach, adding another Place Manager Allocations role.

Housing and homelessness *(continued)*

We planned for the future

Strengthening VCAT Engagement for Better Outcomes

In 2023-24, we prioritised a strategic approach to VCAT matters, leading to the creation of the Principal Advisor, Tenancy Tribunal role in September 2024. This role ensures consistent case management, risk identification, and targeted representation, while also briefing Unison's Executive on emerging trends and policy recommendations.

Victoria's First IAP Online Portal Launched

In 2023-24, we planned for Victoria's first IAP (Initial Assessment and Planning) online portal, rolled out in September 2024. This innovation enhances support access for those facing or at risk of homelessness.

In 2023-24, Our IAP and PRAP teams assisted:

7,750

IAP

New support periods. Individuals assisted who were homeless or at risk of homelessness

46,006

IAP

Number of contacts

1,631

PRAP

Applications through the PRAP web portal

1,731

PRAP

New support periods. Individual assisted to establish or maintain their tenancy in the private rental market

14,991

PRAP

Number of contacts

2,325

Tenancies managed by Unison

60,997

Total contacts



Renter Stories



Qambar "Ali" Akhteyari

Renewal. A story of another life.

Unison renter Ali is a current international badminton star. Badminton has transformed his life, offering him far more than just a sport.

Born in Afghanistan during troubled times, Ali moved to Pakistan at age 3 with his family. As a teenager, he sought refuge in Australia with his brothers when the region became unstable. Their parents, despite the pain, encouraged them to leave for a life of stability and opportunity.

Everything was different when Ali arrived in Australia. "The culture was all so new. Attending English Language School helped me understand our new country and the changes we needed to make."

Ali recounts openly how he became a lower limb amputee: "I had severe depression when I moved to Australia and tried to end my life. A train accident resulted in the amputation of both my lower limbs."

Recovery was long, but Ali found solace in the para-sport community he encountered during rehab. "It was the first time I saw people like me, playing and having fun. It inspired me and helped my recovery."

At 18, Ali's rehabilitation case manager helped him secure a Unison disability-modified unit in inner Melbourne, close to the hospital and his school, where he completed his VCE. He later transferred to another accessible Unison apartment with off-street parking, enhancing his independence. "The car park, bench heights, and spacious bathroom are all helpful. The Unison team is always responsive," he says.

"The car park, bench heights, and spacious bathroom are all helpful. The Unison team is always responsive."

Ali's journey in badminton began during rehab and quickly evolved into a passion. The para badminton community embraced him, building his confidence and mental health. He competed in his first world para-badminton championship in 2022 and remained internationally ranked.

Ali now coaches both able-bodied and disabled kids, aiming to create safe spaces where they can realise their potential. His future plans also include work in accessible design, following studies in Graphic Design.

His life is full—he remains close to his family, continues living in his Unison unit, and recently got engaged. "Badminton has given me skills that enhance my life," he smiles.



Andrew Johnston

Unison's very own Santa Claus

"If I was rich, I'd be giving away money, but I'm not! I've only got time."

Andrew, a Unison renter, gives back to both his building community and the wider neighbourhood. From helping tidy up and assisting elderly neighbors to organizing surprises for the kids, Andrew embodies community spirit.

"I enjoy putting others first. It's just the way I was brought up," he says.

Last Christmas, Andrew saved part of his pension throughout the year, buying presents for the children in his building. He strung fairy lights over the Unison sign, and the next day, a Christmas tree appeared. Andrew seized the moment, wrapping gifts and placing them under the tree with a sign: "Help yourself, Merry Christmas." By 11 a.m., the presents were gone.

Before moving into Unison, Andrew faced eviction after 15 years in a private rental. "We were going to be on the street with two dogs. It was scary when you're over 50. I was referred to Unison, and then it all just fell into place."

Living at Unison transformed Andrew's life. "It's changed me for the better. I used to be depressed and a hermit, staring at four walls. This place just changed me... I was lucky. If I can give back, that makes it worth it."

