

# UNISSON

# 2\$ ANNUAL REVIEW



# Acknowledgement of Country

Unisson Disability respectfully acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners of the land we now call Australia. We recognise and respect their continuing spiritual connection to land, sea and community and acknowledge their stories, traditions and living cultures. We value the cultural contributions of Indigenous peoples and pay our respects to their Elders past, present and emerging, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.

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# STATEMENT

#### FROM OUR CHAIRMAN & INTERIM CEO



**Unisson Chairman Steve Gregg** 

The Disability Sector continues to face challenging times post-COVID. The sector as a whole is affected by shortages of disability support workers, high staff turnover and increasing costs of operation which have affected all businesses across the nation. Changes to NDIS funding which came into effect in the previous financial period in particular those related to Supported Independent Living funding – as well as delays in reviews and finalisation of individual funding plans, have added to the impact on the financial health of our organisation during this period, with overall growth levels again below expectations. During this period, Unisson has reviewed all areas of operation while ensuring that we continue to focus on person-centred support for clients.



#### **Appointment of a new CEO**

In January 2023, David Kneeshaw resigned from Unisson after four years as CEO and a total of eight years at Unisson, and the Board appointed Rebecca Fletcher as Interim CEO. Rebecca previously held the role of CEO from 2005 until her retirement in 2018 and continued to be associated with the organisation as a non-Executive Director on the Unisson and Lorna Hodgkinson Foundation Boards. In June, Chairman Steve Gregg announced the appointment of a new CEO, Lee Carpenter, who commenced his role in August 2023. Lee has previously held senior executive financial and operational roles in the health and human services sectors both in Australia and internationally, including with NHS (UK) and locally with Northcott and Scope.

The Board extends its thanks to David
Kneeshaw for his eight years of service
and to Rebecca Fletcher for accepting the
position of CEO during the interim period. We
welcome Lee and wish him every success in
his new role at Unisson.

Unisson also appointed a new Director to its Board – Sharon Markulin – after the retirement of Peter Horton and David Hardy at the end of the previous financial year.

Sharon Markulin joined the Unisson Board in November 2022, bringing with her decades of experience as a finance professional and board member for both listed and private companies across multiple industries and countries.



Unisson Interim CEO, Rebecca Fletcher

#### Ten Year Anniversary of the NDIS

2023 marks the 10th Anniversary of the National Disability Insurance Scheme, with initial trials of the Scheme taking place during 2013. The introduction of the NDIS was not only groundbreaking in its development, but involved major operational changes for service providers, including Unisson, as it rolled out.

The NDIS now provides over half a million
Australians with the supports they require on a
daily basis and assists them to make personal
choices in the way they are supported while
also working towards their personal goals.
Making a significant impact in terms of social
policy and the provision of human services in
Australia, the scheme continues to develop
despite its many publicised challenges. The
findings of a major Review into the NDIS are
due to be delivered in October.

During the first 10 years of the NDIS, we saw Unisson's services expand beyond the Hornsby and Central Coast areas, to the Northern Beaches, Western Sydney and Hunter regions. We gained NDIS approval to provide services in Supported Independent Living (accommodation), Supported Living, Community Access, development of daily living and life skills, independence training in travel and transport, Supported Employment and Support Coordination, among others. In the last two years, we have opened a new community access hub at Lane Cove and, more recently, we

opened a new corporate collaborative space at Hornsby, after 17 years at Pymble. Additionally, we have entered into new Specialist Disability Accommodation projects in partnership with Casa Capace and Good Housing.

#### Preparing for our centenary in 2024

There are very few organisations within the Disability Sector in Australia who can trace their origins as extensively as Unisson, and none which have focused primarily on supporting individuals with intellectual disability. Next year we will mark the centenary of our organisation, which is about providing choices for people with disability in an inclusive environment.

