



Uniting Vic.Tas and Uniting Housing
Annual Report
2024/25



Uniting is the community services organisation
of the Uniting Church in Victoria and Tasmania.

Uniting

Acknowledgement of Country

We recognise Aboriginal and Torres Strait Islander peoples as Australia's First Peoples*. We acknowledge them as the Traditional Owners and original custodians of the lands and waters on which we all live and work, and recognise their sacred connection to these lands and waters of Australia, which has existed for more than 60 millennia.

We recognise the continuing sovereignty of Aboriginal and Torres Strait Islander peoples over their lands and waters, and the inalienable right of Aboriginal and Torres Strait Islander peoples to self-determination.

We offer our respect to all Elders past and present and to all descendants who have and will continue to care for the land through their lore, customs, and spirituality.

Our commitment to reconciliation

First and Second Peoples walking together towards truth, justice, cultural vitality and celebration of Aboriginal and Torres Strait Islander peoples, communities, and cultures.

This vision for reconciliation is a response to Uniting's foundational belief that people are important, and change is possible. It is aligned with our vision for an inclusive, connected and just future.

No matter where we are on our reconciliation journey, this vision points us to the horizon and reminds us to persist in hope and unity.

**The term Aboriginal and Torres Strait Islander peoples is used in this publication to refer to Australia's First Peoples. The term recognises the great number of Aboriginal nations, and the great diversity of cultures, histories, languages and values of these many nations. It also acknowledges that Torres Strait Islander peoples are a separate people and that Aboriginal and Torres Strait Islander peoples living in urban, regional or remote areas of Australia may have distinct cultural identities.*

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Chair's Report

This has been a year of great achievement and important transitions that will ensure the sustainable future of Uniting and the fulfilling of our role to reduce the impact of poverty, trauma and disadvantage.

On behalf of the Board, I am proud to have launched our Uniting 2030 Strategy, Strengthening the foundations for living. This new strategy envisages a more connected and evidence-driven approach to services, forecasts growth in Tasmania and new areas of Victoria, and further strengthens the resolve to continue the transition of Uniting to be a high performing, sustainable and outcome-focused organisation.

Our commitment to social and affordable housing transitioned to a new level, an active demonstration that a safe and stable home is a foundation to then be able to make other changes in life. In March 2025, we welcomed around 90 people into their new homes within our 44-unit development in Wangaratta, one of a pipeline of developments to further increase housing options for people in Victoria.

We continue to expand early learning services, ensuring more children have access to affordable, quality early learning across Victoria and Tasmania. And we've delivered inclusive programs to more than 1,100 children with additional needs to support their learning and development.

In addition to a new strategic plan, a transition of leadership at Uniting has also been a feature of this year.

In June, the Uniting Board and wider organisation had the opportunity to acknowledge and celebrate the achievements of outgoing CEO Bronwyn Pike. We thank Bronwyn, not only for this past financial year of achievement, but for almost a decade of dedication that has positioned Uniting for its next chapter of service to the communities of Victoria and Tasmania.

The Board is proud to support the annual Uniting Bronwyn Pike Scholarship, which will support people who have accessed our services to gain qualifications in community services or early learning, helping them overcome barriers to education. This scholarship has been established in honour of Bronwyn, her extraordinary career

dedicated to social justice and public service, and her time as Uniting's inaugural Board Chair (2016-2019) and CEO (2019-2025).

And a warm welcome to our new CEO Carol Jeffs. Carol is an experienced CEO with a great passion for building outcomes that benefit individuals, communities and future generations.

I acknowledge my fellow Directors for their work. Thank you to Kirby Clark, who retired during the year, for his contribution including as Chair of Audit and Risk Committee. My tenure at Uniting will be finishing soon when I step down as Board Chair at our annual general meeting in November. I would like to thank my other Board Directors for their support over my 6 years at Uniting and particularly thank Rev. Alistair Macrae who is taking on the role of Board Chair.

I look forward to seeing Uniting continue to grow under these new leaders and with a strong strategic direction in place.

Jude Munro AO

Board Chair, Uniting Vic.Tas, Uniting Housing Victoria and Uniting Housing Australia

[Our leadership →](#)



CEO's Report

There's no doubt the world around us is uncertain, but I believe this is a time for optimism. I'm inspired by the quality of care I've seen, and I'm energised by what we can achieve together.

It is an honour and a great privilege to join Uniting, beginning as CEO in July 2025. In the short amount of time since my commencement, I have been deeply impressed by the passion, purpose and professionalism that shines through every part of the organisation.

I acknowledge the incredible leadership of outgoing CEO Bronwyn Pike for the period covered by this report and for almost a decade of impact and transformation that has come before. Uniting has grown together as a community over this time and is now poised to take on the next chapter, guided by the Uniting 2030 Strategy.

The impact of the work we do is evident in results from our consumer surveys. For instance, our May 2025 survey of the carers of the children enrolled at our early learning services showed that 93% think our educators are friendly and approachable; 88% believe the educators know their children well; while 90% say they and their child have a positive relationship with the educators.

In our Consumer Experience Survey in October 2024, consumers told us they felt welcomed, accepted and safe to be themselves, and that they were listened to, and treated with dignity and respect. With our support, 80% were feeling more hopeful for the future.

Our survey of new renters showed results of 97% saying they had a positive experience moving into one of our dwellings.

I also heard equally positive sentiment when I met with consumers during my first few months at Uniting. I have been visiting many sites and services and hearing first-hand the value of our work and our efforts to grow and increase our positive impact.

Tasmania is a great example. In February we opened the doors of our new early learning centre in regional Tasmania. East Devonport is the first trial site of the Tasmanian Government's Early Learning for Three Year Olds (EL3) initiative. And in November 2024, the Alcohol and Other Drugs

Catalyst team marked the one-year anniversary of the program pilot in Tasmania. I look forward to deepening and strengthening our partnerships and services in Tasmania.

Our Uniting 2030 Strategy will help drive our ongoing efforts. The Strategy sets a clear path to connect, grow and adapt the services we offer, enabled by a diverse workforce and sustainable organisation.

I'm passionate about being a strong advocate for those in need, and I know that together, we can make a powerful impact across Victoria and Tasmania.

Thank you to the Board, my leadership team, local teams and church partners for the warm welcome, and thank you to Bronwyn for her leadership and stewardship of this wonderful organisation which is Uniting. Together, we can work with expertise and heart, so everyone has the foundations they need to live with respect, dignity and joy.

Carol Jeffs
**Chief Executive Officer,
Uniting Group**

[Our leadership →](#)



Director of Mission's Report

Much has been written over the past year about diversity, equity and inclusion in the workplace.

Triggered by President Trump's executive order calling for an end to diversity, equity and inclusion programs in his Government, we have seen headline after headline about reversals of policies and winding back of programs. The 'DEI' acronym is now ubiquitous in the media and embedded in common parlance.

It is against this backdrop that we take a moment to reconsider and reaffirm why Uniting has an enduring and embedded commitment to diversity, equity and inclusion.

Uniting was birthed by the Uniting Church in Victoria and Tasmania, and so we share the same DNA. The theology of the Church has shaped Uniting's values and identity. That is to say, the Church's ideas and beliefs about the nature of God and faith influence who Uniting is, what we do, and how we do it. These ideas and beliefs include upholding the dignity and worth of all people, speaking out in the interests of truth and justice, participating in the reconciliation and renewal of all things, and opposing systems and structures that fuel greed and enable exclusion and discrimination.

'DEI', therefore, is not a program we can wind down. It's an inherent part of Uniting's identity to orient ourselves towards justice and the flourishing of all people. It is in our DNA to pay particular attention to those who face the consequences of entrenched causes of inequality. This includes Australia's First Peoples, those with hidden and visible disabilities, those who are from rainbow communities, and those from culturally and racially marginalised groups.

Just like humans, organisations are shaped by both nature and nurture. Uniting's DNA is not always perfectly expressed. We're evolving in response to environmental pressures, resulting in positive adaptations and occasionally ugly mutations! Specifically, as we bring the Uniting

2030 Strategy to life, we will do even more to achieve the goal of a diverse workforce that is competent, safe, and supported.

While elsewhere DEI has become a scapegoat for high costs and business errors, at Uniting we look to the evidence. Recent McKinsey research shows that organisations with diverse executive teams and boards tend to, over time, have a more diverse workforce at all levels. This gives us a clue about levers we can pull to achieve our goal of a workforce that truly represents the communities we serve. Further, organisations with high gender and cultural diversity in leadership not only perform better financially, but also have greater social and environmental impact.

At Uniting we won't be shy about our values and commitments. We will stay rooted in our Uniting Church ethos and challenge ourselves as a contemporary expression of the Church to continue to practice hope, not to avoid the realities of exclusion and marginalisation, but to respond to them.

Jessica Hateley-Browne
**Director of Mission,
Uniting Vic.Tas**

[Our leadership →](#)



Uniting for an inclusive, connected and just future.

Our role

Uniting provides community services to reduce the impact of poverty, trauma and disadvantage.

Our values

Compassionate

We are nurturing, generous and thoughtful in our words and deeds.

Respectful

We act with honesty and integrity and open our hearts to all people without exception.

Imaginative

We challenge convention, explore new possibilities and dare to dream for a better future.

Bold

We face injustice head on and stand up for what is right and true with confidence and strength.

Our services



Housing



Early learning



Child, youth and families



Community support and homelessness



Alcohol and other drugs



Mental health



Community care and carer support



Social enterprises

[Explore services →](#)

97%
of new renters
had a positive
move with us

We surveyed our new renters who moved in over the past 12 months. Overall feedback was of a positive experience of the process. Renters said they were treated with respect and they appreciated the information they received about their tenancy.



90

**new residents
welcomed in
Wangaratta**

Templeton Street (pictured)

New housing underway and completed

In March 2025 we welcomed around 90 people needing safe, stable and secure homes into our community housing development in Wangaratta. This \$18 million community housing development delivers on a 6-year commitment and is our first Uniting Housing project under the Victorian Government's \$5.3 billion Big Housing Build.

Our development adjacent to St Andrew's Church in Bendigo (pictured) is due to be completed and ready for renters by early 2026. The development comprises three new buildings containing 73 one- and two-bedroom apartments.

We have a pipeline of developments – including in Ballarat, Ringwood and Ivanhoe – to further increase housing options for people who need community housing and those on low to moderate incomes who are priced out of the rental market.