Now, Andrew volunteers part-time as a Community Worker in Wyndham. He calls bingo, hosts community markets, and lends a hand wherever needed. "If it's anything with a microphone, I'm out the front! Just a couple of hours doing that a day is worth more than a million bucks."

And as for more surprises? "Oh, yeah, I've got a few things planned... but I like to keep them secret!"

Watch this space!

"It was the first time I saw people like me, playing together and having fun. It was inspiring and really helped my recovery. I saw another life."



Renter Stories



Lauren*

A Mother's Journey: A Fresh Start

Chatting with Lauren* you get the sense of a strong, independent young mother, who grabs opportunities with both hands.

Lauren moved into a Unison 2-bedroom apartment in inner Melbourne with her young son Aaron* in mid-2022. The long-term unit has given Lauren and her son a chance to settle in a secure and safe home. "I have never had this security before. I used to move a lot when I was young, and I now feel like this is a family home," explains Lauren.

When Lauren was nine, she moved in with her grandparents. She grew up in Adelaide and then left South Australia, travelling north and south, before finally reaching Melbourne. Private rental in Melbourne was expensive and ultimately unaffordable for Lauren. After a time sleeping in her car and in crisis accommodation, Lauren and Aaron were offered their Unison apartment.

Never one to sit still, Lauren has studied to create work opportunities for herself; in aged care, massage therapy and pet care. She is currently doing a barista course.

The city suits the young family well. They are mad keen Melbourne Renegades "Big Bash" fans and head to the Melbourne Cricket Ground regularly. Aaron plays cricket for the local team and his school is in walking distance.

"I have always worried about safety and security and I feel safe here." Lauren talks warmly about her new home. "The shops are close by and public transport is on our doorstep. My son has a school friend who lives in the same building, we take our dog Tilly for walks to the parks close by, and Aaron loves our bath! "

"I have always worried about safety and security and I feel safe here."

After a long journey, the proud mum is settled with her son. "We always have each other," she smiles.

*Not their real name or photo



Mary Pond

Relaxed and calm

Mary is a Werribee local. Prior to moving into our newest development in Cottrell Street, Mary lived just up the road. Unfortunately, she found herself struggling to pay her private rental on her Pension, a familiar story for many.

Living with a number of health issues, Mary's new unit provides her with safety and security. "It is a really nice unit. It has plenty of space and has a beautiful outlook over the park. I have lived in Werribee for 12 years and know the community, particularly through lawn bowls and bingo, which is good."

Mary is very appreciative of Unison's support throughout the moving and settling in period.

"I feel really safe here. I know it is affordable and I can stay here. Unison have been very helpful through the whole moving in process. I really appreciate Unison's assistance which has helped put my mind at rest. They have helped me the paperwork and setting up my automatic bill payments which has definitely lowered my stress levels. I am much more relaxed and calm and am enjoying my new home."

"I really appreciate Unison's assistance which has helped put my mind at rest. They have helped me the paperwork and setting up my automatic bill payments which has definitely lowered my stress levels."



Asset Management

Property upgrades and maintenance

In 2023-24, Unison funded and completed 64 upgrade projects benefiting residents across 719 properties. Projects improved safety through the installation of new access and security systems. Common areas in multi-unit buildings were refreshed with new flooring and painting. Targeted preventative maintenance plans were rolled out to bathrooms, kitchens, balconies and waterproofing to extend the life of properties. Our 24/7 Maintenance Help Desk managed 14,982 work orders.

Asset inspections

We continued our asset inspection program, ensuring decisions are informed by property condition and life-cycle data, with 564 owned assets surveyed in 2023-24.

ISO 55001 Alignment

The maturity of Unison's asset management practices was demonstrated through successful completion of an external audit assessing alignment in our approach with the International Standard for Asset Management.

