

ANNUAL REVIEW 2024



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.

We further acknowledge the cultural contributions of Aboriginal and Torres Strait Islander peoples with disability and reaffirm our vision of a world where every person is welcomed.



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**STATEMENT FROM
ALEX GELMAN
UNISSON DISABILITY CHAIR**

As we approach Unisson’s 100th anniversary, I find myself reflecting on the incredible journey that has brought us to this historic milestone. Since stepping into the role of Chairman in October 2023, and having served on the board since 2015, I am deeply honored to be part of this organisation, especially at such a pivotal time. It is not only a moment of celebration, but also a time to acknowledge the work, passion, and dedication that have allowed us to thrive for nearly a century.

This year has been one of profound reflection, thoughtful planning, and strategic preparation. As the disability sector continues to evolve with NDIS reforms, increased regulatory expectations, and workforce challenges, we remain deeply committed to our vision of providing high-quality, person-centered support to our clients. We know that meeting these challenges requires more than just maintaining the status quo; it requires us to continually adapt, strengthen, and grow. Our focus on sustainability and growth will lead us into 2025 and drive many key business initiatives.

Unisson’s 100 years of service is a testament to the strength of our organisation, but we are very aware that we must not become complacent. While our legacy provides a strong platform, we are committed to future-proofing Unisson by enhancing our practices, services, and approaches to meet the changing needs of both our clients and the disability sector at large. This commitment to continuous improvement ensures we remain of quality and delivering services that make a real difference in the lives of the people we support.

Although our centenary celebration is planned for September 2024, this past year has been crucial in laying the groundwork for what lies ahead. We are excited to share Unisson’s rich history and our vision for the future with the broader community. Our journey over the past century has been remarkable, but it’s the future that excites me most—what we will accomplish together in the years to come, as we continue to adapt and grow.

I want to thank everyone who has supported us along the way, including our board members, partners, families, and community. A special thank you must also go to our dedicated staff and clients. It is through your hard work, resilience, and trust that we can continue to bring our vision to life—creating a world where every person is welcomed, valued, and supported to live their best life.



**STATEMENT FROM
STEVE GREGG
THE LORNA HODKINSON FOUNDATION CHAIR**

This year, we made the strategic decision to have separate Chairs for Unisson Disability and for the Lorna Hodgkinson Foundation. While I have worked closely with Alex to ensure a smooth handover of responsibilities at Unisson, I remain fully committed to the organisation and continue to serve as an active member of the Unisson Board.

In 2024, the Lorna Hodgkinson Foundation has continued to provide essential support to Unisson, focusing particularly on property repairs and restorations. We are committed to supporting Unisson’s vision and property strategy, ensuring that their clients have access to homes that are fully accessible and fit for purpose. The foundation remains focused on growing its investment portfolio to provide a secure financial future, so that we can continue to support Unisson, particularly as it navigates the complexities of the NDIS landscape.

One of the highlights this year has been the foundation’s role in funding Unisson’s centenary celebrations. We are proud to have commissioned the creation of a special centenary book, which will capture Unisson’s rich history. Our goal is to ensure that every employee and client receives a copy of this lasting legacy.



STATEMENT FROM LEE CARPENTER CEO

Since stepping into the role of CEO in 2023, it has been an honor to visit over 60 of our Unisson sites and witness the genuine care and dedication of our teams. I've met many clients who have been with us since childhood—some since they were pre-school age—who are now thriving in their 60s and beyond, living fulfilling lives, many working, and contributing to their communities. The trust that families place in us is something we hold with great respect and responsibility.

This past financial year, like many organisations in the disability sector, we've remained focused on advocating for a stronger and better NDIS—one that ensures better outcomes for both clients and providers.

I've worked to keep Unisson connected with key policy discussions, pushing for a system that empowers choice, provides value, simplifies processes, and delivers the best possible outcomes.

This year, Unisson Disability proudly became part of Alliance20, a collective of Australia's largest disability service providers, dedicated to strengthening the National Disability Insurance Scheme (NDIS) and improving outcomes for participants. As a member of this influential group, we now have greater access to shared knowledge, expertise, and a stronger voice in shaping NDIS policy and reform.



Being part of Alliance20 allows us to collaborate on initiatives that address key challenges within the NDIS, ensuring the voices of the people we support are heard.

I look forward to continuing discussions and initiatives to better serve the clients we support.