Our Founder, Dr Lorna Hodgkinson, fought for the rights of children with intellectual disability to learn and lead productive and fulfilling lives. Almost 100 years since the establishment of Lorna's school and home at Gore Hill in Sydney's north, Unisson strives to create change, increase choice, and promote inclusion for people of all abilities within their communities. We look forward to sharing more of that history with our community over the coming year.

Finally, we extend our heartfelt thanks to the wonderful staff at Unisson, who continue to provide person-centred support to our clients. You are the heart and soul of our organisation, and have been for almost a century.





# Rebecca Fletcher

INTERIM CEO

REFLECTIONS



Returning to the CEO role at this particular juncture has had its challenges. The sector as a whole is struggling to remain on its feet, with NDIS pricing not keeping pace with inflation or with real business operating costs, and the NDIS about to report on a major review process. As is the case with many other NDIS providers, our workforce turnover has been around 25%, meaning a heavy

ongoing investment in recruitment and training. During this period,
Unisson also moved its main hub
to new premises which better suits
the incorporation of flexible working arrangements for office staff,
post-pandemic.

The most important aspect of this

time for me, however, was that I reconnected with numerous old friends, many of whom we have been supporting for decades. I met with some of their families and their support workers too. Very strongly, I felt that we must never lose sight of Unisson's vision and that of our Founder Dr Lorna Hodgkinson. which is to create a world where everyone, no matter their ability, can learn, can enjoy a great life and can make choices which enable them to fulfil their goals. These almost daily reconnections kept me focussed on the importance of guiding Unisson through this period and working hard every day, ultimately for the future of those we support.

When Unisson moved to Pymble in July 2005, I was helping to guide the transition from our original location at Gore Hill, a huge task which involved a lot of archiving and organising.

Coincidentally, in June 2023, I was again part of a significant milestone – the move to our new Hub at Hornsby after 17 years at Pymble. The move is symbolic of the organisational changes that Unisson has undergone over the past few years, driven both by internal and external influences. We wanted to build a new collaborative space for our employees in a more central location.

Now that we have welcomed Lee Carpenter to the role of CEO and my second tenure as CEO has come to an end, I feel that it has been such a privilege to share this journey again with staff and clients. I look forward to the journey that lies ahead, both for Unisson and for myself personally, and extend my thanks to the Unisson community.

Rebecca Fletcher
Interim Unisson CEO



# Lee Carpenter

OUR NEW CEO

It has been a pleasure to accept the role of CEO at Unisson, commencing August 2023. I have known Unisson by reputation for many years and am delighted to have been offered the opportunity to work with such an amazing community of clients, their families, our support workers and the wider Unisson organisation.

I follow in the footsteps of some great industry leaders – not the least, our founder Dr Lorna Hodgkinson, whose vision and energy were second to none, and whose dream to improve the lives of people with disability was groundbreaking almost a Century ago. Lorna laid the foundations for the future of not only Unisson, but for many other organisations which evolved in similar ways to offer choices for people with disability to live meaningful lives within their communities.

Currently, the disability services sector is facing significant challenges as the NDIS continues to evolve. This includes issues around financial sustainability, and attracting and retaining a dedicated workforce.

The formal Review of the NDIS will deliver its report shortly, highlighting areas for improvement, such as the equity of the scheme's administration and plan review processes. The Royal Commission into Violence, Abuse, Neglect and Exploitation of People with Disability has just handed down its final report and recommendations. Unisson's clients, families and staff should be open to the changes ahead. Unisson is built on 100 years of change, and we continue to strive for an inclusive world where people living with disability have the same rights and opportunities as the rest of their community.

The expectation is that these reports will lead to a refocus on inclusive and accessible services and amenities outside of the NDIS – particularly at a state level. At the same time, the aim is to provide more opportunities, reduce risks, and allow people with disability to take more control over how they live their lives. We welcome the recommendations

from both reports and the opportunities for Unisson to improve the way we provide support.

