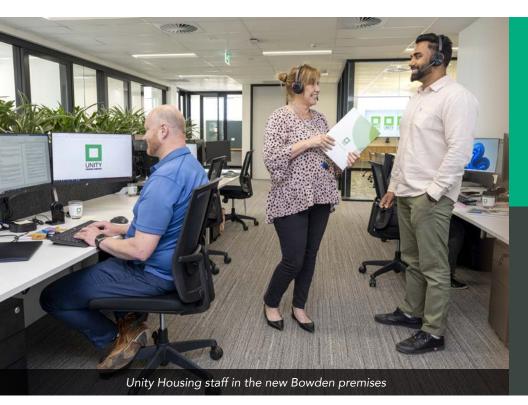


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28 Limestone Coast



Our Purpose

44 Support agencies

We provide affordable, safe and secure homes for South Australians on low incomes. We build partnerships to create tenancies that promote independence and viable and sustainable communities.

Our Values

- » Respect and Social Justice
- » Innovation and Creativity
- » Collaboration and Partnerships
- » Transparent and Ethical
- » Leadership and Professionalism
- » Empowering and Respectful





properties

Unity Housing acknowledges the Traditional Custodians of the country on which we live and work, and their connections to the land, waters and community. We pay our respect to their Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

About Us

We create opportunities for people to live in homes they can afford in places they want to live.

Unity Housing is the largest not-for-profit charitable housing provider in South Australia.

Founded in 2008 resulting from a merger between three highly respected housing organisations, Unity Housing continues to grow and deliver a broad range of housing options including boarding house accommodation for people at risk of homelessness; social and community housing for people with a range of needs; and affordable housing for people on low to moderate incomes.

Focused on providing property and tenancy management services throughout metropolitan Adelaide and South Australia, Unity Housing partners with various support services when necessary to ensure that our tenants can sustain their housing, and successfully engage others within their communities.

As the severe shortage of affordable housing for low-income people in our community continues, Unity Housing also drives an active property development program designed to increase the total number of quality affordable accommodations available within the state.



Unity Housing at a glance

3,203	Units of accommodation	
4,884	People housed	
104	Employees	
1,353	Occupants who are supported by one of Unity Housing's support agency partners	
1,210	Occupants living with disability	
570	Occupants who identify as Aboriginal and/or Torres Strait Islander	
353	Occupants who are from a non-English speaking background	
>\$900m	Assets under management	
\$35m	Annual operating budget	
\$140m	Development delivered	

From the Chairman and CEO



Over the past year, Unity Housing has continued to provide high quality property and tenancy management services to nearly 4,900 tenants residing in more than 3,200 units of accommodation across metropolitan and regional areas of SA. We have continued to deliver a broad range of housing options, largely targeted to social housing for people on very low incomes requiring significant support but including a substantial, and growing portfolio providing affordable housing for people on low to moderate incomes who struggle to find affordable rental in the open market.

With a large and rapidly growing unmet need across Australia for affordable housing, the critical issue of social and affordable housing for those on low incomes has garnered significant media attention in the past year. Whilst acknowledging that the challenges facing Australia's housing system are of a scale that will require a significant injection of new resources over coming years, we welcome the recent initiatives from both the federal and state governments. These will provide opportunities in coming years for Unity Housing, and our colleagues across the community housing sector, to expand our social and affordable housing portfolios, and deliver additional affordable, safe, and secure homes for South Australians on low incomes. Unity Housing looks forward to collaborating with government on these initiatives and we are currently pursuing a pipeline of residential development to deliver on these objectives.

Unity Housing has commenced construction of 70 residential dwellings located at Henley Beach South to be completed in 2024 as part of a \$30 million affordable housing redevelopment on vacant land. We recently delivered 26 new social and affordable dwellings, completing a \$28m internal redevelopment program delivering a total of 53 new units of accommodation.

Additional sites for development have been identified and plans have been put in place to progress these opportunities in conjunction with existing funding arrangements and recently announced initiatives, such as the Housing Australia Future Fund. With escalating cost-of-living challenges and limited access to housing options across our the community, Unity Housing remains resolute in its commitment to reducing the impacts of a lack of affordable housing and homelessness experienced by low income South Australians.

As the largest non-government provider of homes for South Australians living with a disability, Unity Housing accommodates more than 1,200 tenants living with a disability. Specialist Disability Accommodation (SDA) forms an important part of our disability housing portfolio, and we are fully accredited for the provision of SDA as a registered provider under the National Disability Insurance Scheme (NDIS). A major strategic focus for Unity Housing is our work to grow the range of affordable housing options available to this target group.

Tenants remain a core focus of all we do. To ensure our resources are used as effectively as possible to provide the services necessary to sustain tenancies, Unity Housing has undertaken a major review and restructure of the way in which we provide these services. This has been coupled with the relocation of five separate metropolitan offices into one modern, purposebuilt and centrally located office in Bowden. We are confident that this new setting and mode of operation will deliver better service outcomes to tenants, enabling us to maintain consistently high levels of service delivery by facilitating staff interaction and upgrading technical support and infrastructure to meet the needs of the organisation.



CHAIRMAN, BOARD OF DIRECTORS **LEIGH GARRETT**



CHIEF EXECUTIVE OFFICER
MATTHEW WOODWARD

Unity Housing continues to provide an exceptional maintenance service for tenants, coupled with an active program of assessment and execution of planned upgrades and refurbishment. In addition, Unity Housing is committed to developing a structured ESG program and is actively implementing opportunities to adopt solar energy solutions for new residential properties and retrofitting of solar systems on existing properties.

We acknowledge the professionalism and commitment of our staff in rising to the challenges and successfully adopting new practices to better deliver service outcomes to tenants. Our staff have also continued to develop close working relationships with support providers to achieve best-practice outcomes as we work together to respond to the needs of our tenants.

Through our Community Connect program, Unity Housing fosters tenant engagement and participation in community-based activities, facilitating their integration into local communities.

We also recognise the importance of a continuing national focus for reconciliation between Indigenous and non-Indigenous Australians as we deliver on our Reconciliation Action Plan. Through this plan, Unity Housing supports the reconciliation process by improving the culture, work practices and core business of our organisation.

Finally, we acknowledge that Unity Housing's Board is a major contributor to our success, with a professional, multi-skilled and committed Board of Directors fulfilling their regulatory and fiduciary obligations while also providing strategic direction for the company.

The Board



LEIGH GARRETT Chairman | Director since 2008 Leigh is the Chief Executive Officer of OARS Community Transitions and the Centre for Restorative Justice. Leigh is a Non-Executive Director of the Australian Crime Prevention Council, and the National Indigenous Intervention Network. Leigh is a Life Member of SACOSS; a Life Member of Restorative Practices International; a Life Member of the National Association of Community and Restorative Justice USA; a Member of the European Forum of Restorative Justice; a Fellow of the Australian Institute of Company Directors; and a Fellow of the Institute of Managers and Leaders. Leigh is also Chair of Unity Housing's Governance, Nomination and Remuneration Committee.