[More about our housing services →](#)





77%
of properties
are in regional
Victoria

Creating strong, connected communities for our 1,335 renters

Connected communities

We partner with our residents to create places which strengthen personal, family and community connections. Together we create opportunities for people to positively contribute to their local community.

We publish a quarterly Home Connect newsletter, offer community grants up to \$1,000 to support resident-led projects looking to strengthen their community, and support local Resident Advisory Committee events.

Our Uniting Resident Advisory Panel meet regularly to provide input into our decision making around housing and tenancies.

Partnership excellence

The Uniting team were recognised at the 2024 PowerHousing Australia Member Exchange conference and awards. We received the Government Program Collaboration Award for our partnership with Homes Victoria on their redeveloped housing site on Tarakan Street, Heidelberg West.

We manage 67 community housing tenancies at Tarakan, along with managing common facilities across the site, which include affordable housing, a public playground, and other outdoor areas.



“The location is great. I can walk to and from town and carry my groceries. I can play darts nearby or go to the Wangaratta Club and catch up with a few old fellas I know. I feel safe here.”

Allan, Wangaratta



Ellie's story

A new home at community housing in West Heidelberg has opened a whole new world for Ellie, who had lived in transitional housing for many years.

Ellie left Iran more than 13 years ago and spent time on Christmas Island before being moved into the community. She became an Australian citizen in 2025.

Ellie worked in restaurants until 2019 when a serious workplace injury prevented her from working full-time in a job she loved. After her accident Ellie had been living in transitional housing. She moved into her new apartment in West Heidelberg in early 2024.

Ellie's new home has provided the stability she needs to get on with her life.

"The area is very good for me because transport, shopping and the medical centre are close. I don't need to travel far. Everything is close and nice.

"I love my apartment. It's very light, clean, new and modern. I am very comfortable here and I can have guests visit me. In the morning, I go out on my balcony and look at the birds. Sometimes I paint."

Since moving in, Ellie has become part of Uniting's Resident Advisory Panel and provides input into our decision making around housing and tenancies.

She also volunteers at our Asylum Seeker Welcome Centre, cooking at community events when she can.

"I like to give back. When I came here, people helped me and I want to help others," she said.

5,120 children accessing early learning

We provide safe, nurturing and inclusive environments for children in childcare, kindergarten, and early learning centres across Victoria and Tasmania.

Expanding our education and care

In 2025 our Early Learning division added 14 services to its portfolio.

At the start of the year we took over the management of 6 busy kindergartens within the City of Knox, and we opened brand new kindergartens in the regional towns of Wonthaggi North and Yea.

In February we opened the doors of our new early learning centre in East Devonport, the first trial site of Tasmania's Early Learning for Three Year Olds (EL3) initiative.

The EL3 initiative aims to ensure that free, quality early learning is available where children and families need it in the year before they start 4-year-old kindergarten.

Our Outside School Hours Care program continues to grow rapidly, with 20 sites now operating across Victoria and Tasmania.

“As parents, we're delighted to see the growth and development in our son's confidence.”



[More about early learning](#) →

“The teachers are amazing, wonderful communication and care. My daughter loves kinder.”

Family survey results

We conduct 2 annual early learning consumer surveys. These provide an opportunity for families to give feedback on what’s going well, and what we can improve.

Based on the survey results, our key strengths are respect, friendliness and overall satisfaction.

93% of respondents indicated our educators are our strength – both in being welcoming and friendly; and getting to know children well.

95% said they felt welcome and were treated with dignity and respect.

92% said they’d recommend us to their family and friends.

Supporting all abilities

Uniting works across the sector to support inclusive early learning for all children.

Our Kindergarten Inclusion Support team provides specialist support, training and resources to services funded by the Victorian Government.

The program enables kindergartens to be responsive to the individual abilities, interests and needs of children living with a disability, developmental delay or complex medical needs.

Our Preschool Field Officer team provides guidance and coaching to early childhood educators to support them to include children with additional needs or experiencing vulnerabilities across a broad spectrum of behaviours.

Uniting is the largest provider of these Victorian Government inclusion programs reflecting our values and efforts to support all children to access and participate in kindergarten.

[Find out more →](#)



“I love kinder because I can play with my friends and see my teachers.”

Sasa, little learner



Inclusion in action

For Louise, working as an educator at Buninyong Kindergarten is more than a job, it's about creating a safe, trusted space where every child belongs and is valued.

This belief has been powerfully lived out in Louise and her team's journey with Pearl, a child enrolled at the kinder who lives with a rare condition that affects her ability to move, communicate, and carry out everyday tasks independently.

At first there were questions about whether the kinder environment was right for Pearl. But, with creativity, teamwork and a commitment to inclusion, the kinder's educators, in partnership with Pearl's family and paediatric team, adapted their program so Pearl could thrive. The result has been transformative.

"Through Pearl's presence, our team has truly experienced the transformative power of inclusion and the deep value it brings to all children and educators," says Louise.

"There's been a noticeable shift in how educators see inclusion: not as a challenge, but as an opportunity for mutual enrichment."

Every effort is made to ensure Pearl enjoys opportunities to learn, play and connect alongside her peers. And that has resulted in countless beautiful moments between Pearl, the children, educators and families at the service.

"The care and tenderness the children show Pearl is a testament to the compassionate culture we've cultivated," says Louise.

"Pearl is adored at Buninyong, and our dedication to inclusion has not only enriched her experience but has shaped our entire community for the better.

"After 10 years at Uniting, I'm proud to be part of an organisation that wholeheartedly practices inclusivity."

4,260 families and young people supported

Our family services programs have supported 4,260 families doing it tough. Parents reported that it was Uniting's genuinely caring, trustworthy, and empowering support that helped them build their confidence and skills.

Safe, together and thriving

Our wide range of family and youth services support children and young people to break the cycle of disadvantage, and help families keep safe, together and thriving.

Such as our Family Preservation and Reunification Program that works with families facing complex challenges like family violence, homelessness, substance misuse, trauma and mental health. With evidence-based care, skill and practical support we help them build safety and confidence, restore trust in themselves and services, and navigate a path to stability.

Or our Better Futures program supporting care leavers early in their transition from care. Young people are provided with levels of support which flex up and down according to their needs, existing or connecting with new support networks and the transition goals they have identified.

“The biggest change is having my son back home with me and feeling like someone cared and listened.”



[Find out more →](#)

Uniting supports over 300 children and young people through out of home care

Foster care gala

The impact a foster carer can have on the life of a child or young person is often profound.

It was wonderful to bring our foster carers from across Victoria together for an evening of gratitude and celebration at our first ever gala dinner. Members of our Foster Care Team, Uniting's Board and Leadership Team, were at the gala to express appreciation for all that they do in a relaxed, social setting.

Forgotten Australians

On 26 November 2024, we gave a formal Apology to Forgotten Australians who suffered from our past actions and practices. Forgotten Australians, also known as care leavers, include people who spent time in out of home care in Australia before 1990. While the Uniting Church gave an apology in 2004, Uniting's formation brought with it a unique opportunity to say sorry on behalf of all our founding agencies which had provided care in the past.

The apology and its delivery were informed by Forgotten Australians who had been in contact with Uniting's Heritage Service from 2016 onward.



“The contribution our foster carers make to our community is enormous. It was wonderful to bring them together to celebrate all that they do and to enjoy themselves.”

Louise Cunningham, Senior Manager Children, Youth and Families



Building a better future

Substance use dependency, neglect and family violence remain some of the key reasons young people are placed into foster, kinship and residential care.

In the case of Lily and Oliver*, it meant moving in and out of many homes. Growing up, the siblings were frequently uprooted between homes, placed with family members in kinship care, and occasionally in foster care. However, some of these homes were also characterised by abuse.

When they were about 15, Lily and Oliver connected with Katrina, a coach in our Better Futures program.

Uniting's Better Futures program supports young people who have been in the statutory care system with their transition into adulthood and independence. The program works to identify pathways, resources and relationships within the community that can support young people to realise their aspirations, develop their strengths and achieve their goals.

For young people without a family support system, this practical care can be immensely important in building their futures.

“(Katrina) would do things that my mum should have been doing with me, like take me to doctor’s appointments, or take my car down to get serviced.”

With support from the Better Futures program Oliver has been successfully building his career as a carpenter for the past five years, while Lily is pursuing qualifications in early education while working in childcare.

Katrina says she becomes very connected with these young people because she can often be with them for up to five years.

“It’s really heartwarming, and that’s what makes my job worthwhile, when you see young people who are successful regardless of their past.

“To choose to break that cycle and make better lives for themselves and their future generations (is) just phenomenal.”

*Names have been changed for privacy.
Photo for illustrative purposes.

13,700
people were
helped on their
housing journey

That's thousands of young people, individuals and families experiencing homelessness, or in need of help with a range of housing issues, supported on their journey towards a safe, secure and suitable home.

Support to get through a difficult time

We operate numerous programs offering compassionate care for people facing tough times. From emergency food and material relief, community meals, and bills assistance, to help with money matters and financial education.

That includes services such as our community meals program in Hobart which serves over 19,000 lunches a year. The program has expanded its services beyond lunches and now provides packaged meals for emergency relief clients and other food relief services, as well as locals experiencing homelessness or social isolation.

And our energy support and CareRing team help over 6,000 people to improve their financial literacy, reduce financial pressures, and to step out of insecurity and into independence.

[Find out more →](#)

“I would like to sincerely thank [my counsellor] and Uniting financial counselling for saving our family.”



“I was embarrassed asking for help, but they put my mind at ease. I felt safe telling my story.”

A special Mother’s Day

The Women’s Group is a social inclusion program at Uniting’s Asylum Seeker Welcome Centre (ASWC). The group is made up of women, gender diverse and non-binary people and their children from diverse cultures and backgrounds with the commonality of seeking asylum in Australia.

In May the ASWC collaborated with the Brunswick Uniting Op Shop and invited the Women’s Group for a styling session at the Op Shop and a photoshoot for Mother’s Day.

The women were each given an op shop voucher, and with the assistance of our volunteers, chose new outfits. They were then styled by a hair and makeup artist before having their portraits taken by a professional photographer.

Everyone enjoyed a shared lunch together before wrapping up a lovely day for the women and their children, and the ASWC and Op Shop teams.

Reducing the stigma of gambling harm

Our Gambling Counselling team works hard to address gambling harm in the Murrumbidgee Primary Health Network region of New South Wales – an area with one of the highest densities of poker machines in Australia.

With such a large service area, the team took to the road to deepen connections in rural communities and reduce the stigma around gambling harm. Over a few months they travelled to rural towns to meet with local health providers, community networks and schools, putting their services firmly on the map.