In 2024, we've concentrated on key areas that strengthen our services, achieve strong client outcomes, and enable us to operate efficiently within the NDIS framework. Our organisation is evolving to keep pace with the changing needs of our clients and the broader disability sector, ensuring that we remain adaptable and ready for the future. We have invested in key systems and supporting functions to enable us to provide excellent client experience and focus on quality.

We began a strategic initiative to review all of our homes to ensure they are fit for purpose for both current and future clients. This critical work has shaped our approach and strengthened partnerships with quality Specialist Disability Accommodation (SDA) providers. This effort will continue through to 2025, with plans to create new homes for the people that we currently support and new clients too.



As we continue to transform and lay the foundation for future growth, we remain committed to our clients' well-being through person-centered support. This year, we've focused on aligning our people and programs to maintain Unisson's dedication to delivering high-quality, impactful support.

A century ago, Unisson began as an institution in a world where disability support looked very different. Yet, one thing has remained constant—the heart of this organisation. From the beginning, we've been driven by our vision to create a world where every individual is welcomed and valued.

As we look ahead to 2025 and beyond, we are more determined than ever to find the "YES" in every opportunity, ensuring we continue to provide the best possible support to the individuals and families we are privileged to serve.



WHO WE ARE

Founded a century ago by Dr. Lorna Hodgkinson—a woman ahead of her time—Unisson Disability began as a pioneering institution dedicated to transforming the lives of individuals with intellectual disabilities. Today, we proudly support clients across Northern and Western Sydney, the Central Coast, and the Hunter regions of NSW. While we have adapted to meet an ever-evolving world, we remain deeply committed to enhancing the quality of life for people with disabilities.

At Unisson, we are more than just a service provider—we are a community dedicated to the power of human connections. We take the time to understand each person’s unique story, build on common ground, and create meaningful interactions. Our approach is centered on saying ‘yes’ to possibilities, being authentic, and making every connection memorable. Our strong commitment to our clients drives us to continuously improve and innovate, ensuring that we deliver the highest standard of support.

OUR VISION AND VALUES

Our **vision** is a world where every person is welcomed, celebrated for their unique contributions, and embraced for who they are. In the disability sector, this vision is not just aspirational—it is fundamental. By fostering inclusivity and creating environments where everyone feels valued, we empower individuals with disabilities to thrive and participate fully in society. This approach drives our work, guiding us to build supportive communities, develop tailored services, and advocate for policies that reflect our commitment.

Our **values** embody this vision and shape every aspect of what we do:



GENEROSITY

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



INCLUSION

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



COURAGE

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



CREATIVITY

We work together to find the ‘YES’ and encourage new ways of doing and thinking.

At Unisson, we believe in a more inclusive world for people with disabilities and work daily to make this vision a reality.

Our philosophy of

FINDING THE ‘YES’

inspires us to embrace challenges, think creatively, and build opportunities for those we support. It is this commitment to generosity, inclusion, courage, and creativity that continues to drive us forward.

FINANCIAL YEAR OVERVIEW

Our focus this year has been on sustainability, strategic growth, and investment in our people and services to ensure that we continue providing high-quality, person-centered support.

By optimising resources and focusing on long-term sustainability, we have been able to expand our service offerings while ensuring that our clients remain at the heart of everything we do.

In line with our strategic plan, we have also invested in introducing core roles and supporting functions into the business, ensuring that our operations are well-equipped to meet the evolving demands of the sector.

Significant investments have been made in the following areas:



WORKFORCE DEVELOPMENT

Continued training and support for our 800+ employees, ensuring that we meet NDIS requirements and deliver exceptional services.

SERVICE ENHANCEMENTS

Development and refurbishment of Supported Independent Living (SIL) homes, expansion of employment programs through Unisson Works, and renovation of the St Ives Community Access hub



PARTNERSHIPS

Strategic partnerships with high-quality SDA providers to build new, accessible homes for our existing aging clients and new clients. Contributing to ongoing research with La Trobe University and Council of Intellectual Disability.

GOVERNANCE AND RISK MANAGEMENT

Enhancements in governance processes and the continuous advancement of risk management strategies, have led to a renewed emphasis on critically evaluating both current and anticipated risks. This approach encourages a more dynamic and forward-thinking risk culture, ensuring that the organisation remains resilient and prepared to mitigate emerging considerations.



As we prepare for Unisson's 100-year anniversary, our financial strategy is firmly focused on sustainability and growth. We are committed to building on our strong foundation and continuing to adapt to the evolving needs of our clients and the disability sector.