At the organisational level, my current focus is to improve service delivery at Unisson, and also the supports which enable it – ensuring that our clients are at the centre of everything we do.

In 2024, I look forward to Unisson celebrating 100 years – and beginning to imagine how Unisson will continue to work with our clients to create possibilities to live great lives as the organisation evolves long into the future.

I would like to extend my thanks to our Interim CEO, Rebecca Fletcher, for her guidance and handover, and I wish her well for the future. It is with genuine excitement that I begin my tenure at Unisson, and I look forward to meeting and getting to know many of you in the years to come.

Lee Carpenter
Unisson CEO



Unisson Client Adam

# Who we are

Unisson's vision is to create a world where every person is welcome. Founded almost 100 years ago on the principles of equality and inclusion, we are a not-forprofit organisation dedicated to creating opportunities for people with disability to live their best lives.

Unisson's network of services is geographically spread across Northern and Western Sydney, the Central Coast and Hunter regions of New South Wales, and includes Supported Independent Living (SIL), Community Access, Supported Living, Support Coordination, Short-Term Accommodation and Supported Employment.

Next year we celebrate the centenary of Unisson and recognise the incredible work that our community has done in providing person-centred support to thousands of people during the past century. Our support workers come from all walks of life and cultural backgrounds, believing that the work they do in supporting others creates meaning and fulfilment in their own lives.

There are few organisations in Australia like Unisson whose history extends over so many generations, and we are proud to have built such a strong community which places our clients at the centre of all that we do.

# **Our values**

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#### **INCLUSIVE**

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



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



#### **GENEROUS**

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



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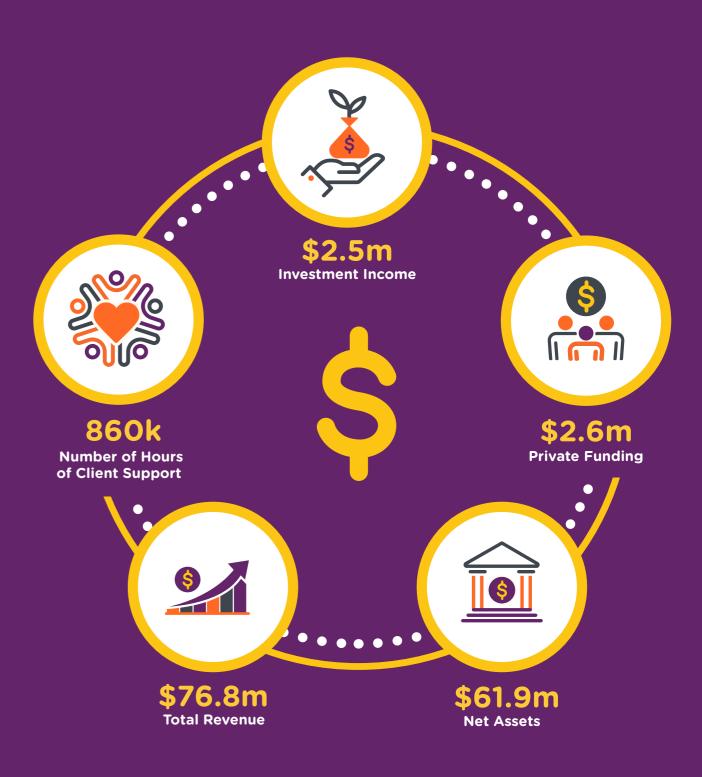