Plans are already underway for follow-up visits to further deepen these connections, expand support and ensure those affected know they’re not alone. The journey is ongoing, but the impact is already being felt in towns across the region.



From sleeping rough to secure living

Gabbi and her partner Jesse experienced the impact of the housing shortage in Victoria, firsthand.

The young couple had moved between couch surfing with friends, staying with family on and off, and living in a share house. When the share house broke down, they were without a place to live.

With nowhere to go, Gabbi, Jesse and their dog found themselves sleeping rough in their car. That's when Gabbi found out she was pregnant.

"We were homeless the first half of my pregnancy. It was really hard being pregnant, being sick and not knowing where we were going to be," said Gabbi.

In their Uniting home, Gabbi and Jesse found enough stability and support to get back on their feet.

After 10 months, they were able to find a private rental property, close to

their support networks and specialist appointments for their son.

"The first private rental we applied for we got accepted. Our home with Uniting was the booster that we needed to get our foot in the private rental market. We wouldn't have been able to do that without the reference and support from Uniting," said Gabbi.

"Now we have my partner's mum and grandma up the road, and my family 15 minutes away. It's so much better having those supports around us. With support here, I can get help from family and focus on getting a job."

**Photo for illustrative purposes.*

Alcohol and other drugs

7,620 people supported in making changes to their alcohol or other drug use

Marking 1 year in Tasmania

This year our Catalyst program marked its first year in Tasmania, and was announced as winner of the 2025 Tasmanian Alcohol, Tobacco and Other Drugs Council Award for Program Excellence, recognising the impact the program has had on the community.

Since 2010, we've been running the Catalyst program, supporting more than 1,180 Victorians in their journey to reduce or stop their alcohol and other drugs (AOD) use. And, since its launch in Hobart in November 2023, the program has supported 65 Tasmanians in their journeys.

Catalyst has provided a comprehensive approach to substance use through a combination of group work, recreational activities, and complementary sessions. Participants engage in a variety of therapeutic practices aimed at embedding healthy habits and new routines.

After completing the program, Catalyst participant Louise has seen relationships with her family improve and grow again.

“I think it's the best thing that's happened for me for a really, really, long time. I've been struggling with addiction for 20 plus years, and this is just like magic.”

[Find out more →](#)

Drug law reform seminar and workshops

In December 2024, staff attended a seminar to learn about the impact of current drug policies and options for reform. Internationally recognised drug policy scholar Prof. Alison Ritter AO highlighted the essentials of laws and regulatory arrangements to minimise harm as well as the experiences of international jurisdictions. Around 50 staff and consumer partners then joined in two workshops to inform design considerations for a model of decriminalisation as part of Uniting's ongoing advocacy in this space.



Hope, humanity and harm reduction

Overdose doesn't discriminate, and neither does Nathan Farley.

On the frontline of Uniting's Harm Reduction and Overdose Prevention team, Nathan supports people living with AOD dependency.

Many of Nathan's clients experience compounding challenges, such as housing instability, healthcare needs and financial difficulties. Without a fixed address or identification, they can miss out on essential services. Uniting's assertive outreach approach ensures these clients can access timely support, wherever they are and whatever their circumstances.

"Our clients are people who've fallen through the cracks ... people who get put into the too hard basket," Nathan explains.

The program is rooted in harm reduction and guided by Uniting's belief in the inherent dignity, essential worth and rights of every person.

Nathan works with clients to address the strong link between trauma and substance use, which affects more than 80% of the

people he supports. He recognises that people turn to drugs for a variety of reasons, often to cope with past experiences or difficult circumstances.

Nathan works to challenge common misconceptions about overdose and substance use. While society often focuses on illicit drugs, the reality is that prescription medication is the largest factor in fatal overdoses.

Despite everything they've experienced, Nathan's clients are remarkable. Their ability to cope, be generous with what little they have, and use humour as a way to get through challenges continually inspires him.

Nathan's dedication reflects Uniting's values in action, supporting clients with compassion and helping them build safety, stability and hope in their lives.

"After 7 years at Uniting, I still love coming in every day and am really motivated by the work. I've found my people at Uniting," he says.

26,690 Lifeline calls answered by our teams in Melbourne and Ballarat

Valuing lived experience

“Lived experience brings a level of connection and understanding that cannot be taught in textbooks”, says Peer Cadet Lead Renae Harkness.

Staff with lived and living experience of mental health challenges are embedded in programs across Uniting, including our Voices Vic and GriefWork programs, as well as providing support through counselling and in peer support roles.

Peer cadet Jess, who graduated from her Uniting peer cadetship in 2025, said the experience she had in her own mental health recovery inspired her to become a peer worker.

“When I was [in my 20s] I had a 3-week psych ward admission. On the second-last day of the admission, I met with a peer support worker.”

She says as part of her cadetship she was asked to contribute her own story to the cadetship’s training resources.

“I am so ecstatic to be contributing in some way.”

Taking centre stage

Members of our Lived Experience teams connected with other organisations and peers at SHARC’s Lived & Living Experience Workforce Forum 2025, where they celebrated the sector’s achievements and explored the workforce’s next steps.

And the Voices Vic team attended the Complex Needs Conference 2025 in Melbourne. There, the team shared their own stories of recovery, and together outlined some of the barriers voice hearers experience when accessing support. They also appeared on the ermha365 podcast Get Real, recorded live at the conference.



A place that feels like home

For more than 45 years, the St Kilda Engagement Hub has provided a safe, non-judgmental and welcoming space for people experiencing social isolation and mental health challenges.

Whether it's a free breakfast or lunch, a warm shower, a haircut and some fresh, clean clothes, or just a chat with friends or our support workers, the Hub has been a haven for those looking for a place where they can feel at home.

A nurse is available to assist with various health needs, an optometrist drops in regularly, while there's also the opportunity to take part in group activities such as art, gardening, trivia, meditation and even drama and music sessions.

In November 2024 the Hub held an art exhibition which opened with a heartfelt speech by one of the artists, who

courageously shared their mental health journey. They also spoke of the profound impact the art program has had on their wellbeing, and how it's helped them manage challenges and feel empowered.

"I look forward to art group each week. I turn up with an open mind and heart and am always surprised by what I create. I am very grateful to our teacher who shares her skill and kindness with us."

The evening was a beautiful celebration of creativity, community, and the transformative power of art in mental health recovery, with each piece of art embodying the artists' resilience and creativity.

Community care and carer support

4,794 people received valuable support through our carers programs

Supporting carers

Millions of Australians provide unpaid and ongoing care and support to family members, a partner or friends. These people can often be overwhelmed with their caring responsibilities alongside looking after themselves and their own needs.

The Support for Carers Program, funded by the Victorian Government, supports carers to look after their own health and wellbeing. This might include identifying and arranging local services to provide domestic assistance, short-term in-home respite, or connection to social outings and events.

Led by Victorian agency, Holstep Health, the Carer Gateway program provides services such as counselling, peer support, financial support and coaching for young and old carers.

[Find out more →](#)

Helping young people remain engaged

Uniting provides extra support to people across Victoria to remain active in the community.

Our Home and Community Care (HACC) Program for Younger People provides support such as help with chores, occasional jobs around the home, making daily life easier and remaining connected to their community.

With our HACC 'Flexible Service Response' funding, we've partnered with the Good Life Farm in Chum Creek in north-east Victoria. The Good Life Farm gives young people living with vulnerability the opportunity to remain engaged with their community through connection with animals and nature.

Good Life Farm Manager Bron Pitman says the partnership supports young people who are most in need, and who are at risk of falling through the gaps.

"By the end of 2025, Uniting will have supported 14 young people to access the Good Life Farm. Thank you for all that you do, Uniting is making a huge difference to the lives of these vulnerable young people."

[Find out more →](#)



Ava's caring journey

People who look after loved ones often don't refer to themselves as 'carers'. Teenager Ava, who cares for her sister Lily never thought of herself as a carer.

"I was just someone that was there for my family when I had to be", Ava says.

"Being a carer is something that's been so ingrained in my life from such a young age. It's like having an extra variable for everything, something to factor into everything I decide to do".

Support for Carers works with unpaid carers like Ava and her mother, to identify their needs, and help take the pressure off the responsibilities they take on in their caring role. The program supports Ava's family, providing her mother with support so Ava can focus on her own needs, including graduating from high school.

"When I was picking universities or places I want to travel to alone, I'm trying not to [think

of] my sister and mother alone without my help, but sometimes I still feel the guilt. I think that's probably the hardest part.

"[The program has] helped my mum and supported her, which has significantly reduced some of the stress I have about how her mental health is while dealing with my sister.

"It means a lot to me knowing that my mum and sister are supported and have people out there who actually want to help them ... I believe that knowledge has helped me feel supported to do things that I want to, rather than what I thought I had to in order to be there for them."

**Photo for illustrative purposes.*

Tadpac successfully delivered 1,034 jobs for 196 clients

Printing with impact

Tadpac Print provides meaningful employment and a sense of community to people living with a disability in Tasmania.

20 supported employees pride themselves on the quality of their work, as they print, sort, pack and post almost any printed material, from brochures and stationery to annual reports, newsletters and mailouts.

Uniting is proud to provide a service that not only offers high quality printing but also empowers organisations to embrace social responsibility.

[More about Tadpac →](#)

Trusted experts in social impact

Uniting's Social Impact Consulting (USIC) team worked with 35 organisations (corporates, government and ombudsman) to uplift capability in understanding the complex circumstances and vulnerabilities facing many of their customers, and to optimise their service provision.

The team run focus groups to bring customers' lived experience into view and review policies, systems and processes to better reflect what was needed to support staff and customer outcomes.

Call centre staff are at the frontline of many of these organisations. They face complex conversations with customers that require them to have empathy and an understanding of what vulnerabilities customers may present with. USIC delivers evidence-based, trauma-informed training to develop capability in these areas.

“We commissioned Uniting to research the lived experiences of energy and water customers who had experienced family violence, and how they can be supported by retailers. Uniting captured some important insights that helped us understand the ongoing and long-term impacts of family violence and the barriers that might stop someone from contacting their energy or water business for help.”

Gerard Brody, Chairperson, Essential Services Commission



Part of the community

This year celebrates 100 years of op shops in Australia, and we've been there (almost) the whole way.

The term 'op shops' was coined in Melbourne in 1925, when Lady Millie Tallis opened the first 'opportunity shop' to raise funds for St Vincent's Hospital.