UNISSON SNAPSHOT



800+
EMPLOYEES

500
+ CLIENTS
SUPPORTED

45+
SUPPORTED
INDEPENDENT
LIVING HOMES

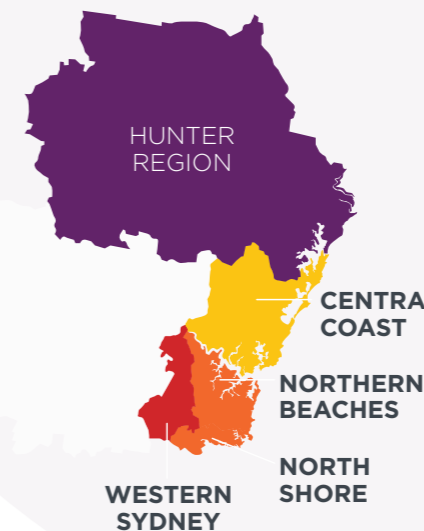
OVER
40
EMPLOYEE
NATIONS



100
YEAR HISTORY



860,000
HOURS OF SUPPORT PROVIDED
EVERY YEAR

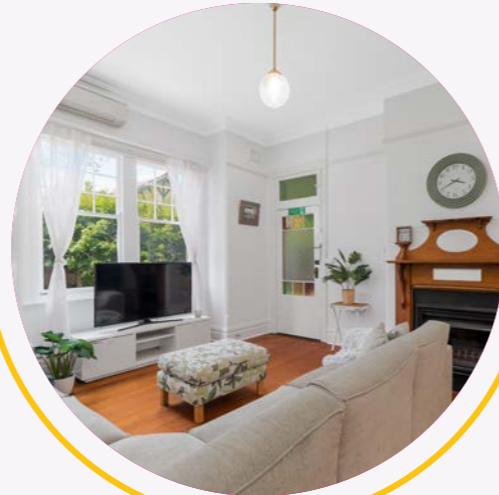


PROVIDING
SUPPORT
ACROSS
SYDNEY
**THE CENTRAL
COAST**
AND HUNTER

SERVICE HIGHLIGHTS AND KEY EVENTS

ST IVES COMMUNITY ACCESS HUB RENOVATION

April this year, we began the renovation of our St Ives hub, transforming it into a modern, accessible space where clients can engage in various social, educational, and recreational programs. We are excited to welcome back our clients in FY25.



WORKFORCE DEVELOPMENT INITIATIVES

Unisson has continued to invest in its people and processes, with staff members receiving training in alignment with NDIS requirements. This ensures that we continue delivering high-quality, person-centered support. The introduction of core roles and supporting functions, as outlined in our strategic plan, has further strengthened our operations, enabling us to adapt to the evolving needs of the sector.



SUPPORTED INDEPENDENT LIVING SIL PROPERTY RENOVATION

A key focus in 2024 has been the renovation of several Supported Independent Living (SIL) properties to ensure they meet the highest standards of accessibility and safety. These upgrades are part of our ongoing commitment to creating tailored living environments that promote independence and improve the quality of life for our clients.

In June, we completed the refurbishment of our Short-Term Accommodation home and made the strategic decision to convert it into a Supported Independent Living residence. As of June 30, preparations were finalised for five clients to move into this fully accessible home, offering them a comfortable and supportive environment tailored to their needs.

GOVERNANCE AND RISK MANAGEMENT IMPROVEMENTS

This year saw significant enhancements in our governance processes and reporting, resulting in greater operational efficiency. These improvements have led to a notable decline in workers' compensation claims, ensuring that both clients and staff operate in a safe and well-regulated environment.

COMMUNITY ACCESS SERVICE ENHANCEMENTS

In May, we proudly launched our new Community Access Service, offering both current and future clients a wide range of activities centered around four key pillars: Adventure, Wellness, Culture, and Lifestyle. This service provides clients with the opportunity to engage in meaningful activities that align with their interests and goals. Clients can choose from a diverse selection of activities and actively contribute to the development of the activity calendars, ensuring the offerings reflect their preferences and desires.



STRATEGIC PARTNERSHIPS

Unisson has developed a strategic plan to optimise its accommodation services, recognising that property development is not our core business. This year, we took preparatory actions by exiting unsuitable rental properties and Foundation properties no longer meeting our clients' changing needs. Looking ahead to 2024/25, we will continue to focus on strengthening SIL only accommodation services while planning partnerships with premium SDA providers. This approach aims to ensure clients receive compliant, high-quality homes and reinvest funds to support non-SDA clients. This forward-looking strategy positions us for sustainable growth, improved service delivery, and enhanced client outcomes, while generating solid financial returns and meaningful impact for the Foundation.

