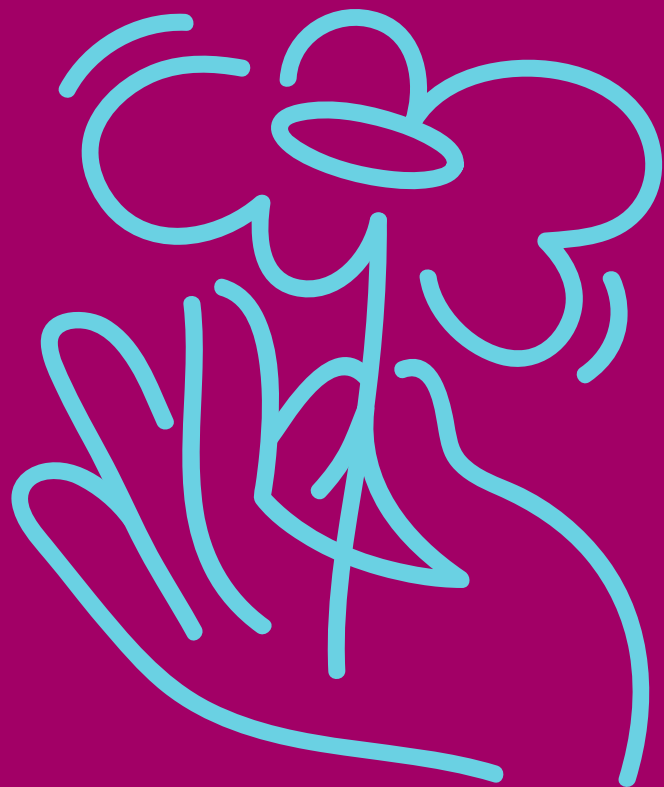


# Uniting Sustainable Development Goals.

2018 Report



**Uniting**

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# Executive welcome.

**Welcome to the first United Nations Sustainable Development Goals report for Uniting NSW.ACT. As the largest non-government provider of community services in NSW and the ACT, Uniting continues to take real steps to make our world a better place.**



**Tracey Burton**

Executive Director  
Uniting NSW.ACT

We're constantly evolving to positively impact the lives of the vulnerable and disadvantaged, and to champion social justice for Australians through our advocacy work.

In delivering aged care, early learning, disability, family and community services, Uniting works across all three pillars of sustainability - economic, social and environmental - to improve the lives of the people we serve, and the communities they live in.

By aligning with the United Nations' Sustainable Development Goals (SDG) initiative, Uniting supports the protection of the world's poor and vulnerable, and the safeguarding of our planet's future. These international SDGs are driving to end extreme poverty, address inequality, and take action on climate change by 2030.

We have been on our own sustainability journey since 2009. Along the way, Uniting has partnered with the NSW Sustainability Advantage program and its Aged Care Cluster to understand the United Nations Sustainable Development Goals (the SDGs) and their application to our work.

In 2018, we launched the Uniting Future Horizons strategy, an integrated approach to guide our organisation over the next decade. This strategy reflects the United Nations' 2030 Agenda and its core objective to leave no-one behind. We have mapped our Uniting Future Horizons strategy to the SDGs and identified key areas where we believe we can make the biggest difference.

This report draws on our service delivery in NSW and ACT over the past year, with the aim of highlighting how we are helping to reach the SDGs. I hope the report offers insight into our activities and the contribution Uniting is making towards achieving these global goals.

# Who we are.

**Uniting is the services and advocacy arm of the Uniting Church in NSW and the ACT. We believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. We celebrate diversity, and welcome everyone, exactly as they are.**

At every stage of life, from early learning centres through to residential aged care, our dedicated team of employees and volunteers stands alongside the people we serve. Every year, our mission to serve our communities grows stronger as we work with imagination and collaboration, harnessing the strength that comes from embracing diversity and inclusivity.