RICHARD WILLSON Director since 2008 Richard is an experienced Non-Executive Director, Company Secretary and Chief Financial Officer with more than 20 years' experience predominantly within the mining and agricultural sectors for both publicly listed and private companies. Richard is Chairman of Thomson Resources Limited (ASX: TMZ), a Non-Executive Director of Titomic Limited (ASX: TTT); Clara Resources Australia Limited (ASX:C7A); MedTEC Holdings Ltd; and is Company Secretary of a number of ASX listed companies. Richard is the Chairman of the Audit Committee of Titomic Limited and Clara Resources Australia Limited and is the Chairman of the Remuneration and Nomination Committee of Titomic Limited. Richard is also Chairman of Unity Housing's Finance and Audit Committee. Richard has a Bachelor of Accounting from the University of South Australia, and is a Fellow of CPA Australia, and the Australian Institute of Company Directors.



SACHA WAINWRIGHT Director since 2009 Sacha is General Counsel for the Drakes Supermarket Group providing legal advice and support across all aspects of the business including compliance, risk and general corporate/commercial issues. Sacha is a Board Member of the SA Olympic Council and Football SA. Sacha was previously a partner in the Commercial Property division of Minter Ellison providing advice to large national companies. Her experience includes the provision of legal advice in the areas of property and business acquisitions, property development, leasing and infrastructure projects.



KAREN JANISZEWSKI Director since 2016 Karen has 36 years' experience in construction and development gained in private companies, public companies and government. Karen is Chair of the Royal Melbourne Showgrounds; the BioSciences Research Centre; and the Homes Victoria Independent Advisory Panel, and a Board Member of the Queen Elizabeth Centre, and Melbourne Polytechnic. Karen was previously Director, Affordable Housing, Lend Lease Communities, and held the role of Project Director of Kensington Bank. She was previously a Board Member of King and Godfree Pty Ltd; Embracia; and Uniting AgeWell, and an Advisory Board Member to the University of Adelaide's Centre for Housing Urban and Regional Planning. Karen is also Chair of Unity Housing's Property Committee.



YVONNE SNEDDON Director since 2016 Yvonne is a professional Non-Executive Company Director, previously a partner at Deloitte and Ferrier Hodgson. Yvonne left private practice in 2004 to become a professional Company Director. She has more than 35 years' experience in governance, financial reporting and commercial advice in both the private and public sectors. Yvonne has been a Director and Chair on a number of Boards and Audit, Governance and Risk Committees in private and public sectors.



DAVID SPEAR Director since 2017 David is a professional Company Director and Corporate Governance Consultant with national consulting firm VUCA Pty Ltd. David has more than 30 years' experience in commercial business management, now including significant directorship experience over the last 15 years. He is currently Chairman of Tyre Stewardship Australia; Chairman of Office Brands Australia; Chairman of the McLaren Vale Grape, Wine and Tourism Association; Chairman of Orange Butterfly Foundation; Non-Executive Director of the Central Adelaide Waste and Recycling Authority; Non-Executive Director of Big River Pork; and Director of VUCA Pty Ltd. David is a Fellow of the Australian Institute of Company Directors; an Alumni member of Harvard Business School Governance Program 2013; and a former SA/NT State Director of the Australian Institute of Company Directors.



RICHARD MCLACHLAN Director since 2018 Richard is a senior property Executive with 30 years' experience, working on complex, high-value, award-winning projects across social and civic infrastructure, health, industrial, defence, commercial, and residential and mixed-use precincts. Richard has significant experience in the structuring, negotiation and implementation of multi-party transaction agreements, construction contracts and operating-term agreements, as well as stakeholder management in complex, high risk settings involving government and community interests. Richard has had direct responsibility for the leadership and delivery of significant project initiatives including the \$1.1Bn Herston Quarter Redevelopment Project in Brisbane; the Techport Australia Maritime Industry Precinct; the Adelaide Riverbank Precinct Implementation Plan; and the Tonsley Innovation District. These projects have resulted in the creation of award-winning real estate assets delivering superior community, investor, and stakeholder outcomes. Richard also has significant experience as a Non-Executive Director of not-for-profit organisations.



MICHELE SMITH Director since 2022 Michele is a Certified Healthcare Executive and Professional Company Director with 37 years' experience in the health and human services industry. Michele is the inaugural Governing Board Chair of the Eyre Far North Local Health Network in SA; a Non-Executive Director on the Boards of Voluntary Assisted Dying Review; CARA Inc; State-wide Clinical Support Services (subsidiary of the Central Adelaide Local Health Network Board (RAH) which governs the state-wide services of SA Pathology, SA Medical Imaging, Breast Screen SA, SA Dental Services and SA Pharmacy); NSW based "The Healthy Communities Foundation Australia" and Chair of their Clinical Governance Committee. Michele is a Registered Nurse; a Fellow of the Australasian College of Health Service Management; and a Member of the Australian Institute of Company Directors.



GREGG RYAN Director since 2022 An experienced public administrator in human services, particularly in social housing, mental health and children's services, Gregg has worked for federal and state governments, as well as for the City of Adelaide. For eight years to 2020, Gregg managed not-for-profit housing policy and financing, program and project management for the South Australian Housing Trust. He continues his involvement in community housing, urban renewal and community development as a director, a consultant and in a voluntary capacity.

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Reconciliation Action Plan update

Unity Housing launched its first 'Reflect' Reconciliation Action Plan (RAP) in June 2022 and has delivered many of the planned actions throughout the past year. Enthusiastically embraced by our staff, the Reflect RAP was developed by a working group comprised of staff from different functional areas and levels of the organisation. Reconciliation Australia has formally endorsed Unity Housing's Reflect RAP.

The Reflect RAP contains 49 actions that were developed and delivered with the guidance and support of Aunty Yvonne Agius and Vince Buckskin, who both provided their valuable knowledge, wisdom, connections and support. Aunty Yvonne is a Kaurna-Narungga descendant and a respected Elder and Vince is a highly respected Narungga man who is an acclaimed cultural advisor. Yvonne's and Vince's support of our reconciliation journey is ongoing and greatly appreciated.

Unity Housing currently provides safe and affordable housing for around 570 Aboriginal and/ or Torres Strait Islander people and has engaged with their communities since our inception. Our Reflect RAP provided focus on how we can better engage with our Aboriginal and Torres Strait Islander tenants and their communities, which has given rise to many initiatives, including cultural awareness training for all staff, management and Board, as well as reviews of internal policies and processes.

Our staff have engaged in a range of cultural celebrations during the year such as National Reconciliation Week and NAIDOC Week.



We have also continued to strengthen our links to local Aboriginal communities and organisations through initiatives such as our sponsorship of the Kaurna Sports Committee's football and netball teams in the South Australian Aboriginal Football and Netball Sports Carnival; sponsorship and active participation in the Gawler Reconciliation Community Fun Day; and membership of Friends of Reconciliation SA.

Unity Housing has also publicly supported and advocated for reconciliation and cultural awareness through our various networks and publications. We also continue supporting our successful collaboration with Uniting Communities' Kurlana









Tampawardli (KT) Transitional Housing Program that provides short-stay housing and a support program for Aboriginal people visiting Adelaide from country and regional areas, most commonly for health treatments.