UNISSON WORKS GROWTH

Our employment programs, **Pack Works** and **Ground Works**, expanded this year, offering more opportunities for supported employees to engage in meaningful work, both indoors and outdoors. These programs play a vital role in fostering personal growth and independence for individuals with disabilities, helping them develop new skills in a supportive environment.

**PACK
WORKS**

**GROUND
WORKS**

QUALITY & SAFEGUARDING

Over the past 12 months, Unisson has continued a strong partnership with the **Council for Intellectual Disability (CID)** to deliver workshops such as **'My Right to Decide'** and **'Your Service, Your Rights.'**

These workshops empower individuals with disabilities by enhancing their confidence in making decisions and promoting greater autonomy. Delivered to over 60 employees and clients, the workshops have been instrumental in driving our focus on:

- Ensuring people with disabilities have access to the support and adjustments they need for decision-making.
- Identifying potential risks and consequences when providing decision-making support.
- Overcoming barriers that hinder the implementation of decisions.
- Applying this knowledge to better support people with disabilities in making their own decisions.

By embedding these supported decision-making principles into our practices, we are helping to foster greater independence and confidence for the people we serve.

2024 ENGAGEMENT PRIORITIES

Unisson's Executive Leadership Team (ELT) has focused on several key areas to drive growth, enhance safety, and improve operations:

CONNECTING LEADERS: We have strengthened connections across our leadership teams to ensure alignment with our shared vision and strategic priorities. This collaboration provides a platform for innovation and cohesive decision-making.

STRENGTHENING COMMUNICATION: Our Town Halls will continue to play a crucial role in bringing employees together, reflecting on our progress, and reinforcing our strategic goals.

SYSTEMS AND PROCESSES: We've made significant technology improvements and streamlined our systems to ensure we operate efficiently and safely within the NDIS framework.

SAFETY AND WELLBEING: Our renewed Safety Policy and the introduction of Safety Connect have enhanced our focus on psychosocial safety and wellbeing, critical to the disability services sector.

This approach ensures Unisson remains forward-focused, with the well-being of both employees and clients at the forefront of everything we do.



PREPARATION FOR 100-YEAR ANNIVERSARY

As Unisson approaches its 100th anniversary, we've embarked on an exciting 12-month project, led by Rebecca Fletcher, Previous Unisson CEO and Director of the Lorna Hodgkinson Foundation, to document our history and legacy. A key part of this initiative is the creation of a centenary book, which will capture our rich heritage and highlight the incredible impact we've made over the past century. We're eager to dive into the archives and reflect on our progress.

While our official 100-year celebration will take place in September 2024, this year has been pivotal in planning and setting the stage for the journey ahead.



LEADERSHIP AND GOVERNANCE

2024 has been a year of strategic leadership and governance improvements, with a continued focus on enhancing the structure and processes that support Unisson's vision.

This year, we welcomed Alex Gelman as the new Chairman of Unisson Disability in October 2023. With over 25 years of experience in business, technology, and the not-for-profit sector, Alex has brought a wealth of knowledge and leadership to guide Unisson through this significant milestone of approaching our centenary.

Our governance structure has been strengthened with the introduction of core roles and supporting functions that align with our strategic plan. These new roles have enhanced our operational effectiveness and enabled us to remain adaptable to the evolving needs of our clients and the disability sector.

This year, we also enhanced our risk management processes, leading to greater efficiency and a significant reduction in workers' compensation claims.

As we prepare for Unisson's 100-year anniversary, the focus remains on strong governance, effective leadership, and a clear strategic vision to ensure we continue delivering exceptional care and support.



BEN'S STORY: A REMINDER THAT EVERY PERSON AND MOMENT HAS POTENTIAL

Ben's journey with Unisson began many years ago, back when the organisation was known as Sunshine. Over the years, Ben transitioned from being a student at Sunshine to moving into supported independent living, with the support of his family. This journey, like many, came with its share of challenges. However, the last two years were particularly difficult. Changes in his routine and day program left him feeling unsettled and unhappy. Ben struggled to find the right support, and it seemed like he was slipping further away from the life he deserved.