Uniting employs close to 9,000 people, of which 273 are Aboriginal and 1,459 have a culturally and linguistically diverse background and speak a language other than English. We are supported by 2,230 volunteers and have 97 pastoral practitioners.

During the 2017/18 financial year, Uniting supported:

**5,823**

**children in early learning services**

**1,190**

**disability participants - excluding Local Area Coordination (LAC) and Ability Links**

**7,705**

**people living in our residential aged care**

**28,777**

**people who accessed our children, youth and family services**

**2,872**

**independent living residents in our retirement villages**

**7,584**

**home and community care clients**

# Our purpose.

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## **Our foundation:**

Uniting NSW.ACT is part of the Uniting Church. Christ invites us to serve humanity by creating an inclusive, connected and just world.

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## **Our purpose:**

**To inspire people,  
enliven communities  
and confront injustice.**

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## **Our commitment:**

To safety, quality and compassionate service that celebrates diversity and respects the individual needs of the people we serve.

To being a great place to work, where our people are valued for being at the heart of everything we do.

To working in innovative ways and partnerships to better serve people and communities across all ages and stages of life.

To confronting injustice and breaking the cycle of disadvantage.

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## **We value being:**

### **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.

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# The United Nations Sustainable Development Goals.

Adopted in 2015 by 193 countries, including Australia, the 17 United Nations (UN) Sustainable Development Goals (SDGs) and 169 supporting targets set out a shared roadmap for achieving ambitious and transformational social, environmental and economic sustainable development objectives by 2030.

As well as a strong focus on inclusive business leadership and multi-stakeholder partnerships, a fundamental guiding principle of the goals is to 'leave no-one behind' and address the most excluded first.

## SUSTAINABLE DEVELOPMENT GOALS



## Leave no-one behind

### Three dimensions of the 2030 Agenda are especially relevant to Uniting - fighting poverty, injustice and inequality.

The principle of equal opportunity is central to the SDGs, with a standalone goal, SDG 10, dedicated to reducing inequalities within and among countries.

Social justice is also a core theme of other goals that address poverty, hunger, health, education, gender, economic growth and justice.

Evidence of fairer, better outcomes - regardless of age, gender, race, religion, ethnicity, disability, sexual preference, place of residence or economic or other status - will be a key metric for gauging attainment of the SDGs.

Through measurement of our social justice performance, Uniting is committed to supporting the achievement of these goals by 2030.

## Our SDG journey

### Uniting has a range of tools to measure our financial and operational performance, though measurement of our social justice performance has been limited.

The UN Sustainable Development Goals are an important universal framework that can help us demonstrate our contribution to peace, justice and prosperity.

Over the past few years, Uniting has been working with the New South Wales Government's Office of Environment and Heritage (OEH) to better understand the SDGs and how we can make the biggest difference.

Through its membership-based Sustainability Advantage Program, OEH has taken a leading role in building interest among its partners to adopt the UN SDGs as a strategic reporting framework for government and business.

Uniting has been involved in the Sustainability Advantage Program for seven years and, as a Silver Partner, we are acknowledged as a sustainability leader in the aged care industry.

Recognising that Uniting services extend well beyond aged care, the SDGs offer an integrated way to demonstrate our contribution to global welfare. At a joint meeting in Newcastle in May 2018, the Board and Executive therefore agreed to adopt the UN Sustainable Development Goals as a strategic tool to report on our activities.