Uniting's op shop roots run deep – our legacy churches and founding agencies were leaders in reuse and affordable retail, with many operating op shops from the 1930s onwards.

These shops weren't just about clothing and household goods. They were about independence and dignity, giving people the ability to choose and buy what they needed, at a price they could afford. They were also about resourcefulness – salvaging, repairing and recycling – long before these became mainstream sustainability practices.

Today, Uniting Op Shops carry forward that legacy. Our teams of staff and volunteers continue to shape spaces where people find connection, express individuality and

discover the joy of treasure hunting – all while supporting vital community programs across Victoria and Tasmania.

And the Uniting Preston Op Shop is no different. Taking pride in the centre of Preston's bustling High Street, this shop not only houses some incredible finds, it also provides a wonderful sense of community for locals.

Dogs are welcome, in fact, they're encouraged. Local pup Milo knows this as she heads straight to the counter to greet the staff.

David, who volunteers at the store, says dogs and their owners are always welcome.

"We keep dog treats behind the counter – we love seeing the dogs come in, and we want their owners to come back to the store!"

[More about op shops](#) →

Creating change with consumers

We work alongside consumers and carers to determine who we are, what we do, and how we do it. Together we can make meaningful change.

At Uniting, we know our consumers have the skills and wisdom to contribute to addressing social issues. We value our consumers' lived experience and expertise, alongside our workforce's professional experience and knowledge.

Sharing leadership

This year Consumer Partners have participated in leadership activities to help shape our direction as an organisation.

Consumer Partners and senior leaders collaborated at the Lead Mission Conference and Strategy Working Group meetings to build on leadership principles and develop Uniting's 2030 Strategy.

By sharing their unique experience, knowledge and insights, Consumer Partners identified ideas for improvement and potential challenges, ensuring our 2030 Strategy is shaped by what's important to the consumers we serve.

Consumer Partners and the Uniting Leadership Team came together over a meal to build connection and celebrate the positive impact of partnership activities at Uniting.

Designed and hosted by Consumer Partners, this event featured a presentation from members of our Asylum Seeker Welcome Centre Advisory Group about how Consumer Partner involvement in decision-making has led to service innovation and improvement. Consumer Partners also spoke about how their involvement in recruiting staff members can help ensure our workforce aligns with our values.

Inclusive partnering

Beyond shaping decisions at Uniting, a good partnership builds community and can be therapeutic.

Consumer Partners overwhelmingly reported feeling positive about their work with us; that their partnerships were inclusive and supportive, and their contributions were heard.

In our annual survey, Consumer Partners told us partnering with Uniting supported their sense of:

- Purpose (68%)
- Social connection and community (68%)
- Contribution to social change (65%)
- Confidence and empowerment (62%).

Consumer Partners also identified opportunities to further strengthen their sense of belonging at Uniting, and their contribution to change. In response to this feedback, we will:

- Continue to hold Consumer Partner-led 'Community Catch Ups' and produce the Consumer Partnerships Newsletter
- Continue to celebrate achievements through our Annual Recognition Awards program
- Encourage staff to better demonstrate how partnerships lead to change and action
- Develop tools to more consistently evaluate the impact of partnership projects.

Designing with lived experience

Consumer Partners worked with us to develop our statement on family violence and associated posters to show we are a safe and welcoming space for people experiencing family violence.

Consumer Partners Jane* and Chloe* shared their approach to the project.

“We created questions for the poster that show what family violence can look like, helping people understand what they may be experiencing without using terms like coercive control. We thought about what could grab someone’s attention and resonate with them,” said Jane.

“Unless you’ve been in that situation yourself, you won’t understand how to create safe and meaningful resources. People with lived experience know what the right language is to create a sense of safety, and encourage people to seek help,” said Chloe.

Jane and Chloe agree that being part of creating change is important to people with lived experience.

“Family violence is socially isolating, so to be in a group with others who have similar experiences is validating. You feel part of making things better for other women to come,” said Jane.

“There’s a sense of closure that comes from using what you’ve gone through in a meaningful way,” said Chloe.

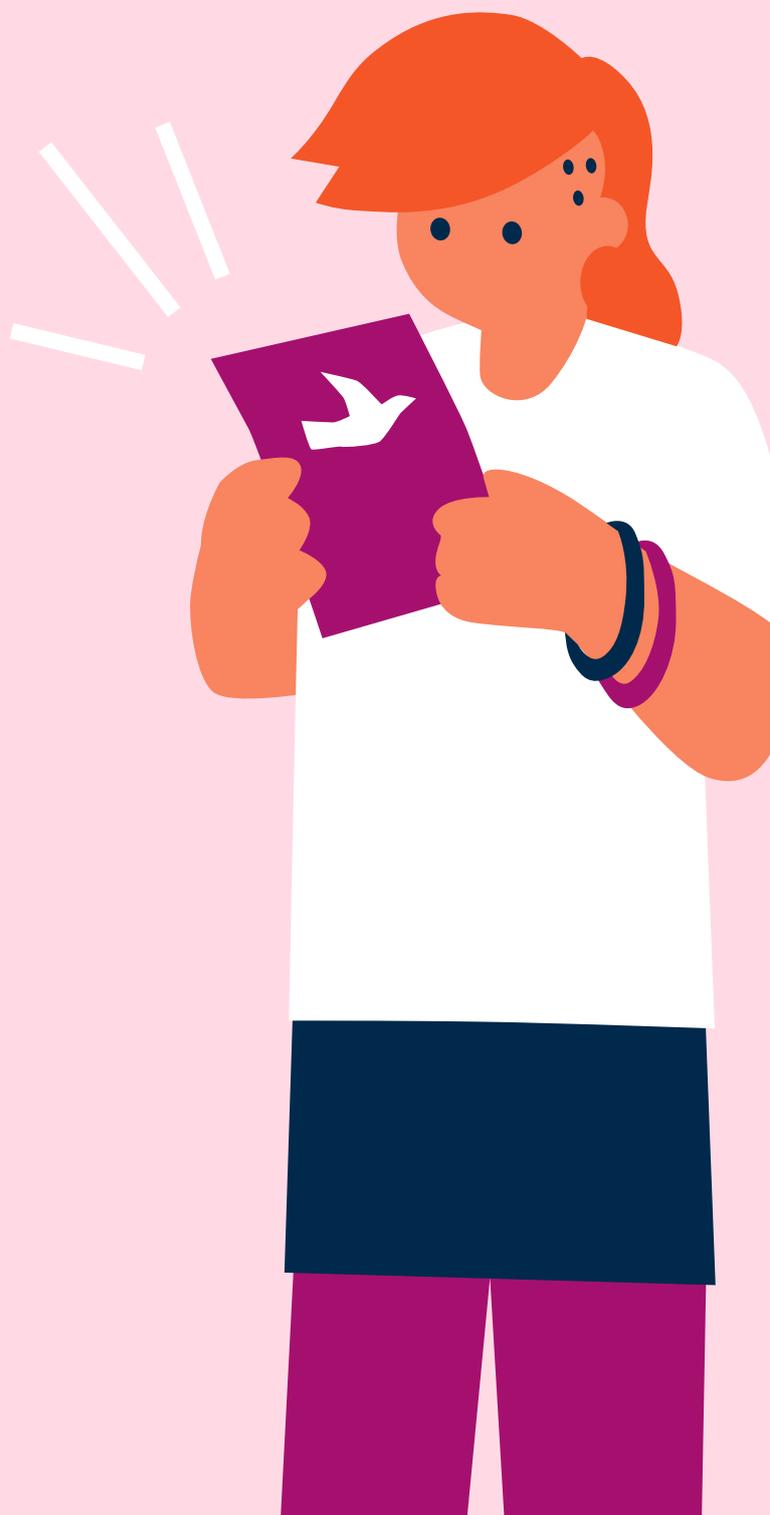
**Names have been changed for privacy reasons.*

[Find out more →](#)

Shaping our direction

In 2025, Consumer Partners and staff came together across 32 groups and activities at Uniting including:

- Quality, Safety and Service Innovation Board Subcommittee
- Uniting Resident Advisory Panel
- Young Persons Advisory Group
- Ballarat Homelessness Advocacy and Reference Committee
- Eastern Family Services Advisory Group.



128 consumers partnered with us, a 39% increase on last year, exceeding our target

Partnering with Uniting Housing residents

Uniting manages a diverse portfolio of homes across Victoria, developing affordable housing projects, and providing homes for people in housing stress who are experiencing or at risk of experiencing homelessness.

Making a positive impact in this space is the Uniting Resident Advisory Panel (the Panel), a statewide advisory group made up of residents of Uniting housing. Drawing on their lived experience, they give advice on how we can better manage our homes to serve diverse needs, communicate with residents in a clearer, more accessible way, and best support the growth of vibrant, connected communities.

This year the Panel made significant improvements to our annual income review letters, changing the language and presentation of the letters to make them more accessible to people with diverse literacy skills and learning preferences.

They also suggested adding context about the rent review process and adjusting the tone of the letters to empower residents to understand the process and alleviate the stress that can come with receiving rent notices. Overall, 34 out of 36 of the Panel's suggestions were implemented.

Currently the Panel is contributing to Uniting's Housing Strategy 2025-2030. A key output of the Strategy is embedding our commitment to Consumer Partnerships, and the Panel will provide feedback on what good housing looks and feels like to residents, and how residents can be involved in housing choices.

Some Panel members are also part of the Housing Strategy Working Group, along with staff and members of Uniting's Leadership Team and Board.

Looking ahead, the Panel will review resident resources to provide clear information on a range of tenancy related topics. These resources will help future residents in new developments, such as our Bendigo community housing development, feel informed and supported from the start of their housing journey.



From participant to partner

A Uniting consumer for more than a decade, Lahrissa now shares her lived experience and expertise in the Eastern Family Services Advisory Group and in monthly meetings with our Alcohol and Other Drugs (AOD) services.

“I’ve always believed the most effective and compassionate services are those shaped by the people who use them.

“I initially got involved in consumer partnerships while accessing Uniting’s South East Catalyst Program, a non-residential rehabilitation program for people trying to stay away from and cease AOD use.

“Drawing on tools I learnt from the Catalyst program helped me to realise the value of my lived experience and I became excited about how my unique story could make a difference.”

Lahrissa describes how she translates her fears into opportunities to challenge herself and grow her capabilities.

“I took on an opportunity to sit on a staff interview panel for the first time. I felt self-doubt, imposter syndrome ... but with supportive staff and a mutual understanding that it’s quite okay to feel the way I was, it turned into a really great experience. With my contribution, the right candidate was chosen.