Enter Sharon, Unisson's Support Coordinator and one of Ben's most dedicated advocates. Sharon was determined to find the right environment for Ben, someone who previously would have been deemed as having "complex" needs. She linked with Amy, Team Leader at Beaumont Hills, Community Access Service, and that partnership became a turning point in Ben's life. Together, they made a plan to help Ben find stability and happiness again.

For two years, Ben had been attending a day program that wasn't the right fit for him. It wasn't meeting his support needs, and he struggled to engage. But now, everything has changed. Beaumont Hills became the perfect environment for Ben, where he attends five days a week and even receives his much-loved music therapy. This shift is a powerful reminder that with the right mindset and steady belief in someone's potential, even the most challenging situations can turn around.

What makes Ben's story even more remarkable is the collaborative effort behind his success. His support team is made up of individuals from different parts of Unisson—Amy (Team Leader) from Beaumont Hills, Glen, Eric, and Isha (Direct Support Professionals), and Sharon (Support Coordinator). Together, they believed in Ben when and they worked tirelessly to ensure he had every chance to thrive.

Sharon played a key role in Ben's NDIS plan review, ensuring he could transition from his previous provider to Beaumont Hills. She worked closely with Amy to set up everything Ben needed, from a personalised support routine to ensuring his beloved music therapy continued without disruption. This team's focus on consistency, stability, and building trust has transformed Ben's life.

At first, Ben's days were filled with frustration and daily incidents. But now, he's engaged and thriving. He helps around the centre, participates in cooking classes, and even jokes around with staff. When it's time to go home, he pretends to fall asleep, showing just how much he enjoys his time at the centre. This is a huge transformation for Ben!



Ben isn't just attending Beaumont Hills—he's thriving.

What's even more encouraging is how Ben has embraced new opportunities. After just a few weeks at Beaumont Hills, he started participating in cooking classes, a sign of how comfortable and secure he feels in his new environment. Glen, Eric, and Isha worked together to create a daily schedule that gives Ben structure, predictability, and a sense of calm. Even on days when his primary carers aren't on shift, the team ensures that his routine remains consistent, keeping him grounded.

The Beaumont Hills team didn't stop at just providing basic support. They received specific training to understand Ben's unique needs, equipping them with the skills to support him effectively. This approach has been crucial in helping Ben settle and thrive in a safe, supportive environment.

Looking ahead, the team is working with Ben on his public transport goals, empowering him to build more independence in his daily life. His journey is a powerful reminder that every person has potential, no matter how complex their needs may seem. When we invest in the right supports, with the right people and mindset, the possibilities for success are limitless.

At Unisson, we are incredibly proud to be part of Ben's journey. Today, Ben isn't just attending Beaumont Hills—he's thriving. And that is the true measure of success.

A huge thank you to Amy, Sharon, Glen, Eric, Isha, and the entire Beaumont Hills team for believing in Ben and dedicating your time, care, and heart to his success. You've shown that with the right support, anything is possible.

LISA'S STORY: FINDING THE YES IN OPEN EMPLOYMENT

At 30 years of age, Lisa's new job as a catering assistant reminds us of the importance of great support and self-belief. For the past six years, Unisson Support Coordination Lead, Teresa Lam, has been by Lisa's side, offering guidance and encouragement. During this time, Lisa lived in one of Unisson's shared living homes and dreamt of breaking into open employment. And guess what? Lisa finally achieved her dream job!

Initially, Lisa worked at our supported employment facility, Pack Works in Thornleigh. There, she was supported by our employment facilitators and learned a range of tasks—from collating materials for mail order businesses to developing her computer skills. Lisa even gained work experience at Unisson's corporate headquarters, where she made new friends and expanded her skill set.

Recently, with Teresa's guidance, Lisa knew it was time to aim for open employment. With Unisson's backing, Lisa earned Cert I and II in Hospitality and even earned a Cert II in Baking! These qualifications landed her a position as a Catering Assistant at Ashfield Baptist Homes, where she's been serving residents with a smile three days a week. We couldn't be more excited for Lisa!

Her responsibilities include serving food to aged care residents, ensuring they receive the appropriate diet, and preparing tea and coffee. According to Teresa, **"Lisa's attention to detail, commitment to food safety, and strong work ethic have made her a valuable asset to her team."**

Lisa takes immense pride in her role, confidently donning her uniform and headgear. Her colleagues have praised her positive attitude, further boosting her sense of purpose and achievement. Lisa loves her job and has a supportive boss, making her work environment even more fulfilling.

