

UNISSON
DISABILITY

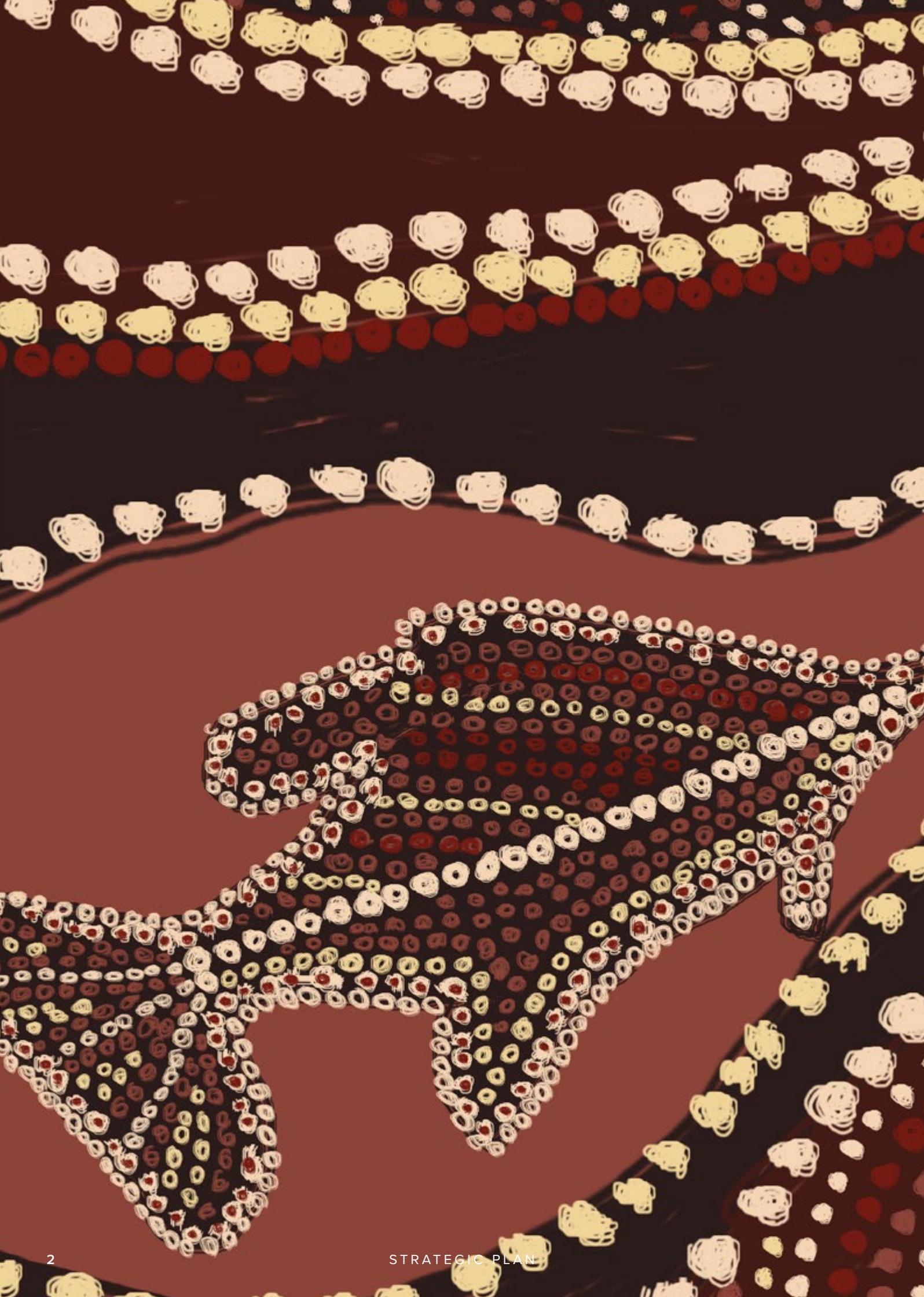
IT STARTS

with heart

UNISSON | STRATEGIC PLAN

‘24







Acknowledgement

Unisson acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country and their connection to land, water, and community. We extend that acknowledgement to the Darramuragal people, on which our Corporate Office is located. We pay our respect to them, their culture and customs and to their Elders past, present and emerging.