“My personal values align with Uniting’s and it’s what drives every contribution I make.

“Consumer partnering has taught me that healing isn’t just about mending what’s broken, it’s about building bridges, forging connections and working together to create a system that reflects the needs and strengths of the people it supports.”

**Photo for illustrative purposes.*

Diversity, equity and inclusion

Over the past year, we've built on the foundations of our diversity, equity and inclusion (DEI) framework to embed a more intersectional approach.

This shift recognises that people's experiences of inequity are shaped by overlapping factors and ensures our efforts to create equity are evidence-based, holistic and grounded in lived experience.

Delivering inclusion through practical action

Led by the Disability and Culturally and Linguistically Diverse (CALD) Working Groups, we developed practical tools to support our diverse workforce and consumers.

These included social scripts and pictorial guides to help neurodiverse people and those with limited English access our services. We also piloted a comprehensive accessibility tool, combining translation functions with focus text features to support people with dyslexia, ADHD and other cognitive differences.

To help build organisation-wide understanding, we hosted a series of webinars on neurodiversity for people to learn about practical ways to create inclusive environments.

Shaped by the CALD Working Group and aligning with our Stretch Reconciliation Action Plan (RAP) commitment, we are embedding stronger systems to identify, record and respond to discrimination. Too often, our frontline people from historically marginalised backgrounds face explicit discrimination. Therefore, we proposed changes to our OH&S reporting system to provide specific guides, so these people know how to report and seek support.

Our Rainbow Working Group led key initiatives affirming Uniting's support for trans and gender diverse communities. This included advocacy, public forums and staff-led initiatives, alongside a webinar for parents of trans and gender diverse children. These were safe spaces to learn and connect, while reinforcing Uniting's public and internal commitment to stand with trans and gender diverse communities.

Joint contributions across our working groups have created visible, practical symbols of inclusion. We developed a resource to explain why Uniting proudly flies the Aboriginal, Torres Strait Islander and trans pride flags. We rolled out the Sunflower Initiative, began developing an LGBTIQ+ resource for new staff, and marked our first Refugee Week in Tasmania, highlighting strong settlement work in Victoria and our emerging presence in Tasmania.

[Find out more →](#)



I am who I am because we are

For Jestiner, leadership is both professional and personal. As a Family Services Team Leader, she challenges bias, supports staff and promotes therapeutic models of care which respect culture and lived experience.

As Co-Chair of the CALD Working Group, Jestiner brings wisdom and a calm leadership with which to guide the group's contribution to fairness and justice.

“Many people from CALD backgrounds may not feel confident or have the opportunity to take on lead roles. Part of the reason I stepped in was to show that you can be confident to lead. It's challenging, but it can be done.”

Jestiner has a strong belief in community, compassion and connectedness. As one of the original members of the CALD Working Group, she helped to build a space which encourages openness and safety. Now, she sees the group as a space to amplify the voices of CALD staff

and consumers, and to show that leadership can come from lived experience.

Among her contributions, Jestiner highlights the group's tireless advocacy for training to support those working with CALD communities.

“We made enough noise – Uniting needs to equip its people. It's a long road, but we're starting to see more training for managers on how to work with CALD communities.”

Jestiner is honoured to carry the torch for other CALD people, as her culture's philosophy called Ubuntu means: I am who I am because we are (who we are).

A champion for social justice

Uniting continues our deep legacy of advocating for systemic change for social justice.

The Uniting 2030 Strategy recognises there are broader structural challenges causing poverty, trauma and disadvantage, and so it sets the goal for us to be an effective champion for social justice.

Healthy families

Uniting has actively advocated for systemic reform to ensure the Out of Home Care Service System is adequately resourced to better support the most vulnerable children and young people. This has included direct engagement with the DFFH and multiple written submissions to the Victorian Government.

In August 2024, we presented to the Australian Government's Standing Committee on Social Policy and Legal Affairs on the issues associated with family violence orders. We highlighted the importance of recognising children and young people as victim-survivors in their own right, and ensuring responses across the family law system are trauma-informed.

Financial wellbeing

We use our voice to push for the systemic changes so everyone has access to sufficient financial and material needs, including more flexible service options and targeted programs for vulnerable groups.

In August 2024, we presented to the Victorian Legal and Social Issues Committee on the drivers, impacts and solutions to food insecurity. We highlighted the need to address concurrent issues such as income and housing supports, as well as strengthening community services to effectively prevent and respond to food insecurity.

Housing security

Housing insecurity remains one of the most pressing issues for the individuals and families who Uniting works alongside. Over the past year, we have leveraged our vast experience across the housing and homelessness sectors to advocate for change.

We have urged governments to address the structural drivers of housing insecurity by investing in new social housing in regional Victoria, strengthening protections to rebalance the private rental market, and setting fairer rules to prevent excessive rent increases.

Through our submissions we have also highlighted the urgent need for properly funded homelessness responses.

Harm minimisation

Every year, approximately 25,000 people in Victoria are charged with drug possession in a punitive justice system which does not support a health-based approach to reducing the impact of drug use.

During the year, we worked closely with the University of NSW's Drug Policy Modelling Program to build our understanding of effective drug law reform initiatives globally, and to develop a model of drug law reform for Uniting's advocacy efforts.

To complement this work, we set up a Drug Law Reform Working Group, with staff and consumer partners, to shape our campaign to introduce health-based policies and laws.

Uniting participated in 2024 Walk Against Family Violence (pictured).

[Find out more →](#)



Uniting
Inspiring people, enlivening communities
and confronting injustice.

We stand against family violence.
Read our statement
unitingvictas.org.au/family-violence-statement

Our commitment to reconciliation

Reconciliation is not a destination easily arrived at, nor is it a task to be checked off. This journey takes sustained effort, courage, and humility. Now more than ever, we are dedicated to staying on the path of reconciliation.

In May 2025, our Stretch Reconciliation Action Plan (RAP) was endorsed by Reconciliation Australia. Our Stretch RAP reaffirms our long-term commitment to reconciliation, truth-telling and justice for Aboriginal and Torres Strait Islander peoples.

It has a clear and shared vision: to place reconciliation at the heart of our identity and actions to move us beyond symbolism – towards real, lasting structural change. We know that if culture is alive, strong and respected in our programs and workplace, it will grow.

Our Stretch RAP will enable more culturally safe, respectful and responsive services for Aboriginal and Torres Strait Islander consumers, empowering environments for our First Nations workforce, and support deepening relations in communities.

Cultural safety

Our Stretch RAP asks us to build on the foundational cultural safety we have set out in previous years and continues to upskill our workforce.

Ensuring all our workforce can contribute to safe and welcoming spaces for our staff and consumers is key to working towards our goal of providing a safe and just future for all. During the past year, 972 staff members undertook an e-learning cultural program. This is a significant proportion of our workforce and supports us in our commitment of 80% of our workforce having undertaken online cultural training by the end of our Stretch RAP in 2028.

Relationships with impact

We have a large spending power across Victoria and Tasmania which can help to drive economic justice for First Nations communities.

In 2024 we partnered with Padthaway Gavs Integrated Services (PGIS) to provide cleaning services for 30 of our early learning centres in metro-Melbourne. Building on this partnership, after their successful tender, we awarded PGIS with a second contract relating to our commercial offices in metro-Melbourne.

Through this partnership alone, we have spent over \$400,000 with a First Nations owned business, not just supporting an organisation, but economic justice and self-determination for First Nations people.

This mutually beneficial partnership has supported PGIS to grow.

“PGIS is proud of its strong, values-driven partnership with Uniting. More than just a business relationship, it reflects mutual care, cultural respect and shared principles.

“This collaboration has supported PGIS’s growth as an Indigenous business and set a benchmark for how we build meaningful relationships across sectors.

“We speak of this partnership as a beacon for other Indigenous businesses striving to deliver with impact and integrity.” Sean Armistead, Co-founder, Padthaway Gavs Integrated Services.

We hope our spend with PGIS, and other First Nation owned businesses, will grow as we continue to develop our partnerships.

[Find out more →](#)



Programs for Aboriginal children, by Aboriginal people

In Hobart / Nipaluna, a dedicated team delivers Uniting's Aboriginal School Holiday Program.

Led by Michael, who is an Aboriginal Family and Community Worker, the program supports Aboriginal children in the Brighton Municipality aged 8-12 years throughout the school holidays.

The program aims to offer children new cultural experiences, the opportunity to form friendships and the opportunity to participate in activities on Country.

Michael works alongside Nikkia and Kel to engage the children with culture through various activities. For NAIDOC week they took the children to the Karadi Aboriginal Corporations NAIDOC race in Goodwood.

This was a wonderful opportunity for the children to participate in the race, and to engage with other services, elders and mob.

“Watching our children be immersed in their culture, connecting with mob and building connections has been a unique and deadly experience”, said Michael.

At Uniting, we recognise the value and impact of identified roles and by providing educational programs for Aboriginal children, run by Aboriginal peoples, we can ensure stronger connections to community and offer children meaningful opportunities to engage with their culture and identity.

Our people

People are at the heart of everything we do at Uniting. Our employees, volunteers and carers strive to achieve the best outcomes for the individuals, families and communities we work alongside.

2024 Annual Recognition Awards

Living our Values

This award recognises those people who demonstrate our values: imaginative, respectful, compassionate and bold. In so doing, they enable a safe, equitable and inclusive culture at Uniting which supports the diverse and vulnerable individuals and communities we serve.

- Jodie Batchelor, Best Start Facilitator
- Micah Battley, Customer Service Officer Sector Support
- Vicki Bryce, Team Leader Tenancy Support
- Camaro Davis, Customer Service Officer Sector Support
- Nooshy Farid, Events and Networking Coordinator
- Benjamin Goodwin, Family Services Practitioner
- Stephanie Lai, Senior Counsellor Family Services
- Lisa Lightowler, Neighbourhood House Coordinator
- Daniel Merei, Business Partner, Community and External Relations
- Vanessa Rose, Family Services Practitioner
- Elliot Stock, Community Engagement and Development Lead
- Amanda Wilson, Senior Tenancy Plus Case Manager

Excellence Awards

These awards recognise excellence across all areas of Uniting.

Educator Excellence

Recognising individuals who demonstrate exceptional practice in relation to children and the service(s) they are engaged in.

- Sherri Heaton, Service Leader (Teacher of the Year)
- Rebekah Ritchie, Additional Assistant (Additional Assistant of the Year)
- Leeza Walker, Lead Early Childhood Educator (Educator of the Year)

Excellence in Administration, Coordination and Support Services

This award celebrates people who deliver outstanding support to the organisation and uplift our ability to provide services for marginalised communities and those in need.