#### **CREATIVE**

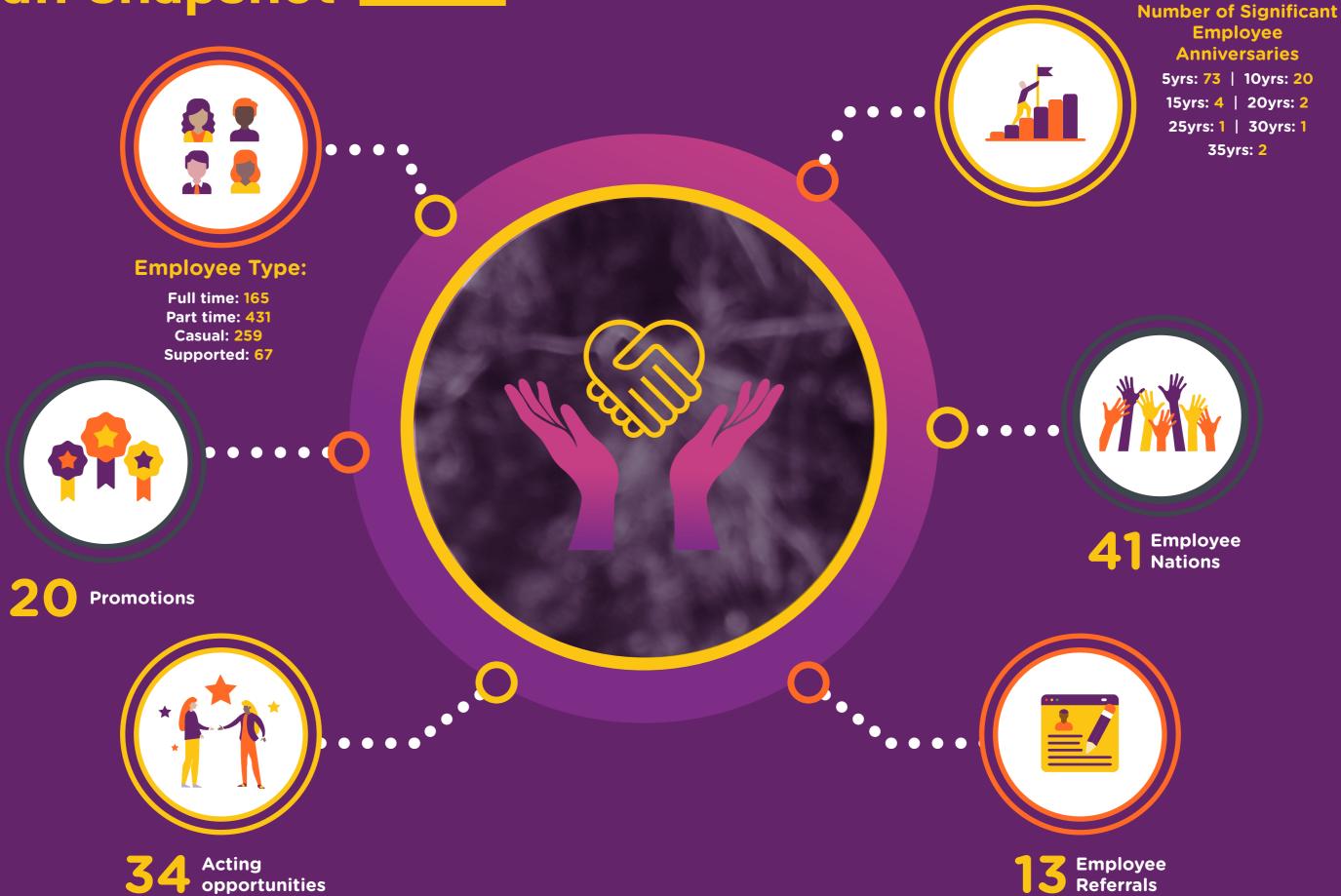
We work together to find the yes, and encourage new ways of doing and thinking

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# Staff snapshot 2023



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# Highlights 2023







#### Settling into our new multi-purpose Hub at Wyong

Towards the latter part of 2022, Unisson opened a new hub on the Central Coast at Wyong. We envisage this location as a collaborate space for staff from our Shared Living and Community Services teams, alongside a vibrant community access hub for Central Coast clients. The hub offers designated spaces for meetings and group training, hot desking for local staff, and when fully operational, it will be the first community access service for Unisson in the Central Coast area.