External funding

Unison managed three externally funded projects added significant value: lift upgrades at Kensington Estate provided smoother, more reliable access for 228 households, water retrofitting in Geelong improved water efficiency and plumbing for 102 households, and LED lighting upgrades, funded by the Victorian Energy Upgrades program, created safer, more energy-efficient common areas for over 673 households. Together, these improvements unlocked \$297,341 in grant funding, directly benefiting residents by fostering safer, brighter, and more sustainable living environments.



9,473

Total maintenance requests managed (includes all urgent and non-urgent)



5,093

Urgent maintenance requests managed



91.6%

Maintenance requests completed within 24 hours



64

Upgrade projects



719

Households benefited by upgrades

Environmental, Social and Governance (ESG) Impact

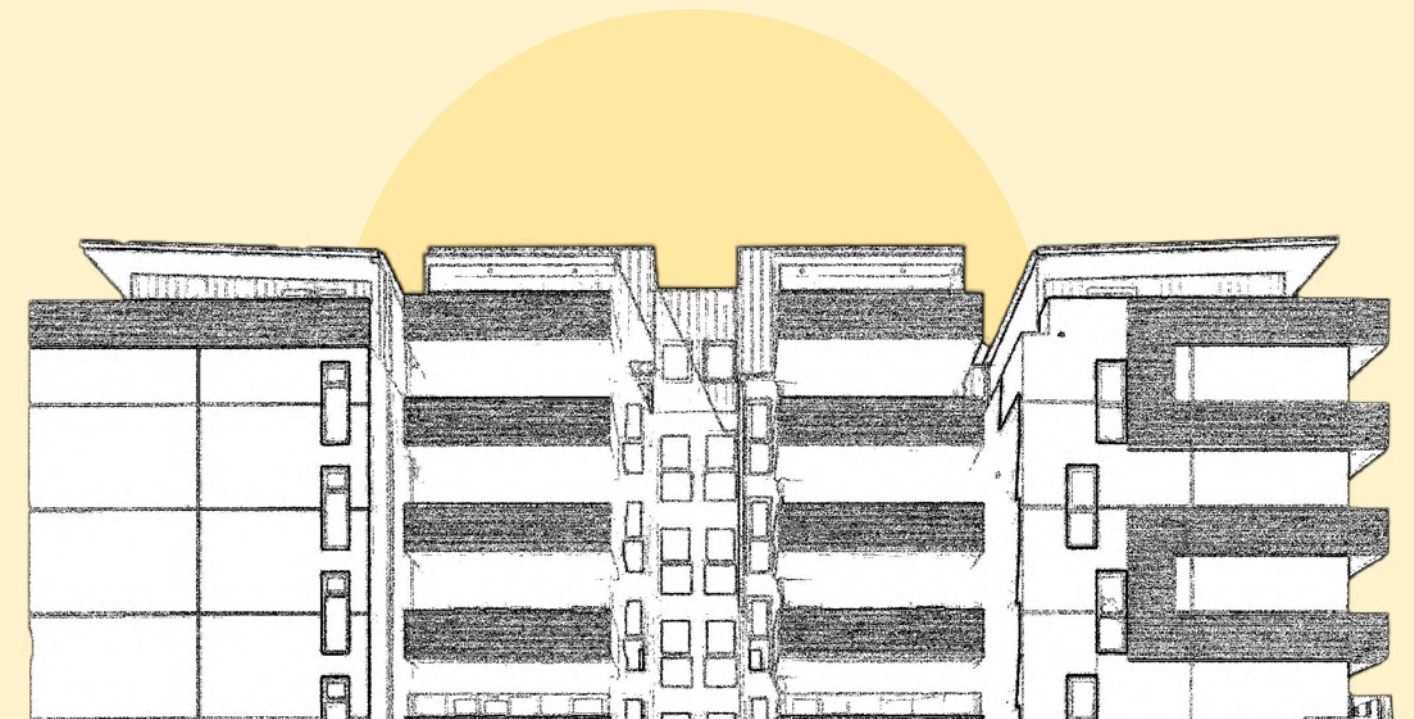
At Unison, our commitment to corporate sustainability is underpinned by Environmental, Social, and Governance (ESG) principles.