- Lauren Faulkner, Implementation Lead, Consumer Partnerships
- Benita Sharland, Program Manager, Wellbeing and Engagement
- Talent Team (Janice Murphy, Talent Acquisition Partner; Sam Ford-Bennetts, Talent Marketing Specialist; Renee Russo, Recruitment Adviser)



Zeinab's story

Zeinab draws on her lived experience to help others, and loves her role and workplace at Uniting.

Zeinab's own journey arriving in Australia many years ago as a young refugee from Iran with an 8-month-old daughter has helped her connect and work with people who seek our services.

Now a grandmother, Zeinab is a Family Services Practitioner who works in our Integrated Family Services team.

She works with some of our most vulnerable consumers who are having trouble parenting. They may have been referred to government child protection agencies, or they're sometimes escaping family violence, or simply trying to establish themselves within a community.

"It's like a second home to me. Being here at the office doing something that I love and that I'm passionate about, and seeing the people around me working very hard to help families who need the support.

"It's not an easy job, but it's helped me with my own wellbeing. I enjoy playing with the kids and I love helping families because I was once in this situation myself as a newly arrived refugee."

Zeinab is proud of her Persian heritage and loves the diverse cultures of the people who work at Uniting or access our services.

"At Uniting, no one judges you, and no one sees you differently," Zeinab said.

"When I started with Uniting, I felt the positive energy and vibes from the people here. When I needed support or had a question, people smiled, opened their hearts and responded warmly to me."

Awards continued

Leadership Excellence

This award recognises outstanding leadership practice within Uniting.

- Abdul Basir, Team Leader, Community Programs
- Bel Berry, Senior Manager, Child and Family Early Help and Entry Point
- Kathleen Carns, Team Leader, Family Services
- Heather Humm, Team Leader, Alcohol and Other Drugs
- Melissa Marazita, Team Leader Youth Homelessness
- Bryn Williams, Manager, Consumer Partnerships

Service Delivery Excellence

This award recognises people in consumer-facing roles, and the direct impact and positive outcomes they achieve for consumers.

- Grace Adams, Senior Family Services Practitioner
- Art Borce, Community Development Worker
- Anika Dietrich, Family Preservation and Reunification Senior Practitioner
- Chantel Duveen, Family Preservation and Reunification Senior Practitioner
- Anna Grillmeier, Senior Family Services Practitioner
- Kaitlyn Keens, Case Worker Escaping Violence Payment
- Laura Zordan, School Based Wellbeing Worker IFS
- FP&R Youth Team (David Moroney, Adolescent Family Services Senior Practitioner; Zupinder Billing, Adolescent Family Services Senior Practitioner; Alexandra Hacking, Adolescent Family Services Senior Practitioner; Chelsea Russell, Adolescent Family Services Senior Practitioner; Harriett Osborne, Case Worker Services Senior Practitioner)
- Family Violence Case Management Program (Candice Pardo, Team Leader Family Violence Services, Mital Mistry, Family Violence Case Manager; Natalie Mazur, Family Violence Case Manager; Jess Kilker Elms, Family Violence Case Manager; Brooke Mansour, Family Violence Case Worker)
- Initial Assessment and Planning Team Ballarat (Faith O'Malley, Jan Baxter, Tiffany Jeffrey, Kate Johnson, IAP workers)

Consumer Partnership Excellence

This award recognises Consumer Partners who have shared lived expertise with boldness and creativity to shape where we head together.

- Macy Choudhury and Tess Marotta
- Homelessness Advocacy and Reference Committee

Excellence in Volunteering

This award celebrates the volunteers in our workforce who provide outstanding efforts to support programs across Uniting.

- Alan Rhodes
- Naomi Willis-Jones

Foster and Kinship Carer Excellence

This award celebrates foster and kinship carers who demonstrate exceptional dedication in how they care for and support the children in their care.

- Chantel Cormac
- Leslie Gold
- Christine Lacey
- Jennifer Purcell





Amber's story

Every Sunday for the past two years, Amber has volunteered at our op shop in Wendouree.

The bubbly teenager, who spent her 18th birthday in the shop, spends every Sunday helping out with her mum Tania, who's a supervisor at the Wendouree store.

"I work full-time during the week, and then I'll come in here on a Sunday. Saturdays I reserve for my boyfriend," laughs Amber.

"It's just a really good way to spend your Sunday. You get to meet some really nice people and it's always great when people come back. I've also managed to rope a few friends in, and they've been asking some of their friends to come in and volunteer on a Sunday as well, so that's been really nice."

"Volunteering gives young people opportunity," says Tania. "Especially when it's so hard for

young people to get a job. If they can have register skills and people skills, it's a foot in the door."

Amber adds that volunteering at Uniting has also opened her eyes about the services Uniting provides.

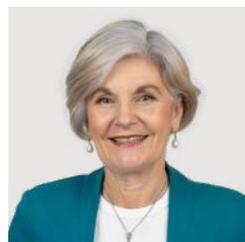
"Before I started volunteering, I didn't really know much about the organisation," she says. "I knew it was a charity, but that was about it. I didn't know how the money the shop makes goes towards other services that help people in my community. Being a volunteer is just a really nice way to give back."

[More about volunteering](#) →

Uniting Vic.Tas and Uniting Housing Board members



Jude Munro AO
Chair



Jo-Anne Moorfoot



David Cant



Prof. Meg Morris



Kirby Clark
(retired November 2024)



Sarah Slattery



Anne Garrow



Joel Townsend



Alistair Macrae

[Our leadership →](#)

Meet our 2024/25 Uniting Leadership Team



After nearly 9 years in leadership at Uniting, first as inaugural Board Chair (2016-2019) and then CEO (2019-2025), Bronwyn Pike finished on 30 June 2025.

Bronwyn Pike (finished 30 June 2025)
Chief Executive Officer

Jessica Hateley-Browne
Director of Mission

Fiona Balsillie
**General Manager,
Early Learning**

Shannon Bell
**General Manager, Partnerships,
Training and Enterprise. National
Consortium, Escaping Violence
Payment Program**

Lee-anne Chapman (commenced August 2024)
**General Manager,
East Victoria**

Justin Flynn
**General Manager,
Finance and Technology**

Kristie Looney
**General Manager,
Housing and Property**

Aileen Muldoon
**General Manager,
Community and External Relations**

Amy Padgham
**General Manager,
People, Quality and Strategy**

Michelle Riggall (commenced August 2024)
**General Manager,
South Victoria**

Genevieve Schreiber (commenced July 2024)
**General Manager,
North and West Victoria**

Adrian Webber
**General Manager,
Alcohol and Other Drugs, Mental Health,
Carer Services and Tasmania**

Feedback helps us improve

We welcome all complaints, compliments and suggestions as they help us continuously improve and deliver quality services.

In the past year we received over 1,900 records of feedback from people who use our services, which is 3.5% more than we received in 2023-2024.

Of the feedback received in the past year, 79% were compliments, 18% were complaints and 3% were suggestions for improvement.

Most compliments related to the quality of care and services received from Uniting (89%) and 6% of compliments were related to the compassion and professionalism of our staff.

Of the complaints received, 24% related to the quality of the service received, 22% related to service accessibility (issues such as availability of services, and ease of access to service information) and 18% related to staff communication (either the timeliness of responses, the accuracy of information provided, or professionalism).

We report quarterly on feedback received to our Board and Consumer Experience Sub-Committees. Trends are analysed to identify areas for further improvement in services. We use positive feedback to identify best practice that is then shared across services.



Quality of service delivery/care	88.66%
Staff/Volunteer conduct	6.16%
Other	4.52%
Cultural safety	0.66%



Quality of service delivery/care	23.81%
Service accessibility	22.06%
Communication	18.24%
Other	14.71%
Staff/Volunteer conduct	12.65%
Facilities	2.65%
Consumer conduct	2.35%
Cultural safety	2.06%
Rights	1.47%

[Give feedback →](#)

Consumer needs and experience

Our consumers continue to tell us that we are living our values: compassionate, respectful, imaginative and bold.

“Amazing! Have already recommended Uniting to others. The best thing is feeling welcomed and being treated as an equal”.

We undertook our first Consumer Experience Survey, designed in partnership with our consumers, in October 2022. The results of that survey told us we were performing well and upholding our values. They also helped us to identify and implement more than 20 quality improvement activities across Uniting.

In October 2024 we measured the impact of these improvements, with results from almost 600 respondents showing overall improvements across the board:

- 87% (+4 from 2022) think the quality of our service delivery is either good or very good.
- Overall, Uniting received a net promoter score of 56 (+10 from 2022), placing us amongst the top 30% of similar community service organisations.

The survey results and insights have helped us celebrate our areas of service excellence and set the path for our commitment to continuous service improvement.

Consumers told us they felt welcomed, accepted and safe to be themselves, and they were listened to, and treated with dignity and respect.

- 89% felt they were treated with dignity and respect
- 89% felt welcomed and respected
- 90% felt safe to be themselves
- 88% felt heard
- 85% understood the support they were offered
- 84% received the right information.

With our support, almost three quarters of consumers felt they had achieved positive outcomes.

- 80% felt more hopeful for the future
- 78% felt they were better able to deal with the matters for which they had sought help.

Survey respondents

Many survey respondents came from diverse backgrounds:

- Over 5% identified as Aboriginal and/or Torres Strait Islander
- Over 38% were living with a disability
- Almost 10% were from the LGBTIQ+ community
- Over 6% had a refugee or asylum seeker experience.

The highest response rates came from consumers who were seeking access to family services, housing or homelessness support, food vouchers, food or material aid.

Environmental sustainability

Uniting is committed to improving environmental performance and achieving Net Zero emissions by 2040.

Having established our baseline carbon emissions in 2023-24, this year we have developed our Environment Strategy and Action Plan and put in place structures, processes and reporting needed to measure our progress towards Net Zero.

Key achievements

- New Environment Policy
- Environment Strategy and Action Plan, which sets out our approach to meet Net Zero by 2040
- Environment Working Group across the organisation established
- Data-driven, site-level reporting established to support asset managers and local teams to address instances of high energy use in properties
- Environmental sustainability target now included in our Housing Design Guidelines
- New commercial properties will meet higher energy efficiency standards, supporting our pathway to Net Zero and reducing operating costs
- Informal community of practice established between environmental sustainability leaders at Uniting Vic.Tas, Uniting NSW.ACT, UnitingCare Queensland and Uniting Communities SA.