Since 2018, Unity Housing has actively sponsored the Kaurna Sports Association helping team members participate in the annual South Australian Aboriginal Football and Netball Carnival (SAAFNC) held each October.

Our annual sponsorship contributes to the provision of sports equipment and uniforms that are necessary for the Kaurna footballers and netballers to successfully compete in their sporting endeavours.

We are proud to support the Kaurna sports teams so they can continue to participate in this important community event attended by thousands of players and spectators from across South Australia.

The Chairperson of the Kaurna Sports Committee, Mr Wayne Buckskin, said "This event is a highlight in our sporting calendar and Unity's sponsorship of the Kaurna football and netball teams is greatly appreciated by the players and officials".

Unity Housing moves to Bowden

Unity Housing's new office in the vibrant community of Bowden has recently been completed, successfully relocating staff from five separate metropolitan offices into one modern, purpose-built central location.

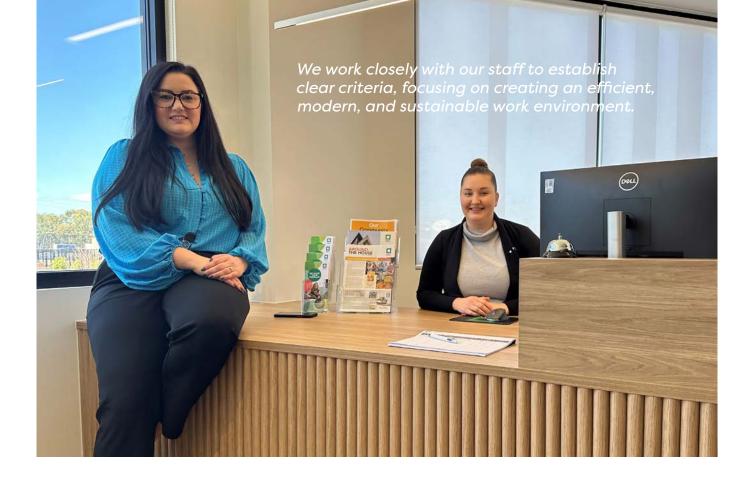
Working together with several commercial partners, this project is a significant part of the redevelopment precinct at Bowden, the state government's first higher density urban infill project located 2.5 kilometres from the CBD.

The new Bowden office marks an important milestone in the ongoing development and growth of Unity Housing and the services it offers. Built to deliver a range of Environmental, Social, and Governance (ESG) outcomes, the new office space provides a dynamic setting for our staff facilitating administrative and operational efficiencies in support of improved outcomes for our tenants.

Unity Housing remains dedicated to ongoing engagement with our tenants, striving to understand and enhance their unique housing requirements. We will continue to serve our tenants in country-regional areas and Boarding House residents through appropriately located local offices.

Coming together under one roof, Unity Housing aims to streamline corporate support initiatives and create a more unified, cohesive, and effective workforce.





Speaking about this exciting development, Unity Housing CEO Matthew Woodward said:

"We worked closely with our staff to establish clear criteria, focusing on creating an efficient, modern, and sustainable work environment. Partnering with the Buildtec Group in the Bowden development has allowed us to meet these criteria and bring this vision to life.

This new office aligns perfectly with our values, rooted in the community, and dedicated to providing a long-term, sustainable workspace for our staff, while improving services to our tenants."

Conveniently located near the Adelaide CBD at 10 Gibson Street, Bowden, it offers easy access to various modes of public transport, including buses, trains, and trams.

Thank you to our Project Partners

Unity Housing thanks the following organisations for their contributions to the Bowden project.

- Buildtec Group Owner/builder
- Hames Sharley Base Build Architect
- Neoscape Unity Project Manager
- JPE Design Studio Fit-out Architect
- Lucid Consulting Building Services
 Consulting Engineers
- DCWC Quantity Surveyor

- dsquared Consulting Sustainability Consultant
- · Katnich Dodd Building Rules Assessment
- Signlab Signage
- Estilo Furniture and lighting
- Egans Removals, storage and relocation
- Custom Kitchens and Home Improvements 'make good' previously leased premises

Properties currently being developed

Henley Beach South

Unity Housing, has commenced construction of a \$30 million affordable housing redevelopment project transforming undeveloped vacant land in Henley Beach South, formerly owned by the South Australian Housing Trust, into new social and affordable housing units for low-income households mixed with contemporary market housing.

Slated for completion in 2024, Unity Housing has partnered with the wider community to ensure the development creates a thriving community with a lively mix of residents, including older people and those who need support.

Designed to complement the quality and amenities of the surrounding community, Unity Housing has worked cooperatively with Village Well, an organisation that specialises in placemaking, the City of Charles Sturt, and the wider community.

Providing much-needed social and affordable rental housing within a mixed development the \$30 million redevelopment will include:

- 20 townhouses for market sale
- 27 townhouses and apartments to be retained by Unity Housing for social and affordable rental
- 23 apartments for social housing rental, targeted towards senior housing tenants, that will be retained by the South Australian Housing Authority and managed by Unity Housing

All Henley Beach South properties will also include the installation of photovoltaic solar panels as a part of our commitment to our Environmental, Social, and Governance (ESG) Goals.



Bordertown

This regional affordable housing development was enabled through the transfer of vacant land from the District Council of Tatiara.

Planned to be rented to eligible tenants at 75 per cent of market rate, the construction of two four-bedroom affordable housing units will include landscaping with drought-tolerant native plant selections and mulch to maximise water sustaina and minimise the requirement for maintenance.

Built as affordable housing for people on low to moderate incomes, each property will be fitted with reverse-cycle air conditioning, and a 3.7kW solar photovoltaic system to minimise tenant energy costs.

Project completion is anticipated in 2024.





Built as affordable housing for people on low to moderate incomes.



Recently completed properties

MAGILL

Pulford Grove



Project value \$2.21m

Dwelling mix Three houses

Target group Affordable housing for people on low to moderate incomes





MORPHETTVILLE

Dalby Avenue



Project value \$2.85m

Dwelling mix Five houses

Target group Affordable housing for people on low to moderate incomes





NORTHFIELD

Hampstead Road



Project value \$2.34m

Dwelling mix Five houses

Target group Social housing for people on low incomes classified as Category 1 (urgent housing needs) on the waiting list



CAMPBELLTOWN

Cresdee Road





Project value \$2.73m

Dwelling mix Five houses

Target group Social housing for people on low incomes classified as Category 1 (urgent housing needs) on the waiting list

Thank you to our partners

MODBURY

Clyde Street



Project value \$1.97m

Dwelling mix Four houses

Target group Social housing for people on low incomes classified as Category 1 (urgent housing needs) on the waiting list



STRATHALBYN

Jersey Way



Project value \$1.8m

Dwelling mix Four houses

Target group Social housing for people on low incomes classified as Category 1 (urgent housing needs) on the waiting list



All homes were architecturally designed and certified at Livable Housing Design Guidelines Gold Level and NDIS Improved Liveability to accommodate tenants living with a disability. All homes have been landscaped with drought-tolerant native plant selections and mulch to maximise water sustainability and minimise the requirement for maintenance. All homes have been fitted with energy saving reverse-cycle air conditioning and a 3.7kW solar power system.