In 2023-24, we proudly became one of fourteen early adopters of the Community Housing Industry Association's (CHIA) new ESG reporting framework. This pioneering step sets a new benchmark of accountability for the community housing sector. Our ESG achievements are represented across all areas of this annual report and reflect our positive impact for residents and Victorian communities:

We prioritise environmental sustainability by incorporating energy-efficient designs into new developments and retrofits at existing properties, and source renewable energy, reducing both our carbon footprint and costs for residents.

Socially, we are dedicated to fostering inclusive and supportive communities, ensuring that our housing solutions are affordable and cater to the diverse needs of our residents.

Our governance practices emphasise transparency and ethical management, building trust with partners and ensuring the long-term success of our projects. The wellbeing of our people is a strategic priority and Unison's supply chain management prioritises social procurement.



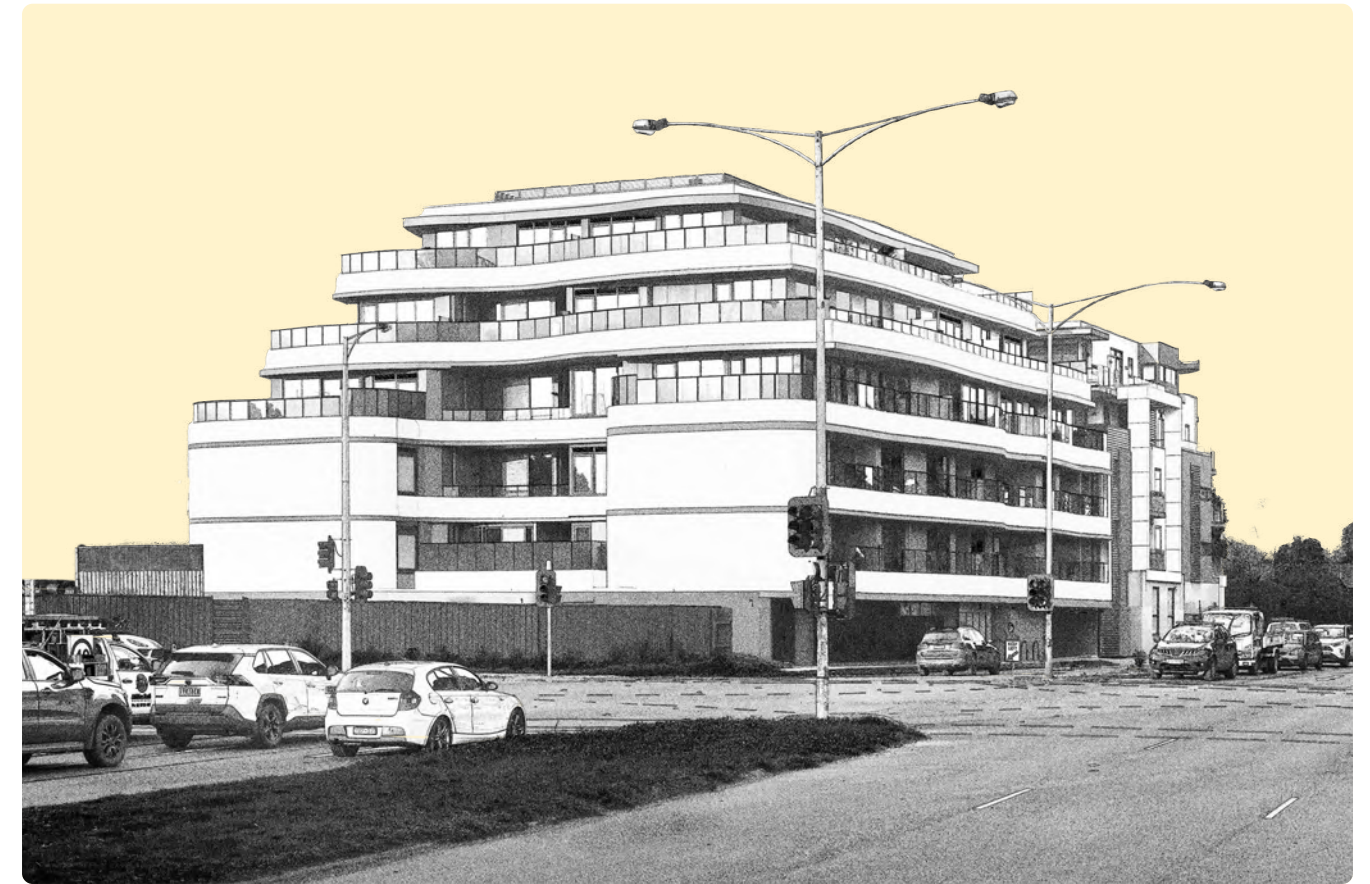
Our Developments

Make Room, Melbourne

Make Room is a first-of-its-kind partnership between Unison, the City of Melbourne, the Victorian Government and key philanthropic organisations to address the critical needs of people experiencing rough sleeping and homelessness. The Make Room development, in Melbourne's CBD, consists of 50 self-contained studio apartments, a purpose-built rooftop garden and onsite support space over six levels.

With our construction partners Harris HMC and i2C Architects, we began early works at the start of the financial year to repurpose a council building. By financial year end, this visionary project drew close to practical completion with the first apartment completed, revealing a stylish inviting space for vulnerable residents to re-take control of their lives.

Unison will manage the tenancies and work with cohealth to provide wrap-around health and support to help people prepare and transition into longer-term sustainable homes.



Bell Street, Heidelberg Heights

Our \$18.3 million, six storey development in Bell Street Heidelberg Heights was completed and tenanted in early 2023/2024. The Minister for Housing Colin Brooks joined us in officially launching the 42 new homes, which received an investment of \$9.5M from the Victorian State Government as part of the \$5.3 billion Big Housing Build.