Another significant milestone for Lisa has been **traveling independently** to and from work, supported by her home team. Teresa proudly notes, **"Navigating the public transportation system has been a major accomplishment for Lisa. She's catching both buses and trains, demonstrating her growing confidence and her awareness of personal safety."**

But Lisa isn't just focused on work—she's saving up her hard-earned money for a **dream beach holiday** with her boyfriend. This isn't just about financial freedom; it's about living her dream, and Lisa is determined to make waves.

We are incredibly proud of Lisa, and we've watched her transformation with admiration. Unisson is honored to have supported her in finding her YES.

Lisa loves her job and has a supportive boss, making her work environment even more fulfilling.



ALISTAIR'S STORY: BEYOND THE TIDE TO FIND THE YES

Picture this: decades have passed since you last felt the ocean's embrace. The days of carefree afternoons spent on the sand, the sound of crashing waves, and the joy of youth seem like distant memories. Life took a sudden turn after a life-changing accident, leaving you unable to walk, and for years, the beach was a world out of reach.

That's Alistair's story—friendly, funny, and undeniably full of character. He's the kind of person who lights up a room with his humour and quick wit. Whether it's a pub meal with his sister Wendy or cracking jokes with his support team, Alistair knows how to make the most of every moment. But what he missed the most was the beach—the place where he spent his youth in Manly, surfing and soaking in the sunshine.

Before the NDIS, options for young people like Alistair, who require round-the-clock support, were limited. He spent many years in a nursing home before moving into one of Unisson's Supported Independent Living (SIL) homes on the Central Coast. There, he shares a space with housemates of similar age and interests, supported by a dedicated team of workers who have come to appreciate his playful, prank-loving nature.

Knowing Alistair's deep love for the water, his Unisson support team, along with his occupational therapist, made it their mission to help him reconnect with the ocean. And so, on a sunlit December day, with the help of an accessible beach chair and a hoist from Surf Life Saving at Terrigal, the impossible became possible. For the first time in years, Alistair felt the cool sand and the gentle wash of ocean waves.

According to Deborah, Supported Independent Living manager, there was a noticeable sparkle in his eyes as the waves kissed his skin. **"Alistair had always dreamed of returning to the water,"** she said. "Thanks to the dedication of team leader Jennifer and support worker Elise, who worked tirelessly with his OT and support coordinator to find the 'YES,' it happened. I knew I had to be there to witness it!"

Alistair cheekily recalls the day with a grin, saying his favourite part was **"the water, the sand, and a couple of smiling women walking by!"** But that day was only the beginning of his water adventures. His next goal? Floating in the sea baths at The Entrance.

Since Alistair's joyful reunion with the ocean, Elise and his occupational therapist have continued to collaborate, ensuring his weekly water experiences remain a reality. He's not a morning person, but his team gently nudges him to embrace the day, often with the help of his trusty cup of tea. In true Alistair fashion, he takes that cup of tea into the water, enjoying it as he floats, then using it to splash his support workers with a mischievous smile. His love for life shines as brightly as his love for the water, whether it's at the beach or the local aquatic centre.

The Unisson team commitment to supporting Alistair's goals is truly inspiring. They found the 'YES' in what once seemed impossible. When asked about his future goals, Alistair paused thoughtfully before grinning and saying, **"I'd like to get out more, go everywhere... and meet a female companion!"**



Alistair had always dreamed of returning to the water.

ACKNOWLEDGMENT AND THANK YOU

We would like to extend our appreciation and thanks to everyone who has contributed to Unisson's success this year.

To our incredible staff, who embody our values of generosity, inclusion, courage, and creativity every day—thank you for your constant dedication to providing high-quality, person-centered care. Your commitment to finding the 'YES' in every situation is what makes Unisson such a special place for our clients and their families.

To our clients and their families, we are deeply grateful for the trust you place in us. Your stories, resilience, and courage inspire us to continually improve and innovate, ensuring we meet your needs in every way possible.

To our partners and stakeholders, including our Specialist Disability Accommodation (SDA) providers, industry colleagues, and the broader community—your collaboration and support have been invaluable in helping us reach new heights this year.

Finally, as we prepare for Unisson's 100-year anniversary in 2025, we reflect on the incredible journey we have taken together over the past century. We look forward to celebrating this milestone with all of you, as we continue our mission to create a more inclusive and supportive world for people with disabilities.

It always starts with heart.



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ACN: 613 272 772
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