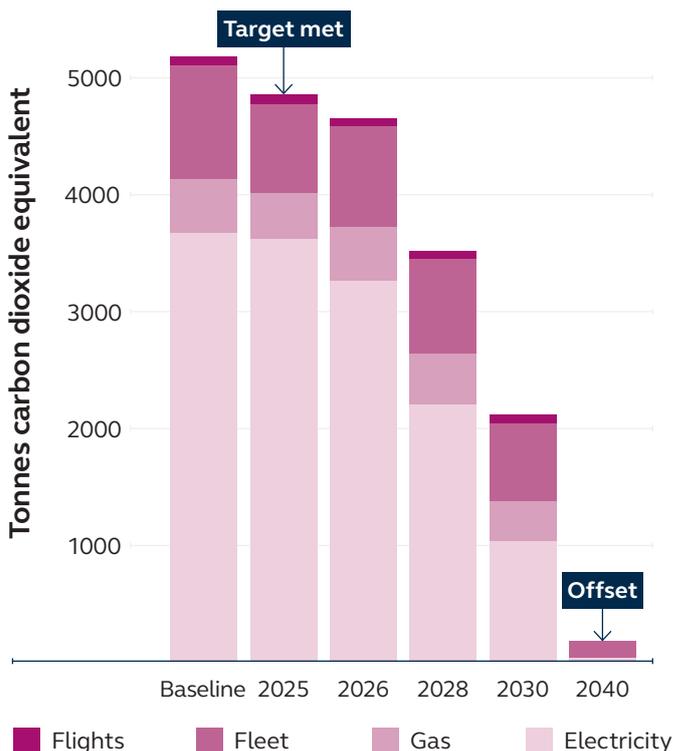
Progress to Net Zero

Our carbon emissions (from electricity, gas, fleet and flights) reduced by 6% compared with our baseline emissions, meeting our reduction target for FY25.

Key findings

- Electricity use in Uniting’s properties was slightly higher than last year
- Gas use in our properties reduced
- Fleet fuel use reduced significantly, largely due to a higher uptake of hybrid vehicles
- We reduced our flying compared with 2023-24.

Progress to Net Zero





Fuel switching to reduce carbon emissions

Uniting has a fleet of around 350 vehicles, primarily used for service delivery. We are progressively replacing petrol or diesel vehicles with hybrids and, in due course, electric vehicles.

This year we reduced our fleet by 16 vehicles, saving around \$50,000 a year in insurance and servicing costs. Adrian Webber (General Manager AOD, Mental Health, Carer Services and Tasmania) identified 12 vehicles which were surplus to requirements.

“With the implementation of Uber for work and car share access, managers could easily see the benefits of changing work practices versus keeping cars sitting in our car parks for only a few uses per day.

This helps us keep our costs down, while improving our environmental footprint, and still ensuring our consumers are provided with an optimal service.”

Procurement Specialist, Gan Pillai, who manages the fleet says changing from a petrol car to a hybrid is a seamless process.

“Most of the time you aren’t even aware of the difference – but it reduces fuel use and carbon emissions by around 25% and over time will result in cost savings too.”

We also trialled an electric vehicle (EV) at our Melbourne CBD office, which was used to visit sites around Victoria, including a trip by Executive Assistant to the Office of the CEO, Lindsey De Bartolo.

“We drove from the city to Morwell via Traralgon and back to the city without the battery dropping anywhere close to needing recharging. It was a great vehicle to drive, and it felt good to know we were contributing to the green agenda.”

We will trial more EVs so we are ready to transition some of our fleet to EVs without impacting service delivery to consumers.

Finance overview

The financial information presented in this report has been extracted from the consolidated audited financial report of Uniting (Victoria and Tasmania) Limited and its controlled entities for the year ended 30 June 2025. A copy of the full financial report and the auditor's report is available on request.

Employees

Uniting employed 4,034 people as at 30 June 2025 (2024: 3,935).

Results for the year

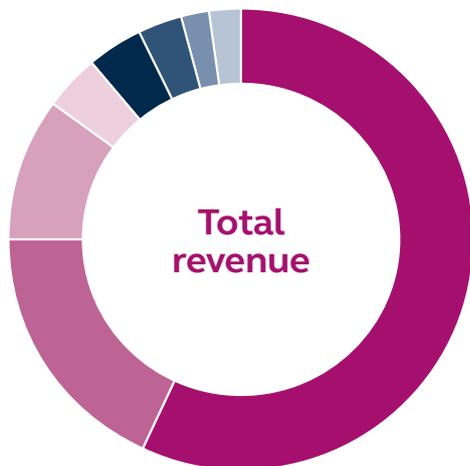
Uniting reported an operating profit for the year of \$15.1 million, (2024: \$32.6 million).

The total revenue for the year was \$464.5 million (2024: \$414.6 million).

Review of financial condition

The total equity of Uniting at 30 June 2025 was \$392.2 million (2024: \$376.8 million)

The cash and cash equivalents at the end of the financial period was \$54.3 million (2024: \$55.0 million).



State Government grants	57%
Federal Government grants	18%
Fees for service	10%
Government grants - capital	4%
Investment income	4%
Philanthropic, bequests and donations	3%
Sale of goods	2%
Rental income	2%
Other income	0%

Child, Youth and Family	44%
Early Learning	16%
Community Support and Homelessness	12%
Alcohol and Other Drugs	6%
Support Services	6%
Housing and Tenancy	5%
Employment, Training and Enterprise	4%
Mental Health	2%
Operations Management	1%
Strategic Service Investments	1%
Supported Programs	1%
Disability	0%

Corporate Information

Directors

Jude Munro AO - Chair
David Cant
W Kirby Clark (retired November 2024)
Anne Garrow
Alistair Macrae
Jo-Anne Moorfoot
Meg Morris
Sarah Slattery
Joel Townsend

Chief Executive Officer

Bronwyn Pike (concluded 30 June 2025)
Carol Jeffs (appointed 1 July 2025)

Company Secretary

Nicola Clarke
Justin Flynn

Registered Office

Level 4, 130 Lonsdale Street
Melbourne Victoria 3000

Solicitors

UCA Legal Services
Level 2, 130 Lonsdale Street
Melbourne Victoria 3000

Bankers

National Australia Bank Limited
800 Bourke Street
Docklands Victoria 3008

Auditors

BDO Audit Pty Ltd
Tower 4, Level 18, 727 Collins Street
Melbourne Victoria 3008



Director's Declaration

In accordance with a resolution of the Directors of Uniting (Victoria and Tasmania) Limited, we state that in the opinion of the Directors:

- (a) The consolidated financial statements and the notes of Uniting (Victoria and Tasmania) Limited and its controlled entities for the financial year ended 30 June 2025 are in accordance with the Australian Charities and Not-for-profit Commission Act 2012, including:
 - (1) Giving a true and fair view of the Group's financial position as at 30 June 2025 and of its performance for the year ended on that date; and
 - (2) Complying with Australian Accounting Standards and Australian Charities and Not-for-profit Commission Regulations 2022; and
- (b) There are reasonable grounds to believe that the Group will be able to pay their debts as and when they become due and payable.

On behalf of the Board



Jude Munro AO
Chair of the Board of Directors

1 October 2025

Director's Report

Corporate structure

Uniting (Victoria and Tasmania) Limited is a company limited by guarantee under the Corporations Act 2001 (Cth) and is domiciled in Australia. Uniting (Victoria and Tasmania) Limited is registered as a charity with the Australian Charities and Not-for-profits Commission, under the subtype Public Benevolent Institution, and holds Deductible Gift Recipient status.

Nature of operations and principal activities

The Uniting Group's principal activity is to provide community services to reduce the impact of poverty, trauma and disadvantage. As a result of our efforts, we aim to make a significant contribution towards our vision of an inclusive, connected and just future.

Employees

The Uniting group employed 4,034 employees as at 30 June 2025 (2024: 3,935 employees).

Review of results of operations

Uniting Group overview

The Uniting group is the principal community services organisation of the Uniting Church in Victoria and Tasmania.

Social welfare activities provided

The Uniting group delivers 623 (2024: 610) programs and services that enrich communities in Victoria and Tasmania.

During the financial year, Uniting provided community services which were compassionate, orientated towards change, connected and trauma and evidence-informed:

- Early Learning
- Child Youth and Families
- Community Support and Homelessness
- Housing
- Alcohol and Other Drug and Mental Health
- Community Care, Carer Support and Disability
- Social Enterprise.

The Uniting group also promotes research into community needs and advocates for attitudes and actions which aim to lessen disadvantage, poverty and exclusion in the community.

Operating results for the year

The Uniting group reported a surplus for the year of \$15.087 million (2024: \$32.640 million). The total revenue of the Uniting group for the year was \$464.538 million (2024: \$414.644 million).

Dividends

The Uniting group is a not-for-profit charitable company operating under a constitution which prohibits the payment of dividends or distribution of profits.

Review of financial condition

Capital structure

The total equity of the Uniting Group at 30 June 2025 was \$392.190 million (2024: \$376.807 million), an increase of \$15.383 million compared with the prior year.

Cash from operations

The group's net cashflow from operating activities during the financial year was an inflow of \$58.890 million (2024: Outflow \$13.910 million).

Liquidity and funding

The group has sufficient liquid resources to fund its operating activities with \$54.323 million of cash and cash equivalents (2024: \$55.029 million).

Events after reporting date

No matter or circumstance has arisen since 30 June 2025 that has significantly affected, or may significantly affect the Uniting Group's operations, the results of those operations, or the Uniting Group's situation in future financial years.

Environmental regulations

There have been no significant known breaches by the Uniting group of the environmental regulations to which it is subject.

Likely developments and expected results

The Escaping Violence Payment program is contracted to end 31 October 2025. The closure of this program is expected to have a moderate impact on the group's results for the financial year ending 30 June 2026. The group's future operating results are expected to be consistent with its past performance.

Indemnification and insurance of Directors and Officers

During the financial year the group provided insurance cover to directors and officers. This insurance policy provided indemnity to directors and officers against liability at law for damages or claims made against them by reason of wrongful acts committed by them in their capacity as directors or officers of the entity. The policy also provides provisions to reimburse the entity for payments of legal costs and damages incurred by directors or officers of the entity, where permitted by law.

Directors' and other officers' remuneration

The Uniting and Uniting Housing constitutions provides for directors to be paid reasonable remuneration for undertaking the ordinary duties of a director.