Our construction partners were Manresa Construction, Plus Architecture and Reshape Development.

With its striking curved exterior, generous sized and natural light filled apartments, safe and secure design elements and high quality and energy efficient fit out, Bell Street exceeds expectations in affordable housing. The property was short listed for an Excellence Award by the Urban Development Industry of Australia (UDIA), a testament to our well-founded development capabilities.

Unison provides tenancy management and manages and maintains the building. Families with a history of homelessness and complex needs are prioritised as part of the community.

Unison Property Corporation (UPC)

UPC is a controlled entity of Unison that provides management services for owners corporations and a social enterprise delivering cleaning, gardening, and property maintenance services. The businesses provide funds to support the important housing and homelessness work of Unison, as well as life-changing jobs for people who have barriers to employment.

During 2023-24, UPC had staff changes in key management roles and is well-placed to make improvements to operations and grow the volume of services delivered and the extent of positive social impact.

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 76 properties. In addition, the business offers hard rubbish removal, test and tag, periodic cleaning, and property maintenance services.



3

Groundskeepers



18

Cleaners



1

Admin

Owners Corporation

Based in Kensington, UPC's Owners Corporation Management, a registered Owners Corporation management company, provides services to 527 lots across 14 Owners Corporation buildings in Melbourne.

During the year the team delivered several major rectification projects, and successfully managed more than 600 work orders on behalf of owners.



758

Repairs and maintenance work orders



12%

Percentage increase on previous year



14

Owners Corporations. The OC we manage represents 527 lots



Our People

Our People Strategy

Unison's commitment to being an Employer of Choice is a cornerstone of our 2023-2027 strategic goals. To drive this focus, we welcomed Marella Verbeeten as People Director in early 2023, setting in motion a program dedicated to supporting, valuing, and empowering our staff to thrive.