Building affordable and sustainable properties



With increasing costs and environmental concerns, Unity Housing has continued to deliver affordable and sustainable housing options for South Australian residents seeking long-term, energy efficient accommodation.

Since 2021, every new Unity Housing residential property has been fitted with solar photovoltaic panels with several existing properties also being retrofitted.

To date, Apex Energy Australia Pty Ltd (Apex) has installed solar photovoltaic panels on **53 newbuilds and 20 existing properties** under Unity Housing's management.

The partnership with Apex represents a significant step forward for Unity Housing, empowering us to deliver substantial energy cost savings to our tenants, all while making a tangible and impactful contribution towards achieving Sustainable Development Goal 7 (affordable and clean energy) and Sustainable Development Goal 11 (sustainable cities and communities). Upon full implementation, our initial solar deployment will effectively mitigate approximately 180 tonnes of carbon emissions annually.

"The agreement with Apex is an important milestone in Unity Housing's goal of delivering housing outcomes which are not only affordable but also sustainable. By installing solar panels on every new residential property we develop, we are enabling low-income tenants to reduce their energy costs and be part of our community's transition to net-zero emissions," remarked Unity Housing CEO Matthew Woodward.

Exciting new initiative announced

Unity Housing has recently signed an agreement with Tesla to participate in a comprehensive program of solar and solar/battery installations across a number of our housing portfolios.

This agreement (similar to the SAHT Virtual Power Plant Program introduced by the State Government in 2017) will see the installation of solar systems on many Unity Housing properties. These systems will be installed at no cost to tenants on properties deemed suitable for this upgrade.

In return, Unity Housing tenants will have the option to participate in retail energy arrangements offered by Tesla, which should provide significant savings to tenants on their energy bills. At a time when cost-of-living pressures are being felt by the community, this initiative will provide welcome relief, while also delivering on Unity Housing's Environmental, Social and Governance (ESG) goals.

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Assets and Development

Maintenance by the numbers



28
Bathroom upgrades



55 Kitchen upgrades



45 External painting



402
Internal painting



Roof upgrades



48
Fence upgrades



207

Replacement of Hot Water Services

97%	On time performance – urgent repairs Priority 1 and Priority 2	
99%	On time performance – Priority 1	
96%	Non-urgent repairs completed on time	
97%	Planned maintenance completed on time	
19,256	Total number of work orders completed	
96	Number of contractors engaged	

Responsive and cyclical maintenance

Our dedicated team of professional asset staff and contractors consistently provide an exceptional maintenance service to our tenants, charaterised by their exceptional skills, responsiveness, and unwavering respect. This commitment to delivering top-tier tenant services is underscored by the continuous stream of compliments we receive from tenants, praising the exemplary performance of our staff and contractors who consistently go above and beyond to meet their needs.

At Unity Housing, we remain dedicated to the ongoing development, assessment, and execution of our upgrade program. Our programs are thoughtfully tailored to the unique needs of our diverse property portfolio, ensuring that we continue to enhance our properties for the benefit of our valued tenants.

TENANT PROFILE

Hard work and determination pays off

A quiet man with endless stories to share, Barry has worked hard over many years to manage anxiety that prevented him from leaving his house.

"I grew up in housing trust places as a kid," Barry says. "There were six kids, so we never had much of anything. I was agoraphobic for about 40 years – I would get anxiety and panic attacks – so I collected stuff as a way of dealing with it."

Barry has lived in his Unity Housing property since 1994, which was previously managed by the Mile End Housing Cooperative. With the help of his previous Housing Officer Karen, Barry was connected with OARS Community Transitions who supported Barry to declutter his home.

"The biggest thing for me was the support from OARS and I really appreciate that," Barry says.

"Karen found Samuel – he made a lot of phone calls and got onto My Aged Care and they organised a spring clean. Four people came out and it was a whole day, inside and out. I told them to chuck this and chuck that. There used to be boxes of stuff everywhere; some of it was valuable, some of it useless. The whole backyard was full of stuff."

For Barry, it was "a slow process at first then it took off". He now has a lot of time and energy for his interests and hobbies which include visiting his five grandchildren, fishing, photographing flowers and birds, and volunteering through his local church.

"I got some confidence," he says. "It is quite miraculous because it took me a long time to get there. I don't think about it too much because when I look back it doesn't feel like it was me."





Q&A

- Q. What does Unity Housing mean to you?
- **A.** Unity Housing has given me the security of knowing I have housing, particularly in the current environment.
- Q. How has Unity Housing helped to connect you with the community?
- A. In the early years of my tenancy, there was far greater interaction with my neighbours, however this has not been the case in recent years. For the first ten years of living here I suffered from agoraphobia (anxiety and panic attacks) and connection with my neighbours was really important. In recent years, I have become involved in the community as a volunteer. Now I have maintained good relationships with them, but we don't necessarily connect on a regular basis.
- Q. How long have you been with Unity Housing?
- **A.** I have lived in this house for 29 years and it has offered me safety, security and stability.
- Q. What type of Unity Housing property do you live in?
- **A.** It is a quiet standalone threebedroom property close to convenient shopping and parks.
- Q. What do you like about living in your neighbourhood?
- A. I like living where I do. There is little or no vandalism and, as I advance in years, it is good to be close to the Flinders Medical Centre. I am also close to public transport and shopping. I find the rent affordable and manageable.

Our people





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Disability housing

Unity Housing remains focused on our core purpose of supporting independence, inclusion and choice for those in need.



Being committed to providing South Australians with appropriate, high quality and well-located housing for people living with a disability, Unity Housing remains focused on our core purpose of supporting independence, inclusion and choice for those in need.

From group homes to specialist purpose-built properties, we provide a broad mix of residences designed to meet the needs of people with a range of disabilities, and complex needs. While Unity Housing concentrates on providing housing and property management needs, many tenants receive support through various partnerships with specialist disability support providers.

As the largest non-government provider of homes for South Australians living with disability, Unity Housing has more than 1,200 tenants living with a disability residing across the state, from Port Lincoln to Mount Gambier. Specialist Disability Accommodation (SDA) forms an important part of our disability housing portfolio.

Unity Housing is fully accredited for the provision of SDA under the National Disability Insurance Scheme (NDIS). We remain a registered SDA provider as per the independent and rigorous quality audit process conducted by the NDIS Quality and Safeguards Commission, meeting 100 per cent of the requirements.

With over 20 years' experience in the provision of specialist supported housing for people suffering from acute mental health challenges, Unity Housing currently owns 37 properties that provide long-term accommodation for people needing institutional care and continued support.

We are grateful that our long-standing formal partnerships with more than 30 support organisations assist our tenants in maintaining successful tenancies while leading safe and fulfilling lives.

TENANT PROFILE

Living without limitations

Highlighting a key purpose of Unity Housing to create tenancies that promote independence within viable, sustainable communities, Alison (a south-side tenant since 2005) recently earned her bachelor's degree from Flinders University specialising in Media Arts.

Living by the code, "The only limitations are the limitations you put on yourself," she is the first person in her family to attend and graduate from university – something her family is extremely proud of.

Having long enjoyed watching documentaries, Alison dedicated several years of her life towards learning the process of how to produce documentaries of her own. This is something she hopes to be more involved with in the future.

