

UNISSON
DISABILITY

IT STARTS

with heart

UNISSON | STRATEGIC PLAN

‘25





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 2025. 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



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

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

We will deliver this over the next three years by:



Delivering a person-centred 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 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

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

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.



Promoting a culture of continuous improvement, including actively seeking feedback from clients and stakeholders.



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

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

Our priorities for a thriving & sustainable organisation are:



Ensuring we generate a positive contribution to invest in quality and new services.



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



Using data as a catalyst for optimisation, innovation, and growth opportunities.



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



Optimising our property and asset portfolio to best match our clients' and service needs.



Strategically developing a customer centric culture

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