Strategic Goals

- Empower staff to grow personally and professionally.
- Align employees with Unison's mission, ensuring each role contributes to our vision.
- Equip our people with the resources and tools they need to excel.

Leadership Program

Launched in 2023, Unison's Leadership Program combines self-paced learning and senior leader mentoring, making it accessible to our teams across locations. Anchored in our core values, the program builds critical skills in self-awareness, resilience, conflict resolution, and team culture, empowering leaders to foster cohesive, accountable teams.

Wellbeing Program

Our Wellbeing Program supports staff through four pillars: mental health, physical fitness, nutrition, and social connection, with a strong emphasis on psychological safety. This proactive approach helps our team meet the unique challenges of our work while promoting a safe, supportive environment.

Diversity and Inclusion

Unison proudly champions diversity as an Equal Employment Opportunity (EEO) employer, encouraging individuals of all backgrounds to join our team. With the launch of our Reconciliation Action Plan (RAP), we have begun enhancing HR policies to foster inclusivity across recruitment and workforce practices.



Great Place to Work Certification: In 2024, Unison achieved Great Place to Work status with a 79% engagement score, underscoring our dedication to a purpose-driven, collaborative workplace.



94

Full-time staff



32

Part-time staff



4

Casual staff



88%

find accomplishment in their roles



89%

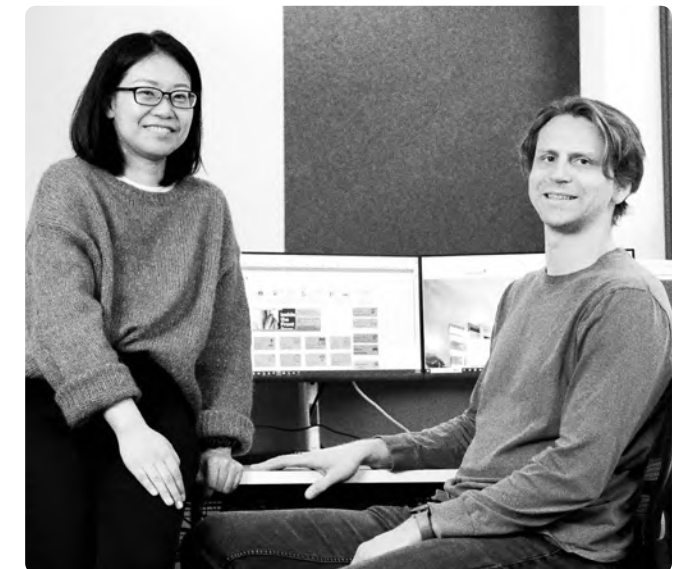
see how their job aligns with Unison's vision



99%

feel Unison's values match their own.

99% 2023 STAFF SURVEY: 99% of employees recommend Unison as a place to work



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. 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.



Daniel Carter

Daniel brings a strong commitment to the vision and mission of Unison and the growth of the housing sector. He offers the Unison Board contemporary strategic planning and IT skills tailored to the social services sector.



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.



Yvonne Turner

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



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



Bettina Sheeran

Appointed in February 2023, Bettina is a Partner and Head of Innovation at Maddocks Law Firm. She provides a wealth of knowledge regarding property development legal advice to, private, listed and unlisted clients.



Efim Thatcher (Appointed June 2024)

Efim is an experienced finance executive and non executive director with property and investment experience.



Alice Hanna (Appointed June 2024)

Alice Hanna, the 2022 HRD Australian HR Manager of the Year, has over 20 years of experience building award-winning workplaces. She champions diversity, gender equity in male-dominated industries, and serves on the Property Council of Australia's DEI Committee.