# Future Horizons and the 2030 Agenda.

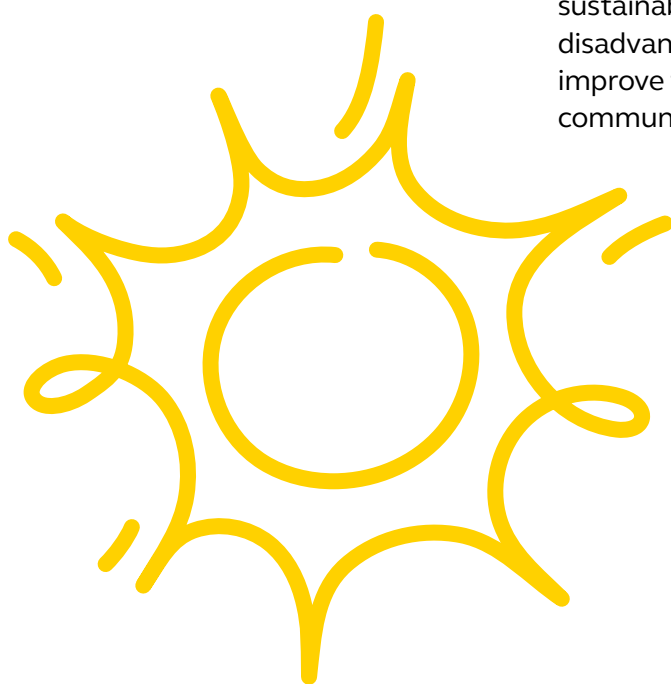
**We have a long and proud history of helping the vulnerable in our society. Uniting Future Horizons was launched in 2018 as our comprehensive strategy for an integrated organisation.**

The SDGs are a universal agenda that represent ‘the world we want to live in’ by 2030. All sectors of society have their role to play in achieving these goals - government, business, academia and not-for-profit organisations like Uniting.

Uniting is strongly committed to the 2030 Agenda and doing our bit to drive progress on the SDGs. As well as reporting on our efforts, we will use our Future Horizons strategy as a platform for partnership and innovation to tackle disadvantage and increase our social impact in line with the goals.

Over the next decade, it will guide our priorities for investment, innovation and action to ensure we positively impact those people and communities with the greatest needs.

In a rapidly changing social services landscape, Future Horizons aims to increase our social impact while strengthening our financial and environmental sustainability. With a focus on areas with the greatest disadvantage, our aim is to find innovative ways to improve the wellbeing and resilience of the people and communities we serve.





# Core principles.

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## Pre-emptive action

- Early intervention – we will work to build resilience in individuals and communities and avoid disadvantage at a later stage, reducing progression to a more dependent state.
- We will prioritise investment in areas of greatest disadvantage.

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## Whole-of-person/family and community approaches

- We will seek to adopt whole-of-person/family and community approaches, cutting across government service and funding boundaries.
- We will develop our core capabilities to enable and participate in whole-of-person/family and whole-of-community approaches.

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## More than Uniting

- We will seek to collaborate and co-create with local church congregations and the broader Church.
- We will seek to partner with communities (geographic and cultural) and collaborate with government and other service providers to effect change at community level.
- We will include professionals and the community in our work (volunteers, informal carers).
- We will consider our impact on the community (including other existing providers) before entering a location or service.

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## Innovative, evidence-based and iterative approaches

- We will be innovative in exploring various new models to achieve social outcomes.
- We will refine our approaches based on evidence.

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## Rigorous and holistic outcomes measurement

- We will understand and articulate how our action contributes to improving systemic outcomes (through a rigorous theory of change).

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## Responsible stewardship

- We will be responsible stewards of the assets and people entrusted to us as part of the Church.
- We will pursue prudent financial management and seek to manage business and financial risks.

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## Alignment of advocacy and service focus

- We will advocate systemically for policy and funding enabling and rewarding whole-of-person/family and community-based approaches.

# Our investment philosophy.

**Uniting holds substantial cash reserves, making funds investment a critical part of our business. This is largely due to our residential aged care and retirement village activities, which involve financial deposits and contributions from our residents. Our investments are managed by Uniting Financial Services (UFS), a Uniting Church entity.**

The Uniting Church was one of the earliest adopters of ethical investment principles which went beyond merely excluding a narrow list of 'sin stocks'. The Church has long sought to holistically integrate beliefs and investment decision-making.