We are committed to an ongoing journey towards truth telling and reconciliation.. We recognise and value the contribution of the Aboriginal and Torres Strait Islander staff, carers, people we support and communities to our continued reconciliation journey together.



Where our journey began...

Our story began in 1924 when Dr Lorna Hodgkinson, a remarkable Australian of great dedication and vision, established the Sunshine Institute. Lorna was the first woman to receive a Doctorate at the prestigious Harvard University, USA. As a teacher herself, Lorna was passionate in her belief that people with an intellectual disability should be supported to lead meaningful lives.

Today, rebranded as Unisson Disability, we continue to deliver services to more than 700 people across Sydney, the Central Coast, and Hunter regions. We are proud of our history not because it means we are old, but because it means we have nostalgic and inspiring beginnings to lean on. We continue to be inspired by Lorna's mission to help people with disability live a great life on their own terms.



Our Vision Purpose & Values

OUR VISION



A world where every person is welcomed

OUR PURPOSE



Working together to create possibilities for a great life

OUR VALUES

GENEROSITY



We give our hearts and minds in an effort to understand others.

We celebrate diversity and seek to ensure everyone is valued and respected.



INCLUSION

COURAGE



We are brave in our intent to be authentic and advocate for what is right.

We work together to find the yes, and encourage new ways of doing and thinking.



CREATIVITY



Message From the CEO

As the disability sector continues to evolve, we remain true to our purpose of creating possibilities for a great life. However, we are faced with new challenges every day as we continue to navigate through NDIS changes, COVID, increased competition and changing expectations from the people we support.

The intention of this Strategic Plan is to set the direction for the organisation to ensure we can flourish and remain relevant in the years ahead. It also articulates what's important so we can turn our passion and intention into tangible actions and outcomes that will benefit people with disability.

This particular Strategic Plan sets our priorities for the next three years, up to 2024, which is our milestone anniversary of 100 years in operation. We are committed to continuing to evolve as an organisation to ensure we are best placed to face these challenges and new opportunities now and into the future.

We share our Strategic Plan as a pathway for you, our people, clients, and partners to connect with our future vision and be a part of shaping the future with us.

The work we do is driven by a passion to make a difference in the world through the impact we can have on the lives of the people we support. Thanks to everyone who has played a role in the Unisson story so far, and we look forward to working together to continue to create possibilities for a great life.

Our Strategy Framework



A Client Focus

We will ensure our clients receive personalised supports that are underpinned by the principles of social inclusion and self-determination.



A Quality Service

We will promote a culture of excellence within a resilient, well-governed, safe, and agile environment, in consultation with our clients.

Investing in People

We will enrich our employee experience, leading to purposeful, productive, and meaningful opportunities that our people value.



A Thriving & Sustainable Organisation

We will strengthen and grow our services to ensure that we are a sustainable and thriving organisation into the future.



The impact we want to have...



Our strategy is not just a roadmap for how we will grow or improve as an organisation. It is much more. Our strategy connects everyone in our organisation and those we support to our core purpose and the impact we desire to make in our communities.

Three years ago, we changed our name to Unisson. The reason we chose this name was because of what the word itself implies. We exist to collaborate, connect, and walk alongside the people we support to create possibilities for a great life. This is who we are. We are here to make a positive difference, to create authentic connections and to put the people we support at the centre of every decision we make as an organisation.

OUR DETERMINATION AS AN

ORGANISATION IS TO FIND

THE 'YES' IN EVERYTHING

WE DO.



A Client Focus

In a world where people with disability often hear the word ‘no’ or are faced with barriers to how they choose to live their lives, our determination as an organisation is to find the ‘Yes’ in everything we do.