Unison wishes to acknowledge the contribution of our Board of Directors, who brings considerable and varied experience to Unison. Together they provide stewardship and strategic direction, governing the organisation on behalf of members. Unison also acknowledges Anita Chow and Alison McLeod, who stepped down as board members in the last financial year, for their contributions to the Unison Board of Directors.

Our Financial Summary

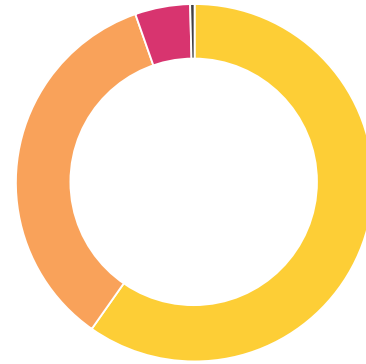
For the year ended 30 June 2024, Unison delivered an operating surplus of \$4.5million.

Operating income increases are primarily attributable to the financial impact of a new development at 260-66 Bell Street, Heidelberg Heights from August 2023, additional NRAS allocations and improved vacancy rates. Operating expense movements align with higher staffing levels required to deliver the strategy and associated costs for maintaining and upgrading the portfolio, offset by savings in utilities procurement realised.

Operating Income 23/24

Rental income	\$22,723,887	59.74%
Grant income	\$13,279,324	34.91%
Management income	\$1,866,436	4.91%
Other revenue	\$164,791	0.43%

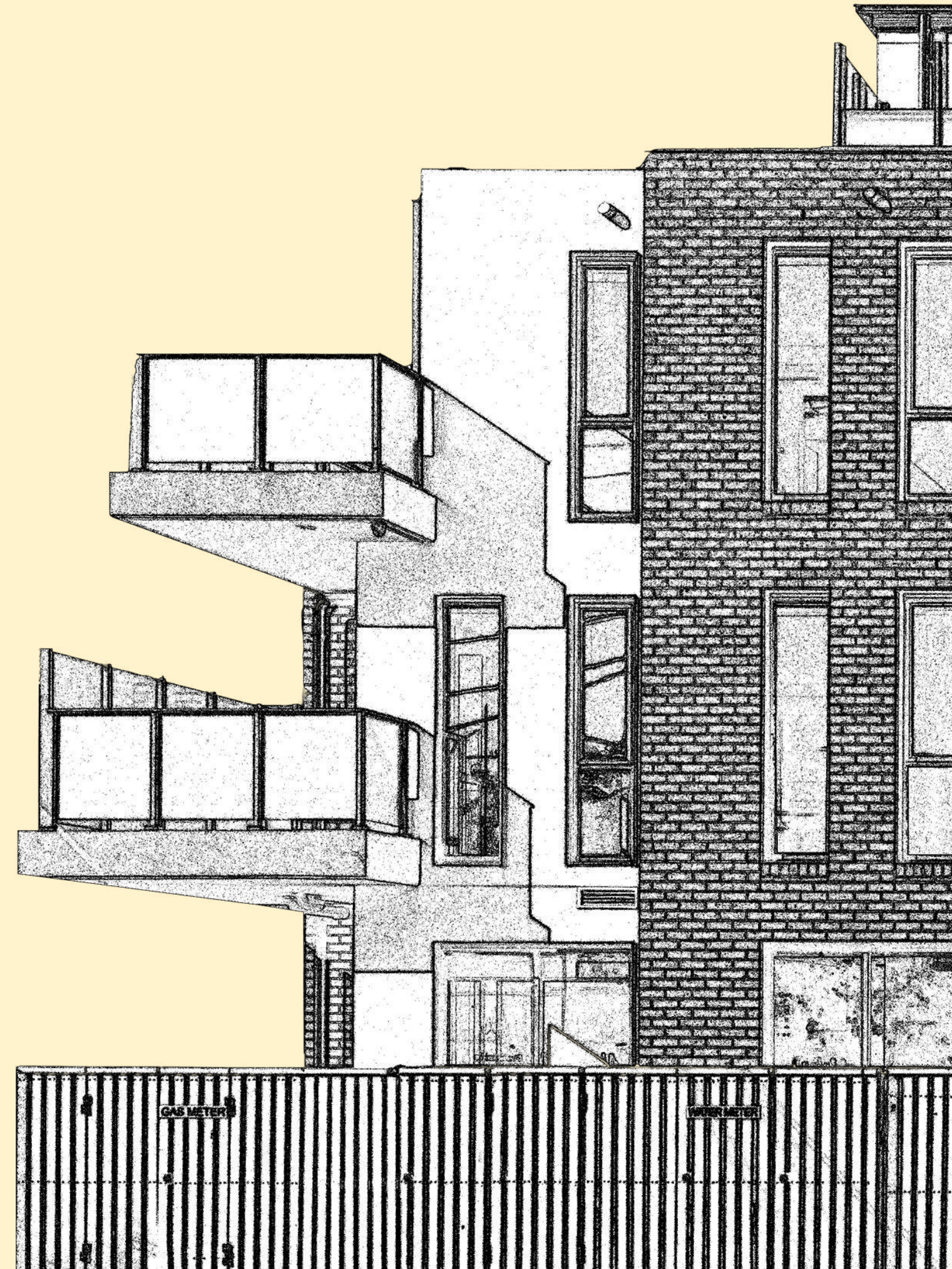
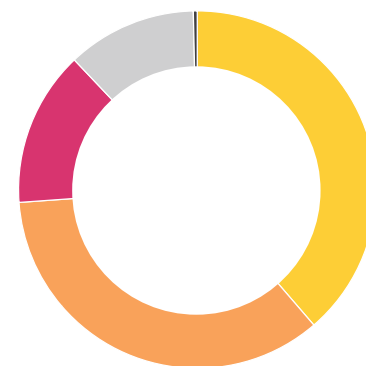
Total	\$38,034,618	
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Operating Expenses 23/24