## The Church does not wish to encourage or profit from activities which create goods or services that have unacceptable harmful effects on people or the environment which cannot be avoided by prudent and practical controls.

Such activities include those that:

1. Contribute to the serious inhibition of human rights, either in Australia or overseas;
2. Result in discrimination in employment or education on the basis of race or gender;
3. Fraudulently market or deceitfully advertise products or activities;
4. Entice the poor into financial over-commitment;
5. Exploit the poor through unfair housing arrangements;
6. Exploit underprivileged persons by providing wages or working conditions that are significantly below the accepted norms in the society in which the activity is undertaken;
7. Denigrate, or hold up to ridicule, individuals or groups in a manner inconsistent with the dignity of the person as affirmed in the Christian faith. These include activities which express racist, sexist, or ethnic slurs or promote discrimination or hatred;
8. Damage the health of human beings (physically and relationally) even when used in moderation, for example through the activity being highly addictive;
9. Participate in, enable or encourage, the illegal evasion of the payment of taxes;
10. Are known not to comply with the appropriate Australian Regulations regarding pollution control or, in an international context, do not comply with acceptable international minimum standards;
11. Are dependent upon the destruction or wastage of non-renewable resources, for which viable alternatives exist and are generally accepted as feasible by the community;
12. Involve substantial damage to the environment – adverse change which is not made good, nor proposed to be made good, at the conclusion of the activity;
13. Create or perpetuate excessive reliance on militarism;
14. Engage in the manufacture of armaments or means of mass destruction, other than those that would reasonably be required in internationally accepted law enforcement.

The majority of Uniting's cash reserves are invested in an Ethical Investment Fund, established and controlled by UFS. The fund manager adopted the UNSDGs in 2015, as a framework to assess listed equity and fixed income companies through its Sustainable Solutions Assessment methodology. This measures companies' performance in 15 of the UNSDGs in the two key categories of Social Objectives and Environmental Objectives.

An Ethical Investment Monitoring Committee, including members of Uniting, oversees the investment strategy and ensures that all investments are consistent with ethical investment best practice, and the specific objectives of the Uniting Church.

# How we're working with the SDGs.

**In late 2016, the Sustainability Advantage Aged Care Cluster set out to identify ways that the sector could work together to promote and advance the SDGs. Workshops were held to prioritise the goals and consultation was carried out with the Australian Aged Care Quality Agency (AACQA).**

A key outcome was a shared set of priority goals and targets where aged care providers can make the biggest difference. Nine sector priority SDGs were identified, with SDG 17: Partnerships for the Goals central to full delivery.

Building on this work, two SDG strategy workshops were held with Uniting senior management in 2017, to align our new strategy with the goals and explore how to use them most effectively in reporting, communication and stakeholder engagement.

Future Horizons is first and foremost about tackling disadvantage and building resilient communities through holistic and evidence-based early intervention. SDG 10: Reduced Inequalities and SDG 11: Sustainable Cities and Communities are therefore the goals where we believe we can have the greatest strategic impact. How we deliver our services is also important, so SDG 12: Responsible Consumption and Production is another priority goal for Uniting.

This report provides a snapshot of how Uniting is working towards these three priority goals and covers the 2017/18 financial year. Of course, to address inequality in all its forms and to build resilient and sustainable communities, Uniting touches on all the goals, and our contribution to a wide range of individual SDG targets is also outlined in this report.



# SDG 10: Reduced inequalities.



**The aim of SDG Target 10.2 is to empower and promote social, economic and political inclusion for all. Our work with the LGBTI community and our mentoring program for disadvantaged learner drivers are two important ways in which Uniting is making a difference.**

## Our rainbow journey

LGBTI (lesbian, gay, bisexual, transgender and intersex) diversity and inclusion are a critical focus at Uniting. With 11% of Australians identifying as LGBTI, we want everybody to feel welcome in our workplaces and services, with no discrimination.