Unisson teams have already enjoyed some great celebrations with their clients in this space, including Christmas gatherings for photos, "Wear a Sock" morning tea for World Down Syndrome Awareness Day in March, and more recently, a gathering to welcome our new CEO Lee Carpenter.



# Pay Increase for Unisson Employees with increase to the SCHADS Award

The Social, Community, Home Care and Disability Services (SCHADS) Award increase has meant a solid pay rise for staff covered by the Award. Unisson applied the increase to all staff, including those not covered by the Award, in recognition of the additional pressures on staff and families at the moment, especially given the dramatic increases in the costs of living over the past 12 months. The increase is an important incentive for workers in the disability sector, as service providers strive to create a long-term and secure workforce.



# Hornsby Hub provides an anchor for Unisson, after 17 years at Pymble

In June 2023, Unisson moved its main corporate centre to a new Hub at Hornsby after 17 years at Pymble. The new modern location reflects the needs of our developing workforce.

The Hornsby Hub has two new training rooms with the latest state-of-the-art technology, a series of meeting rooms with AV capabilities, hot-desking for a large number of staff as they continue to enjoy hybrid working arrangements, and an open plan kitchen and entertaining space, which spills out to an extensive outdoor seating area.

In the past, Unisson has relied on external venues for much of its group training, but the new Hub allows large groups to learn onsite, while enjoying social interaction with staff from the operational side of the business.

Central to the vibrant office design is a floor-to-ceiling mural of our founder, Dr Lorna Hodgkinson, alongside a visual depiction of our vision and values.

A large gathering was held at the end of June to officially welcome our community to Hornsby, attended by around a hundred staff, clients and their support workers. It was also a time to thank the many staff who have worked hard to make the move from Pymble to the new site possible.



#### 2023 EXHIBITION

'IT STARTS WITH ART'

During the month of April 2023, Unisson's Blue Apple Art Studios showcased the work of many talented artists through an exhibition called It Starts With Art.

In association with the Grace Cossington Smith Gallery at Wahroonga, a total of 70 artworks ranging from paintings to ceramics were on display, showcasing the beautiful and colourful work of our artists from the past few years, whilst acknowledging Unisson's upcoming 100-year anniversary next year.

We had a wonderful turn out for the official opening, with guest speaker Rebecca Fletcher, our Interim CEO, along with many of the artists, their families, friends and Unisson staff in attendance.

Unisson is proud of the support from the wider art community who attended the exhibition, some of whom purchased artworks which were for sale.

Congratulations to all of our artists for participating in such an incredible exhibition. We extend our thanks to the Grace Cossington Smith Gallery for hosting the exhibition, and to our wonderful team at Blue Apple Art Studios, who helped to make the exhibition come alive!



Interim CEO and Board Member Rebecca Fletcher with Unisson client and artist Rebecca Dixon.

'100 Houses', a collaborative work by Blue Apple Artists

# Viktoria

#### FINDING HER

#### **INDEPENDENCE**

Viktoria is a young adult with a love for the visual and the tactile. Some of her favourite things include the sensory room which support workers have created at her Shared Independent Living (SIL) home in Western Sydney, and the large trampoline in the backyard which her parents arranged for her several months ago. There, in the sunshine, Viktoria spends hours bouncing and you can hear the peals of laughter as she enjoys the aerobic thrill while listening to music on her iPad.

Eighteen months ago, Viktoria and her family began their journey with Unisson. Support Coordinator, Freeman, recalls that in the early stages of obtaining a new NDIS plan, the family were understandably anxious, as the requirements for funding were complex. According to Freeman, "Unisson was able to help the family navigate the NDIS by providing the necessary evidence to support various types of funding, including SIL funding. This is a life transition for both Viktoria and her family so it was important to have open communication with the family and with the NDIS and get the right levels of funding to be able to support her."