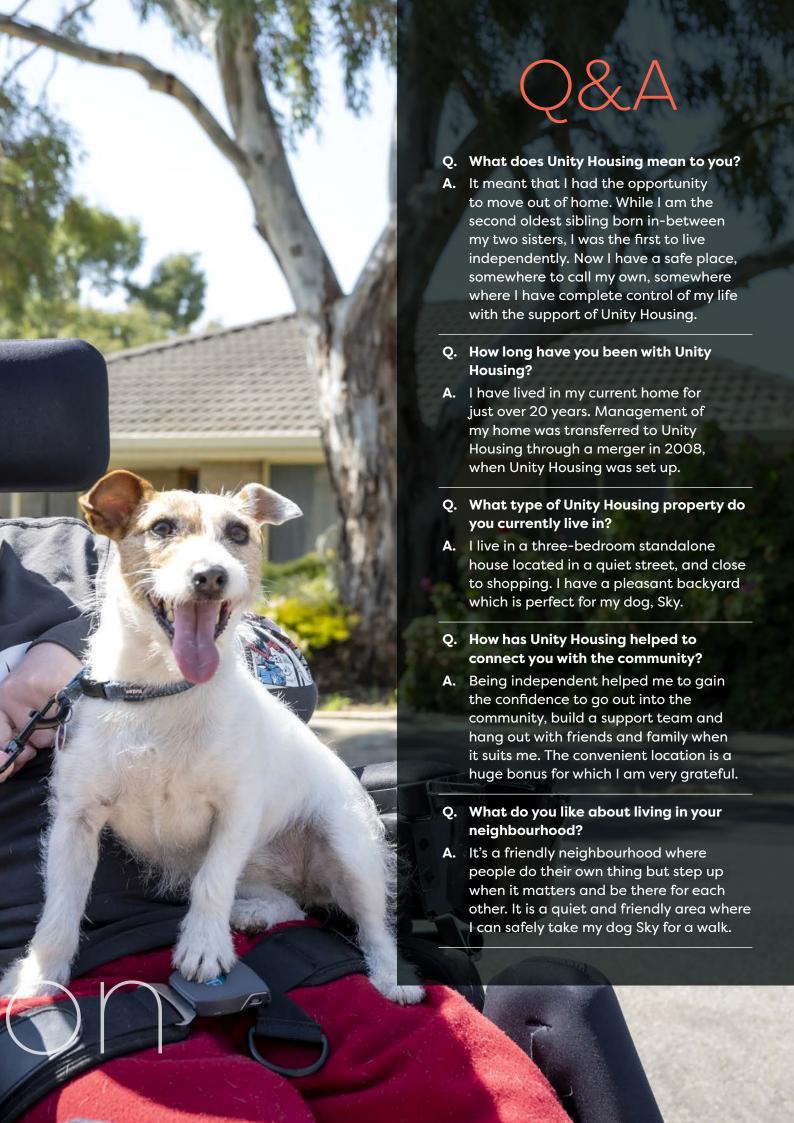
Now enjoying some time to reflect on her progress, Alison who was born with cerebral palsy has always been very independent, although she shares her world with Sky, her beloved 6-year-old Jack Russell who (almost) never leaves her side.

Meeting Alison for the first time, one thing you'll most likely notice right away is her vibrant personality and colourful hairstyles that she often changes. Despite being on a Disability Support Pension, she is keen to learn and contribute to the community. As anyone can see, Alison is someone who does not let obstacles stop her from achieving her goals.

Some of her other interests include photography, supporting the Essendon Bombers, connecting with friends and family, and going to the beach when the weather is fine.

Alison's future plans include returning to study and working on a documentary film of her own.





Providing regional housing in South Australia

Unity Housing has a diverse portfolio of social and affordable housing across many regional areas of South Australia. Unity Housing continues to provide high economic growth and to help meet the social and affordable housing where corresponding need for affordable housing, Unity it is needed in regional areas of South Housing currently provides 167 properties across

Australia and currently has a portfolio of more than 650 regional properties.

With a strategic commitment to increase our regional housing presence, Unity Housing actively seeks opportunities to upgrade and grow our regional housing portfolio. To achieve this, we have developed longstanding partnerships with State Government, Local Councils, major regional employers, and Regional Development Australia. It is well known that there is a severe shortage of good quality affordable housing in some country towns in South Australia. Where this is the case, it gives rise to social and economic challenges and has become a critical barrier to economic growth. Unity Housing has a long track-record of working with local stakeholders to deliver affordable housing for attracting and housing local workers in such locations.

Unity Housing has a diverse portfolio of social and affordable housing across many regional areas of South Australia. These include the Eyre Peninsula, Mid North, Fleurieu Peninsula, and the Limestone Coast. The Mid North and Limestone Coast are regions of particularly

11 towns in the Mid North, and 377 properties across 11 towns in the Limestone Coast.

To manage our regional properties and to engage with the local communities, Unity Housing has regional offices in Mount Gambier and Port Pirie, from which eight staff permanently operate. Community engagement activities delivered in these regions have included Street Libraries, Neighbour Day activities, community cooking classes, sausage sizzles and community morning teas.

While it is financially and logistically challenging to deliver new affordable housing developments in regional areas, Unity Housing continues to seek opportunities to do so and has delivered more than 100 new dwellings in regional towns since 2014.

The latest project will be completed in 2024 and consists of two new four-bedroom affordable rental homes in Bordertown, being delivered in partnership with the South Australian Housing Authority and the Tatiara District Council. We also have an ongoing program to maintain and upgrade existing regional properties, utilising local tradespeople whenever possible to maximise the benefit to local economies.

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TENANT PROFILE

Food brings out the best in Bandit

Food has always been an important part of Bandit's life and culture, having enjoyed cooking since she was a little girl.

Bandit was born and raised in a small Laos village that did not have any shops, so families had to cook everything themselves. Children would also collect rice every morning and sometimes make banana leaf rolls to offer to the local monks as part of their Buddhist traditions. As a child, Bandit often imagined having her own family one day and teaching her children to cook, as her mother once did for her.

In Laos, food is a symbol of good luck. Bandit enjoys cooking because she likes to give good luck to other people, and it is also a way of connecting to and sharing her culture. Bandit loves to make all kinds of meals and eat different things each day, however, her favourite dish to make is larb as this dish is made for good luck. Larb can be made with different kinds of meat and is prominent in all Lao celebrations and ceremonies. Bandit says when friends come to visit, they will ask, "Where is the larb?".

Bandit enjoys living in Naracoorte where she has the independence of her own house, she can drive herself places, and she is able to do the things she likes which is mostly cooking and tending to her ever-growing garden, where she grows some of her own food.





- Q. What does Unity Housing mean to you?
- A. I am living in good housing. I am well supported by Unity Housing staff, and they respond quickly to any requests or questions I have.
- Q. How long have you been with Unity Housing?
- A. I have been with Unity
 Housing for five and a half
 years. This is the second
 property I have lived in.