The Board examines and assesses the remuneration of the Executive Team by referring to the relevant employment market.

Directors' and Board Committee meetings held 1 July 2024 – 30 June 2025

Meetings	Board of Directors	Audit and Risk	Governance and Key Relationships	Quality, Safety and Service innovation	Housing, Investment and Property
Meetings held:	10	4	4	4	4
Jude Munro - Chair	10	3	3	4	4
David Cant	10	-	-	-	4
W Kirby Clark (a)	4	1	-	-	-
Anne Garrow	10	4	4	-	-
Alistair Macrae	10	-	4	-	4
Jo-Anne Moorfoot	9	-	-	3	-
Meg Morris	9	-	-	4	-
Sarah Slattery	10	-	-	-	4
Joel Townsend	9	3	1	-	-

(a) retired November 2024

DECLARATION OF INDEPENDENCE BY ELIZABETH BLUNT TO THE DIRECTORS OF UNITING (VICTORIA AND TASMANIA) LIMITED

I declare that, to the best of my knowledge and belief, there have been no contraventions of any applicable code of professional conduct in relation to the audit of Uniting (Victoria and Tasmania) Limited for the year ended 30 June 2025.

This declaration is in respect of Uniting (Victoria and Tasmania) Limited and the entities it controlled during the period.



Elizabeth Blunt
Director

BDO Audit Pty Ltd

Melbourne, 1 October 2025

INDEPENDENT AUDITOR'S REPORT

To the members of Uniting (Victoria and Tasmania) Limited

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Uniting (Victoria and Tasmania) Limited (the registered entity) and its subsidiaries (the Group), which comprises the consolidated statement of financial position as at 30 June 2025, the consolidated statement of profit or loss and other comprehensive income, the consolidated statement of changes in equity and the consolidated statement of cash flows for the year then ended, and notes to the financial report, including material accounting policy information, and the directors' declaration.

In our opinion the accompanying financial report of Uniting (Victoria and Tasmania) Limited (the registered entity), is in accordance with Division 60 of the *Australian Charities and Not-for-profits Commission Act 2012*, including:

- (i) Giving a true and fair view of the Group's financial position as at 30 June 2025 and of its financial performance for the year then ended; and
- (ii) Complying with Australian Accounting Standards and Division 60 of the *Australian Charities and Not-for-profits Commission Regulations 2022*.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's responsibilities for the audit of the Financial Report* section of our report. We are independent of the Group in accordance with the auditor independence requirements of the *Australian Charities and Not-for-profits Commission Act 2012* (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants (including Independence Standards)* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Other information

Those charged with governance of the registered entity are responsible for the other information. The other information obtained at the date of this auditor's report is information included in the directors' report, but does not include the financial report and our auditor's report thereon.

Our opinion on the financial report does not cover the other information and accordingly we do not express any form of assurance conclusion thereon.

In connection with our audit of the financial report, our responsibility is to read the other information and, in doing so, consider whether the other information is materially inconsistent with the financial report or our knowledge obtained in the audit or otherwise appears to be materially misstated.

If, based on the work we have performed on the other information obtained prior to the date of this auditor's report, we conclude that there is a material misstatement of this other information, we are required to report that fact. We have nothing to report in this regard.

Responsibilities of responsible entities for the Financial Report

The responsible entities of the registered entity are responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards and the ACNC Act, and for such internal control as the responsible entities determine is necessary to enable the preparation of the financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, responsible entities are responsible for assessing the Group's ability to continue as a going concern, disclosing, as applicable, matters related to going concern and using the going concern basis of accounting unless the responsible entities either intends to liquidate the Group or to cease operations, or has no realistic alternative but to do so.

The responsible entities of the registered entity are responsible for overseeing the Group's financial reporting process.

Auditor's responsibilities for the audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

A further description of our responsibilities for the audit of the financial report is located at the Auditing and Assurance Standards Board website (<http://www.auasb.gov.au/Home.aspx>) at:

https://www.auasb.gov.au/media/apzlw0y/ar3_2024.pdf

This description forms part of our auditor's report.

BDO Audit Pty Ltd



Elizabeth Blunt
Director

Melbourne, 1 October 2025

Corporate Governance Statement

Uniting (Victoria and Tasmania) Limited engaged independent firm, BDO Audit Pty Ltd, as an external auditor for the reporting year to June 2025.

The Board of Uniting (Victoria and Tasmania) Limited is proud to present the organisation's Annual Financial Statements.

Signed in accordance with a resolution of the Directors.



Jude Munro AO
Chair of the Board of Directors

1 October 2025



Statement of income

	2025	2024
Revenue	\$,000	\$,000
Government grants - operational	348,462	308,080
Fees for service	44,970	46,218
Government grants - capital	18,745	14,309
Donations, bequests and other philanthropic income	15,973	12,758
Sale of goods	8,044	5,570
Other income	28,344	27,709
Total revenue	464,538	414,644
Expenses		
Employee expenses	269,653	253,560
Client expenses	103,468	78,422
Administration expenses	17,258	13,398
Occupancy expenses	16,634	15,859
Depreciation and amortisation	12,189	12,386
Impairment and write off of assets	14,443	532
Finance costs	2,704	2,326
Loss on disposal of assets	2,402	-
Other expenses	10,700	5,521
Total expenditure	449,451	382,004
Net surplus for the year	15,087	32,640
Other comprehensive income		
Items that will not be reclassified subsequently to profit or loss		
Gain on the revaluation of land and buildings	296	-
Total comprehensive income for the year	15,383	32,640

Financial statement

	2025	2024
	\$,000	\$,000
Current assets		
Cash and cash equivalents	54,323	55,029
Receivables	5,086	3,935
Contract assets	1,505	2,418
Financial assets	173,741	147,989
Other assets	12,266	13,989
Assets held for sale	10,078	7,846
Total current assets	256,999	231,206
Non-current assets		
Property, plant and equipment	303,149	291,673
Right-of-use assets	49,971	47,247
Other assets	2,611	-
Total non-current assets	355,731	338,920
Total assets	612,730	570,126
Current liabilities		
Payables	94,540	90,156
Contract liabilities	39,539	24,943
Provisions	32,254	28,765
Lease liabilities	3,257	2,231
Total current liabilities	169,590	146,095
Non-current liabilities		
Lease liabilities	41,147	37,780
Provisions	9,803	9,444
Total non-current liabilities	50,950	47,224
Total liabilities	220,540	193,319
Net assets	392,190	376,807
Equity		
Contributed equity	12,623	12,623
Reserves	296,086	295,603
Retained surplus	83,481	68,581
Total equity	392,190	376,807

Thank you to our supporters

Thanks to our generous supporters, we were able to reach people in their time of need. We have so many inspiring stories of how support from individuals, community, philanthropic, corporate and congregational donors continues to change the lives of our consumers.



Young Alfie helping his community

In January 9-year-old Alfie was awarded Young Citizen of the Year at the Gippsland Shire Council's Australia Day awards, recognising his tireless fundraising efforts to support people experiencing homelessness.

Sascha Johns, Manager – Children, Youth and Families at Uniting in Bairnsdale, who nominated Alfie, said he has been fundraising for Uniting's East Bairnsdale Neighbourhood House since he was 6 years old.

“In a time of financial strain for so many families, Alfie’s compassion, kindness and unwavering desire to help is a shining example of the difference one person can make in the community.”

His straightforward explanation of why this cause matters is simple: he has a home, he has food and what he needs, but some other people don't. Any money Alfie raises, he believes, should be shared with those who need it.



An ongoing gift

This year our caring supporters gave \$15.97 million in donations, including \$4.06 million in bequests.

A Koonung Heights Uniting Church congregation member since she was 18, Peta Lowe has long understood the needs of her community and the vital work undertaken by Uniting.

Peta began donating to Uniting in the mid-1980s and has since taken the meaningful step of including a bequest in her Will, ensuring this work continues well beyond her lifetime.

“Uniting was an obvious choice because of my close involvement with the Uniting Church, and the fact that it is in our own community”, Peta says. “We have an active congregation who are generally interested in the work we do, and that we support quite a diverse variety of projects.”

We're deeply grateful for the contribution Peta continues to make in her congregation today and for her legacy, which will touch the lives of others for years to come.

[Find out more →](#)

Get involved in our work

Even the smallest acts of kindness can brighten someone's day.

Make a donation

Your generosity has the power to rebuild lives, and every little bit helps.

Donations – big or small – help us to provide essential services to the most vulnerable and at-risk people in our community.

A gift today or a bequest for the future can help us make an ongoing difference.

Get in touch

T 1800 668 426

unitingvictas.org.au/fundraising

Volunteer with us

There is no shortage of ways to volunteer your time.

Help us sort donated goods at our emergency relief centres or op shops. Put your cooking skills to use in one of our community meals programs. Empower vulnerable people towards a better future as a Lifeline Crisis Supporter.

If you have a skill to share and a vision to create a safer, fairer, and better future for all, volunteer with us.

Visit

unitingvictas.org.au/volunteer

Become a foster carer

For children and young people unable to live with their families, a safe and supportive home environment can be life changing.

We offer foster care and permanent care opportunities. You can be single or married, with or without children, of any sexual orientation and any religion or none.

If you have a spare room and a big heart, we'd love to hear from you.

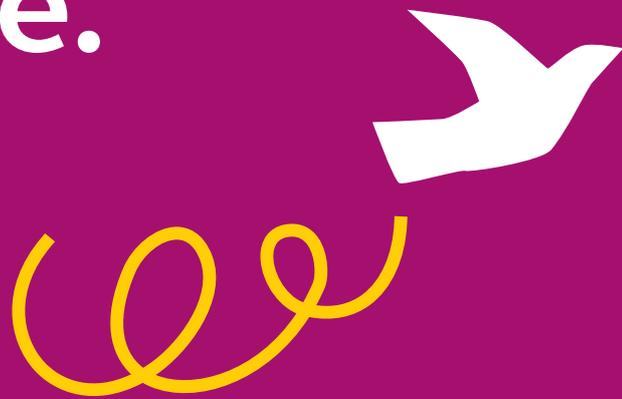
Learn more

T 1800 929 181

unitingvictas.org.au/foster-care



Uniting for an inclusive, connected and just future.



We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every faith, ethnicity, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

[Learn more](#)

unitingvictas.org.au

unitinghousing.org.au



Uniting (Victoria and Tasmania) Limited
ABN 81 098 317 125

Uniting Housing Victoria
ABN 69 134 589 745

Uniting Housing Australia
ABN 31 640 217 803