Within six months, the new plan was approved by the NDIS and Viktoria was able to move into her SIL home. During the waiting period, Unisson arranged for Viktoria to meet and spend time with her future housemates, including having a sleepover. Her housemates are also young women with a good sense of fun. Viktoria has formed a special friendship with one of

her housemates and they love to spend time together listening to music in Viktoria's room. She has a wonderful reclining chair, where she loves to relax, with her friend sitting on the bed, so they can socialise and enjoy the music face to face.

Freeman explains, "The friendship is an anchor. It has helped Viktoria to settle down into her new life and makes day-to-day living more fun."

According to Viktoria's parents, Brigitte and Ralph, who have worked closely with support coordinator Freeman and the team at Unisson to achieve a great outcome, "The new arrangement with Vicky, now at Unisson SIL, has been transformational for our family. We were always anxious about Viktoria's future and now are so pleasantly relieved that there is a happy path for her. The quality of care she's receiving is truly exceptional and of the highest standard. The team's dedication and enthusiasm are notably impressive. In addition, Viktoria attends one of Unisson's Community Access hubs three times a week, thoroughly relishing the experience. This entire situation has truly been a revolutionary change for our family and it's reassuring to have the knowledge that she is in capable hands."

At the Community Access hub, Viktoria spends time trying different sensory activities. She loves to watch musicals, particularly Mama Mia and The Greatest Showman, and sings along enthusiastically to all her favourite music, whether it's on YouTube or being played on the hub's piano.

In addition, Viktoria is supported to visit local parks and other places of interest, and she participates in a local disco once a month, which she loves. On weekends Viktoria visits her family who are very much involved in her life, and who continue to attend many of her appointments, such as occupational therapy and behavioural support sessions.



During the year, Viktoria and her housemates moved to a new home together. Although this involved considerable change, they successfully made the transition. The new home provides many opportunities for Viktoria to experience her favourite sensory activities, which include anything to do with music. The sensory room was a collaborative team effort with staff, clients and families. At each meeting, the team would chat about new ideas, what could be added, and what items the residents might like. It's always full of lights, music, dancing and singing, books and fun tactile items to interact with. Viktoria particularly enjoys creating rhythms on a set of bongo drums.

As a way of reaching out to their new neighbours, Viktoria and her housemates created cards to introduce themselves, and placed them in letterboxes – a great way to open doors to their new community.

After a recent visit, Freeman noted that Viktoria has settled in well to her current home and seems peaceful. He observed, "The support workers are very responsive to Viktoria. She is sitting in sun on the trampoline, with music on her iPad, a support worker sits with her and brings her food. She can stay on the trampoline for hours at a time. A newly appointed occupational therapist (OT) arrives to meet Viktoria and discuss how to plan ongoing support. The OT is amazed at the level of engagement which the trampoline brings to Viktoria. She is peaceful; she enjoys the day. Viktoria fits very well with her housemates and this home, and she is well supported."

He adds, "After raising her in the close-knit family, Victoria's parents have now handed over daily support of their daughter to Unisson as she begins to live a more independent lifestyle. Now they can be more relaxed, focus on what is best for Viktoria and they have time to travel as well, knowing that she is in good hands."



# **Brad**

#### STAYING

#### CONNECTED

Supported Independent Living (SIL) client
Brad has a sociable disposition and loves to
be involved in various activities at his home.
According to Team Leader Dean, Brad's
bubbly personality is infectious. He says,
"In Brad's old neighbourhood near Woy
Woy, he was a well-known identity,
having worked at the local McDonald's
restaurant for nearly 20 years. Everyone
knew him!"

Unisson has supported Brad for many years in his own home through our Supported Living service, where he built a good relationship with his support workers. With the onset of the COVID pandemic, he returned to the family home, however, earlier this year, Brad received a new NDIS plan which enabled him to move into one of Unisson's SIL homes on the Central Coast.