- Q. What type of Unity Housing property do you currently live in?
- **A.** I live in a three-bedroom house with a good-sized front and back yard. It is great, especially when my family are visiting from Melbourne, they can stay with me.
- Q. How has Unity Housing helped to connect you with the community?
- A. Unity Housing has helped connect me to other tenants and community members of different cultures and ethnicities. I volunteer one day a week at the library and attend all Unity Housing events.
- Q. What do you like about living in your neighbourhood?
- **A.** Friendly neighbours. I love to cook and always cook for everyone and visit my neighbours regularly.

TENANT PROFILE

Viv enjoys sharing his musical talent

Viv, a talented local musician in Naracoorte and the Limestone Coast, entertains with his diverse musical skills. Inspired by The Beatles from a young age, he now produces original tracks and remixes in his home studio with excellent acoustics for various instruments.

Having moved to Naracoorte from Maitland at a young age, Viv's musical journey began with piano lessons at 13. Today, he enjoys sharing his talent by participating in Open Mic events with musicians like Penny Bonney. Viv is also a member of The Mosquito Plains Strummers (a ukulele group) and the Naracoorte Singers. He frequently jams with friends from the region and actively engages with his audience on social media.

Viv believes that volunteering is a rewarding part of his music as he has never wanted it to be about money, "It's about bringing people together and sharing," he said.





- Q. What does Unity Housing mean to you?
- A. Unity Housing means a place I can call home and people I can rely on if I have questions or require maintenance to be done on my house.
- Q. How long have you been with Unity Housing?
- **A.** I have been with Unity Housing for five and a half years. This is the second property I have lived in.

- Q. What type of Unity Housing property do you currently live in?
- **A.** I live in a three-bedroom house with a nice yard.
- Q. How has Unity Housing helped to connect you with the community?
- A. I have been involved in the Naracoorte community for many years, through sport and my music. I have always supported Unity Housing events, which have been great for me to meet other tenants.
- Q. What do you like about living in your neighbourhood?
- A. I have lived in the country my whole life; the neighbourhood is good, and I like the fact that I am within walking distance of the pub and the main street. This is the most settled I have felt in many years.

Limestone Coast Unity Housing manages **377 properties** across the Limestone Coast and has an ongoing commitment to provide affordable, safe and secure homes in the region. Our commitment is underpinned by a forecast investment of \$16.6m in maintenance in the region over the next 10 years alone, with more than \$7.4m in completed works since 2017.

BEACHPORT 1 • BORDERTOWN 31 • KEITH 3 • KINGSTON SE 10 • MENINGIE 31 • MILLICENT 159

MOUNT GAMBIER 17 • NANGWARRY 6 • NARACOORTE 101 • PENOLA 15 • ROBE 3

Boarding House Program

Unity Housing offers a network of four boarding houses designed to serve as safe and secure accommodation for individuals facing homelessness or those vulnerable to it. Our boarding houses collectively provide 117 beds and are strategically located across four sites within Adelaide's CBD.

One of our key initiatives, The Terrace Liaison Worker Program, operates from our South Terrace-based boarding house known as The Terrace. This program provides round-the-clock staffing to cater to the needs of the tenants residing there.

The primary objective of this program is to empower eligible tenants by assisting them build the skills and resources necessary to transition into more sustainable housing arrangements. We achieve this by supporting tenants in identifying and pursuing their goals and tasks in critical areas such as employment, health and wellbeing, life skills, personal safety and financial stability.

Herbs, fruit and vegetables flourished over summer in The Terrace Boarding House garden, thanks to the efforts of tenant Dave, who spends hours each week maintaining the garden, planting herbs and vegetables, improving the soil, and organising other tenants to water the garden.

Our boarding houses collectively provide 117 beds and are strategically located across four sites within Adelaide's CBD.







TENANT PROFILE

Successful author's repertoire continues to grow

By Giselle, Unity Housing tenant

Iraqi poet, journalist and translator Adeeb, a Unity Housing tenant at The Terrace Boarding House, had his book *My life, my life!* published in English language recently and sent me a copy.

As he writes about his life in poetry, I wondered what led to this approach and asked him a few questions including an introduction to his life, the reason for writing in poetry, and what his plans are for his book and his future.

Adeeb gave me an amazing history of his lifelong involvement with poetry and the remarkable successes with his books internationally, translated in four other languages, winning awards in competitions, and the vast interest from international and Australian media and professionals in high positions. Adeeb has three poetry books in English called Fatherhood, Something Wrong, and My life, my life!

"Poetry, as I understand it, is an attempt to get the code of life and to understand life and get its secrets," he says. "Poetry is a spark that comes from the deepest regions of my mind...and should address the major problems of human life such as love, loneliness, war, death and hunger."

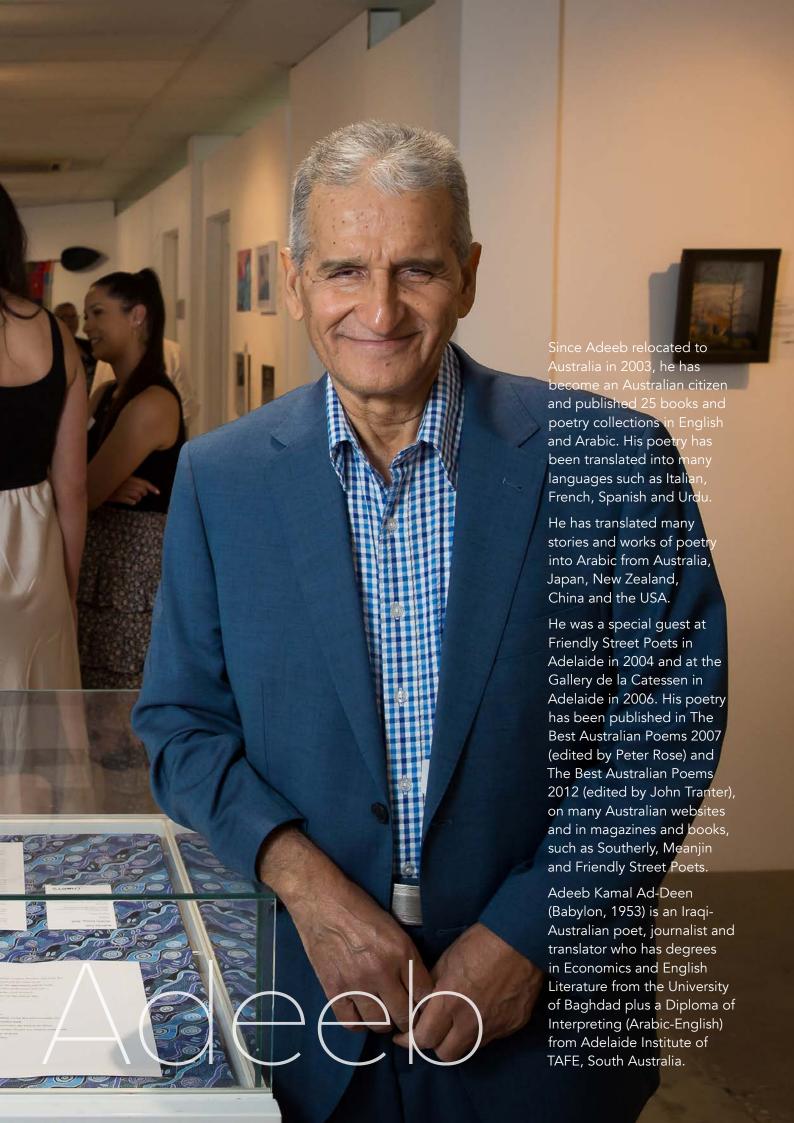
Adeeb is doing an exceptional job of that and says he will continue to write poetry in English and Arabic.