Staff expenses	\$12,941,911	38.61%
Housing program expenses	\$13,217,428	39.43%
Organisational operating expenses	\$4,015,308	11.98%
Brokerage program expenses	\$3,240,779	9.67%
Bad and doubtful debts	\$104,385	0.31%

Total	\$33,519,811	
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Thank you

Government Funding Partners

Homes Victoria
Consumer Affairs Victoria
Department of Families, Fairness and Housing
Housing Australia
City of Melbourne
Cladding Safety Victoria
Corrections Victoria

Compliance/regulation partners

Victorian Government Housing Registrar

Peak bodies

Council to Homeless Persons
H3 Wyndham Alliance
Western Homelessness Network
WSLAN
Tenants Union of Victoria

Philanthropic Funders

Make Room donors
Ian Potter Foundation
Lord Mayor's Charitable Foundation
Erdi Foundation
Helen and David Hains Foundation
Gandel Foundation
Loti and Victor Smorgon Foundation
William Buckland Foundation
Helen Macpherson Smith Trust
Hansen Little Foundation
The Rowe Family Foundation

Project Partners

Manresa Constructions
Harris HMC
i2C Architects
Reshape Development

Service support partners

cohealth
Housing for the Aged Action Group
Melbourne City Mission
Launch Housing
McAuley Community Services
MacKillop Family Services
Uniting
Sacred Heart Mission

Community partners

Kensington Neighbourhood House
Reaching out in the Inner West
Kensington Forest Care team

Research partners

RMIT University
The Salvation Army
VincentCare
Launch Housing
WAYSS
Haven Home Safe

2023 CEO Awards

Congratulations to Alicia Solomon, Facilities Advisor, for taking out the 2023 CEO Award. Congratulations also to Deb Birch, Place Manager for the Runner-Up award, and to Rochelle Davenport, H2H Accountant and Stacie Gauci, Team Leader PRAP, on your Honorable Mentions.



Randa from Reaching Out in the Inner West organising food donations for renters.



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.

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