Support workers at the home were excited to welcome Brad. According to Dean, "Unisson wanted to add an additional personal touch to Brad's new room and help him to settle into his new home, so we organised for his bedroom cupboard to be painted with blackboard paint. Brad is a big fan of Calendars and movies, so a space for a giant calendar and movie quotes made sense."

Brad's new residence is further from his family and connections, and making sure he stays connected with them is always a priority. To help with the transition, some of Brad's support workers travelled to support him in his new home, to help him settle in. This worked well, and now Brad is getting to know the new people who will be supporting him.

Brad enjoys leading an independent lifestyle, and being involved in his local community is very important to him. His new home is close to local shops, including a coffee shop and the library, which he often visits to meet with other people. Brad enjoys trips to the nearby beach for a walk, but he also loves to visit his old neighbourhood to reconnect with his friends, his family and visit his favourite places. And whenever he goes out, a meal at McDonald's is sure to be on the agenda, with Brad's preferred Filet-O-Fish (no cheese) and a decaf coffee on order.

The SIL accommodation which Brad shares with 5 other residents has a great community feel. It consists of several units with a shared recreational space and dining room. Within the complex, Brad shares a unit with one other person, but has his own bedroom.

Unisson Team Leader Dean Fagan says,

"Brad is a social butterfly and he thrives
on companionship. He gets involved in
anything that's happening at the house,
any social events. This might be a birthday
party for clients or staff, or family members.
We love parties; we invite the families
along where possible."

Something Brad enjoys on weekends is the footy. He and his housemates frequently watch local games with their support workers, especially a couple who play for their suburban teams. Brad and his friends love to cheer their support workers on from the sidelines. Of course, the visit usually ends with a trip to Maccas on the way home.



It's well known by all who know Brad that he is passionate about movies. His favourites include Scream, The Matrix and Rocky, and he loves to quote from the movies and do impressions. With an extensive movie collection and a large TV in his room, this is Brad's favourite place to chill and wind down at the end of the day. He enjoys this routine which is preceded by a cup of hot chocolate and his favourite Monte Carlo biscuits.

Dean says, "There have been significant changes in Brad's life over the past year, but he's done amazingly well. He has a wonderful relationship with his family, and he's out in the community, living his best life."



# Deemara

#### LIVING A

#### **FULL LIFE**

With broad smiles and some gentle nudging, Deemara and her support worker Linda are enjoying a chat at Unisson's Community Access hub in the Hunter region. They are taking a short break from the 500-piece Disney Princess jigsaw puzzle which they have been working on for most of the morning. Deemara, or Dee Dee as she prefers to be called, has been focusing hard to bring the puzzle together, working on the edges as well as the faces of the main characters.

Dee Dee joined Unisson just over a year ago, moving into one of our Supported Independent Living (SIL) homes in the Hunter Region. As a young adult, Dee Dee enjoys the independence she has gained since moving to the area from Sydney, joining community access programs, developing her independent living skills, being creative, and socialising. When making the change to Unisson, Dee Dee said that she wanted "good food and to make friends". With new housemates, learning to prepare delicious food at home, and meeting new people at the community access hub, Dee Dee is already on the way to achieving her goals.

Dee Dee shares her SIL home with two housemates. Although of different ages and personalities, they are getting to know each other, and her support workers say that Dee Dee has a positive influence at home.

Whenever she goes shopping, Dee Dee likes to buy little gifts for her new friends. It shows her generous nature and helps to build those relationships.

Nik, who supports Dee Dee at her home, says she loves to be involved and help with chores, like meal preparation, especially when it's for her favourite meal – chicken kebabs. She helps to dice the food and set the table. On Friday nights, the group enjoys fish and chips for dinner, which she always looks forward to.

According to Nik, "You can tell if Dee Dee's had a good day out, because she will start singing as soon as she gets home. She loves videos and TikTok, music like Taylor Swift, Queen, ACDC for example. There is often music playing in the house."