If you are interested in reading or purchasing Adeeb's outstanding work, visit www.adeebk.com.

Q&A

- Q. What does Unity Housing mean to you?
- A. It means a good, safe place to live as a person and a good place for focusing on my writing.
- Q. How long have you been with Unity Housing?
- **A.** I have been with Unity Housing since 2010 having moved here as a political refugee from Iraq.
- Q. What type of property do you currently live in?
- **A.** I'm currently a boarding house tenant in metropolitan Adelaide.
- Q. How has Unity Housing helped to connect you with the community?
- A. It has been very positive, and I have very good relations with the reception staff and I consider many of them to be my friends. I also like to share my poetry with other tenants and chat with many of them frequently. It is a good, friendly environment.
- Q. What do you like about living in your neighbourhood?
- A. I enjoy the quality of life here in Adelaide, and being safe, away from political and religious persecution. Australia has given me a new life and I really love it here.





Tenant Engagement

In 2023, we launched our new four-year Tenant Engagement Strategy and Delivery Plan (2023-2027). With help from our tenants and community partners, together we have designed a blueprint to achieve enhanced communication, flexible engagement options, scalability, and an exceptional tenant experience.

Based upon the premise of inclusion, participation and connection, Unity Housing has pledged to strengthen the commitment to our tenants by focusing on the following areas:

- Increasing our focus and service delivery to Aboriginal and/or Torres Strait Islander people, people living with disability, and multicultural communities.
- Identifying and activating opportunities to support the United Nations' Sustainable Development Goals.
- Better acknowledging that children and youth are important tenants too.
- Increasing opportunities for us to engage with our tenants during times of restricted community access so we can help keep tenants connected with family and friends, and ensuring they can access online information.



Achievements this year include:

A Flourishing Tenant Art Community that is vibrant, creative, and welcoming. With initiatives like:

- » Tenant Christmas card artwork competition,
- » The Adelaide Art Collective,
- » SALA and CHARTS Awards,

There is something for everyone to enjoy and get involved with.





The Community Cookbook





With a grant from the Department of Human Services (Office for Ageing Well) Unity Housing tenants and staff came together to carefully collect and compile 18 delicious tenant recipes for everyone to enjoy.

Over the course of six months, the team collected, baked and tasted more than 30 recipes that were put forward by our tenants who shared many of their much-loved family favourites for our community.

Suited for new or experienced cooks alike, The Community Cookbook is completely free and available in print, or via download from our website.

Cookbooks are more than just a collection of recipes; they are a snapshot of the community that created them. This is never more true than when it comes to our community cookbook champions – people who have come together to create something truly special.

Millicent Lions Park project - ongoing

Tenants are getting involved in the Millicent community! Together with Unity Housing, Wattle Range Council and the Lions Club, we are all teaming up to make positive changes. We are seeking input from residents to create exciting community facilities such as a communal garden space, walking track, disability access, public toilets, seating, and so much more. Tenants are lending their voice to make a difference in their neighbourhood!



Revitalising unused spaces to build stronger relationships and vibrant neighbourhoods

Street Libraries

In 2022, Unity Housing was honoured to be chosen as a key community partner in South Australia by Street Library Australia. As part of this collaboration, we received a generous gift of five street libraries to be installed in areas with the greatest need. Since then, we have successfully launched new street libraries in Millicent, Naracoorte, Peterborough, Marion, St Clair and Pennington. Our commitment to expanding access to books and promoting community engagement is stronger than ever.





Enhancing Hocking Place

Adding colour and art to beautify the space

Introducing our dynamic initiative to revitalise
Hocking Place with captivating colour and art. We are
collaborating with tenants to co-design and plan exciting
improvements on a very blank canvas. In the next three
years, we are planning to achieve a stunning mural,
upgraded front entrance, beautifully painted doors on
every level, unique colour schemes to distinguish each
floor, and the infusion of vibrant colours to the stairs and
wall posters.

Tenant Feedback

We value the opinion of our tenants and community partners. We strive to provide excellent service. Whether it is through surveys, feedback forms, or phone conversations, we genuinely want to hear what tenants think and find ways to enhance our service delivery.



Neighbour Day





Canopies are coming alive

Unity Housing's Canopies for the Community is an exciting environmental project launched in January 2022 aimed at increasing the amount of tree coverage in specific suburbs of western Adelaide in order to reduce the temperature in and around suburban homes, while also encouraging neighbours to join in and create more homes for our wildlife.

Together with the support of Unity Housing staff, tenants, and community partners like Green Adelaide, Oomiak Pty Ltd (an industrial refrigeration company) and the City of Charles Sturt, more than 80 trees have been planted so far, with costs being subsidised through local business and councils.

In addition, a series of 'Street Meets' have been held in Royal Park, Seaton and Kidman Park to increase project awareness and to assist tenants interested in getting involved.

Looking ahead, the Canopies for the Community program will be extended until 2027 with a focus on recruiting more tenant participation and further developing corporate support initiatives. We are proud that our tenants have been instrumental in driving the positive changes we aim to achieve in the housing sector and are incredibly grateful to have the support of community partners.

Blake (pictured) says when he moved into this property in 2021, the yard was bare dirt and, since this time, he has established his own front and back garden and is pleased to be involved in the project. Chatting with his Housing Officer Andrea, Blake noted his yard "looks so much better with the extra trees."

"The garden makes it worth going outside," he says, "It's something to look at, the house feels nicer and more like my space. Sometimes community housing stands out with a bare yard compared to other houses in the street, but I feel like my house is on par with everyone else's."

Blake hopes to turn his gardening interest into a career in the future.

Measuring the social impact of our programs

The measurement of social impact is an evolving science and for the past six years, Unity Housing has participated in this field using the Australian Social Value Bank (ASVB) methodology. To demonstrate the true value of what we do, it is important to measure and analyse the 'social benefit' that our tenants derive from the housing services we deliver.

The ASVB methodology 'monetises' the social benefits that are delivered to individuals who receive our housing services, and this has been the foundation of our social impact measurement. However, we continue to explore alternative social impact measurement methodologies that are emerging within the community housing sector as well as broadening the housing programs that we measure.

Over the past year, the ASVB measures have been applied to our Boarding House and Community Housing Programs, and the results demonstrate that there continues to be substantial net benefits for both tenants and government funding providers through these programs.

BOARDING HOUSE PROGRAM

In our Boarding House Program, the total social benefit is defined as "the sum of the social benefits achieved by all new tenants during the measurement period by moving them from homelessness to secure and affordable temporary accommodation".

The Boarding House Program received 23 new tenants during the year. Those who entered the program each received \$18,641 of total benefit. This is a measure of the difference made to the individual as a result of being in the Boarding House Program. The net social benefit for all new tenants who moved from homelessness to secure and affordable accommodation in the Boarding House Program was \$1,342,176 including savings to government.