Our ambitions as an organisation are not to be the biggest service provider, but to be the provider that creates the most impact in the lives of the people we support. We strive to do this through listening to what people want and finding creativity in the work we do every day. We are committed to delivering exceptional experiences to our clients that delight, surpass expectations and together create lives and experiences that have lasting impact for the people we support.

We will deliver this over the next three years by:



Delivering a positive experience to our clients at every stage of their journey with us.



Enhancing person centred relationships with our clients who see us as a trusted advisor and valued partner.



Supporting our clients to be a part of and included in their communities.



Strengthening and embedding client representation across our governance structures.

WE ARE COMMITTED TO EVOLVING

AND ADAPTING OUR SERVICES

TO THE CHANGING NEEDS OF THE

PEOPLE WE SERVE.



A Quality Service

What does a *quality* service really mean? We know it means something different for everyone that we support and knowing this is the first part of being able to deliver it. We are committed to evolving and adapting our services to the changing needs of the people we support so that we are truly providing individualised, impactful, and connected support to the people who choose us.

Knowing what quality means also signifies it is important that people with disability have a voice within Unisson. Actively seeking feedback from the people we support, giving people with disability a voice within our governance structure and informing the way we deliver supports is essential in ensuring our meaning of quality is matched with the expectations of the people we support.

We will deliver this over the next three years by:



Adapting and evolving to provide contemporary, impactful, and customised supports and services.



Strengthening our governance framework to deliver quality, evidence-based services in line with all legislative requirements & standards.



Actively seeking feedback from clients and stakeholders to promote a culture of continuous improvement.



Promoting and valuing safety in everything we do.

Image: Unisson Direct Support Professional Craig Bailey with Michelle in the music room at Unisson's community access centre in Terrey Hills, playing 'The Animal Song', a song they co-wrote.

OUR PEOPLE ARE THE ONES WHO WANT

TO MAKE A DIFFERENCE IN THE WORLD

AND KNOW THAT SMALL ACTIONS

CAN CREATE A BIG IMPACT.



Investing in People

We believe our people are different. We say at Unisson that *it starts with heart* and this truly does start with our people. We employ good people, people who embody our values. Our people are the ones who want to make a difference in the world and know that small actions can create a big impact.

Taking care of our people is important, and we know this. We know that our people are the ones who are doing important work, work that can have positive and life changing impacts for our clients. Therefore, we are committed to supporting them in the same way we ask them to support our clients.

Our priorities for investing in our people are:



Attracting, nurturing, and retaining great people, focusing on delivering a productive, engaging and enjoyable work experience.



Recognising and celebrating the diversity of our people.



Enabling our people to develop the critical skills and capabilities needed to support our clients skilfully and competently.



Promoting a collaborative culture that recognises and rewards teamwork and innovation by our people.

THAT IS WHY GROWTH AND BUILDING A THRIVING AND

SUSTAINABLE ORGANISATION IS IMPORTANT – SO THAT

WE CAN DELIVER THE BEST SERVICES TO THE PEOPLE

WE SUPPORT NOW AND INTO THE FUTURE.



A Thriving & Sustainable Organisation

We often talk about growth in our organisation, and what growth means to us. Why do we continually strive for it? We are clear that for us, growth is about broadening our reach and enabling us to deliver on our purpose. That is why growth and building a thriving and sustainable organisation is important – so that we can deliver the best services to the people we support now and into the future.

A thriving organisation is one that is not just getting by... this is not enough for us. When we talk about thriving, we talk about an organisation where clients are thriving through the supports we provide, our workforce is one that is happy, supported and skilled and we are generating enough revenue to invest back into our organisation so that we can continue to introduce new resources, support services and technology to provide the best possible experiences to our workforce and clients.

Our priorities for investing in our people are:



Ensuring we have a financially sustainable base.



Diversifying and growing our services to increase our impact today and in the future.



Using data to drive and inform key business decisions.



Leveraging technology to ensure we are agile and innovative in our support of clients and the way we work together.



Effectively managing our property and asset portfolio to best match our clients and service needs.

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IT STARTS

with heart

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