Over the past year, Dee Dee has developed close relationships with her support workers at Unisson's Community Access Hub in the Hunter region. A particular favourite is Linda, whom Dee Dee describes as "nice but cheeky" and she says Linda makes her smile and laugh. Together they love to work on jigsaw puzzles and colourful drawings. "Linda makes a good cup of tea too," Dee Dee adds.

Linda says, "Dee Dee is beautiful. She's very caring, loves to give big hugs and to help other people. She's got a good sense of fun and likes to laugh and joke around. When Dee Dee first came to our Community Access hub, she was quiet,



Deemara with support worker Linda



even shy. These days, after getting to know everyone, she is more outgoing. When she sets herself a goal, she tries as hard as she can, and nothing stops her."

Linda adds, "Once a month, the group at the Community Access hub enjoy a BBQ at a local park. They take it in turns to help with the cooking, which usually consists of sausages. Dee Dee enjoys the fresh air and the chance to get to know everyone better. She is learning new skills for building relationships and her confidence has really grown."

Dee Dee comes from a large, close-knit family, and keeps in touch with them as much as possible by phone, and often visits them.

The family get together for special occasions and Dee Dee looks forward to her Easter and Christmas holiday visits in particular.

Taking photos is another passion for Dee Dee. She likes to capture all the fun moments, whether it's with her family, including new nieces and nephews, or on outings to local parks, the zoo, or just having fun at home.

According to support worker Nik, "It's great to see Dee Dee enjoying life and settling into her new home after 12 months and to see her taking the initiative for things that need to be done around the home, and personal care. She's a very positive person to have around."



### **Unisson Service Hub Locations**

#### **North Shore**

#### **HORNSBY HUB**

Suite 101, Level 1 108-114 George Street Hornsby, NSW 2077 T: 1300 266 222

# SHORT TERM ACCOMMODATION

Hornsby area

### LANE COVE COMMUNITY ACCESS HUB

Unit 3c, 2 - 6 Orion St Lane Cove NSW 2066 T: 1300 266 222

# ST IVES <u>COMMUNITY</u> ACCESS HUB

21 Memorial Ave St Ives NSW 2075 T: 1300 266 222

#### **Unisson Works**

### SUPPORTED EMPLOYMENT HUB

Unit 1-2, 10 Lymoore Ave Thornleigh NSW 2120 T: 1300 266 222

#### **Central Coast**

#### **WYONG HUB**

Unit B2, 4 Dulmison Ave Wyong NSW 2259 T: 1300 266 222

#### **Hunter Region**

#### **RAYMOND TERRACE HUB**

1/57-59 Port Stephens Street Raymond Terrace NSW 2324 T: 1300 266 222

#### **Northern Beaches**

### TERREY HILLS COMMUNITY ACCESS HUB

&

#### **BLUE APPLE ART STUDIOS**

321 Mona Vale Rd Terrey Hills NSW 2084 T: 1300 266 222

#### **Western Sydney**

#### **BLACKTOWN HUB**

Sargents Centre 9-13 First Ave Blacktown NSW 2148 T: 1300 266 222

# BEAUMONT HILLS COMMUNITY ACCESS HUB

14 Cressy Ave Beaumont Hills NSW 2155 T: 1300 266 222

#### **How to connect with Unisson**

Stay connected and in the loop with all things Unisson and the disability sector.

Join us on social media:





#### **CONTACT US**

1300 266 222 hello@unisson.org.au unissondisability.org.

#### **CORPORATE SUPPORT OFFICE**

Suite 101, Level 1 108-114 George Street Hornsby NSW 2077

#### **POSTAL ADDRESS**

PO Box 1683 Hornsby Westfield NSW 1635

#### **REGISTERED NDIS PROVIDER**

ABN: 28 613 272 772 ACN: 613 272 772 NDIS Provider Number: 14707640