UNITY HOUSING AIR

The total program benefits generated were **\$428,751**.

Total cost of providing the program to the 23 new tenants was **\$141,080**.

The net additional benefit delivered was **\$287,671**, which is **\$12,507** per new participant.



COMMUNITY HOUSING PROGRAM

In our Community Housing Program, the social benefit is defined as "the sum of the social benefits achieved by all new tenants during the measurement period by moving them from temporary accommodation into long-term social housing".

The Community Housing Program received 133 new tenants during the year, representing 11% of all tenants within the Community Housing Program during the year. Those who entered the program each received \$7,860 of total benefit. This is a measure of the difference made to the individual as a result of being in the Community Housing Program. The net social benefit for all new tenants who moved from temporary accommodation into long-term social housing in the Community Housing Program was \$1,045,412 including savings to government.

Headline figures

The total program benefits generated were **\$1,045,412**.

Total cost of providing the program to the 133 new tenants was **\$888,619**.

The net additional benefit delivered was \$156,793, which is \$1,179 per new participant.

TENANT PROFILE

Teamwork gives Robyn a fresh start

Before relocating from Smithfield to Salisbury, Unity Housing tenant Robyn was living "in a rut" both mentally and physically.

During Robyn's time in her Smithfield property, she had accumulated what she now says was a "a lot of junk".

Robyn was the last tenant in the street to be relocated and, as properties were bulldozed around her for redevelopment, Unity Housing worked with Robyn to give her a fresh start and secure a new property.

Robyn moved into the Salisbury property in August 2010 and proudly says this was her turning point. She eliminated many items she no longer needed nor wanted.

Robyn says she is now "house proud and still clutter free".

Robyn's mental health has improved along with her physical health. Robyn loves the area and her neighbours and is incredibly thankful to Unity Housing for giving her the opportunity to move closer to her dad whom she was able to spend much more time with during the last four years of his life.

Robyn enjoys spending her free time painting and creating diamond art and being in her garden area at the back of her home.





Staff events 2022/23









Financial Year Summary

2022/23

Unity Housing Company Ltd recorded a net profit of \$51.3 million for the 2023 financial year after recognising net gains on revaluation of investment properties of \$48.9 million.

These revaluation gains reflected the substantial increases in property values experienced in South Australia and nationwide. The revaluation gains relate to residential properties that will continue to be held long term by Unity Housing to provide housing for the growing number of South Australians needing social and affordable housing in line with our Charter to provide affordable, safe and secure homes for South Australians on low incomes.

The increase in value of our housing portfolio provides the opportunity to utilise this expanding base to support future housing development projects. The company continued to undertake building activity during the year to expand its affordable and social housing portfolios and has committed to a further \$13.4 million to new social and affordable housing outcomes to be completed in 2024.

Net revenue (excluding revaluation gains and property transfers) totalled \$4.3 million for the year. Cash reserves were increased during the year to fund the housing construction activities committed for 2024.

In addition to its commercial operations, the company returned \$3.7 million in revenue to the South Australian Government from its social housing portfolio rental income.

The financial statements for the 2023 financial year reflect a strong performance whilst Unity Housing continues to undertake a pipeline of residential housing development to meet the growing need for affordable and social housing in this state.

Unity Housing is well positioned as the leading community housing provider in South Australia to contribute to the wellbeing of South Australians on low incomes, who are vulnerable, at risk of experiencing homelessness, or living with disability.

Statement of Comprehensive Income

For the year ended 30 June 2023	2023 (\$)	2022 (\$)		
Income				
Revenue from contracts with customers	36,522,290	33,765,920		
Government recurrent grants	461,200	498,355		
Interest revenue	273,988	28,559		
Other income	2,681,250	449,568		
Right of use investment income	511,338	509,338		
Net gain on revaluation of investment properties	48,881,145	20,544,269		
Total Income	89,331,211	55,796,009		
Expenses				
Administration expenses	3,113,770	2,875,067		
Amortisation expense	878,947	878,947		
Fixed payments to SA Government	2,318,768	2,183,364		
Depreciation expense	959,941	1,075,666		
Grant expenditure	18,118	21,766		
Insurance expense	1,835,895	1,562,802		
Interest expense	1,125,011	1,143,808		
Maintenance expenses	8,356,101	7,924,780		
Tenant services expenses	455,215	481,470		
Rent expense to SA Government	1,347,976	1,532,332		
Rates and taxes	1,823,565	1,682,081		
Other property expenses	2,357,894	2,363,878		
Staffing costs	11,219,714	10,442,999		
Office expenses	421,267	376,735		
Net transfer of properties to SA Government	1,830,000	222,010		
Total Expenses	38,062,182	34,767,705		
Net Operating Profit	51,269,029	21,028,304		
Add transfers from provisions	57,609	26,561		
Net Profit for the Year	51,326,638	21,054,865		
Other Comprehensive Income				
Other comprehensive income	-	-		
Total Comprehensive Income for the Year	51,326,638	21,054,865		

Statement of Financial Position

For the year ended 30 June 2023	2023 (\$)	2022 (\$)			
Current Assets					
Cash and cash equivalents	24,024,003	17,096,588			
Trade and other receivables	2,852,500	3,117,347			
Other current assets	529,266	498,149			
Total Current Assets	27,405,769	20,712,084			
Non-current Assets					
Investment properties	414,115,929	367,064,559			
Fixed assets	753,952	260,468			
Intangible assets	12,514,766	13,393,713			
Lease right of use assets	416,042	1,059,057			
Total Non-current Assets	427,800,689	381,777,797			
Total Assets	455,206,458	402,489,881			
Current Liabilities					
Trade and other payables	1,486,773	2,069,032			
Lease liabilities	310,544	832,453			
Contract and other liabilities	7,592,738	5,882,072			
Employee provisions	1,339,843	1,224,478			
Total Current Liabilities	10,729,898	10,008,035			
Non-current Liabilities					
Maintenance provisions	3,398,216	2,133,914			
Lease liabilities	97,337	222,317			
Contract and other liabilities	14,160,038	14,672,778			
Employee provisions	798,552	757,058			
Bank loans	38,000,000	38,000,000			
Total Non-current Liabilities	56,454,143	55,786,067			
Total Liabilities	67,184,041	65,794,102			
Net Assets	388,022,417	336,695,779			
Equity					
Retained earnings	388,022,417	336,695,779			
Total Equity	388,022,417	336,695,779			

Support agencies with formal partnership

Support agencies with whom Unity Housing has a formal partnership to provide affordable housing.

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Australian Migrant Resource Centre (AMRC)

Australian Refugee Association (ARA)

Baptist Care SA

Barkuma

Cara

Catherine House

Centacare

City of Salisbury

Community Living Australia (CLAUST)

Community Living Options (CLO)

Deaf Connect

EBL Disability Services

HomePlace

Hutt St Centre

Life Without Barriers

Lutheran Care

Mind Australia

Minda Inc

Neami National

OARS Community Transitions (OARS CT)

Orana Australia Ltd

PQSA and Homecare+

The Salvation Army – Towards Independence

Uniting Communities – Aboriginal

Community Connect

UnitingSA





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