Uniting estimates that around 5,500 of our service users and 900 of our team members (not including family, loved ones or carers) identify as LGBTI, so we are continually working to be more LGBTI-inclusive and to celebrate our diversity. This means looking across the whole of Uniting for unique ways our services can celebrate inclusivity and provide resources for specific service-user needs.

Our work with the LGBTI community aims to provide individualised Inspired Care through:

- Understanding the difference between gender identity, gender expressions and sexual orientation
- Recognising the specific health needs of intersex, transgender and gender-diverse people
- Recognising the fear of discrimination by team members and service users associated with a faith-based organisation

- Better supporting those who identify with many intersecting communities, e.g. Indigenous and LGBTI, or CALD (Culturally and Linguistically Diverse) and LGBTI
- Continued support for those who are vulnerable.

Through our Rainbow of Difference project, we are using technology solutions to improve health outcomes for LGBTI clients as they get older. This web-based app, video content, and coaching program aim to empower clients and equip employees to provide inclusive care for transgender people.

During 2018, we held an LGBTI supplier inclusion lunch where suppliers were offered free-of-charge training. Uniting has developed two short educational modules on LGBTI inclusion and what to do when someone discloses, as well as a full-day training session covering historical, legal and health issues for the LGBTI community and the hidden assumptions we all have.

It was also a valuable opportunity to discuss future partnerships with our suppliers to help Uniting serve LGBTI communities better.

## Awards and accreditation

**In 2018, Uniting was the only faith-based organisation to be awarded an Australian Workplace Equity Index (AWEI) Gold Employer Award and award for Trans and Gender Diverse Inclusion.**

We have also made efforts to validate our approach through external Rainbow Tick accreditation, widely recognised as the gold standard for LGBTI inclusion.

Uniting Aged Care and Corporate Services successfully achieved Rainbow Tick accreditation in 2015, and in 2019 we received reaccreditation in these business areas, and secured accreditation for Local Area Coordination of disability services.



**Inequality comes in many forms. Promoting social, economic and political inclusion includes preventing domestic violence to keep individuals safe and families strong, supporting SDGs 5 and 16.**

**5** GENDER EQUALITY



### 5.2 Eliminate all forms of violence against women and girls.

In the two years to 30 June 2018, 438 families participated in the Domestic Violence Framework in the Brighter Futures child protection program, and 77% of those who completed at least one module had an improved Domestic Violence score on the subsequent assessment.

**16** PEACE, JUSTICE AND STRONG INSTITUTIONS



### 16.2 End all forms of violence against children.

As part of the Uniting Newpin program, 74 children were restored to their birth parents, with a 69% restoration rate in the 5th year of the Social Benefit Bond.

# Our 120 Countdown learner driver program

**Lack of transport availability can present a major challenge for some communities, and for many of our clients. Transport disadvantage impacts employment options, the ability to stay connected to loved ones, community interaction and independence, and is a significant barrier to equal opportunity.**

First developed in Dubbo in 2014, and delivered by the local congregation with the support of Dubbo's Resilient Families team, the Uniting 120 Countdown program helps disadvantaged people to obtain their driving licence.

Participants are matched with trained volunteers who support them by providing regular driving practice and safety mentoring in a fully maintained vehicle until they accumulate their 120 hours of driving experience.

Since 2014, more than 60 people have gained their licence and more freedom. The Dubbo program currently has 24 participants, supported by 18 volunteers, seven from the local congregation.

In 2017, the program was launched in Penrith by Ability Links, with a focus on supporting learner drivers with a disability. In just 12 months, it assisted five graduates, with another 16 participants well on their way to gaining their P-plates.

Building on this success and in partnership with our Uniting volunteers, our Resilient Families team has recently launched two new pilot 120 Countdown learner driver programs in Wyong and Nambucca Heads.

In rural and remote communities, mobility and opportunity are closely connected. Learning to drive helps people find jobs, contributing to SDG 8.

## 8 DECENT WORK AND ECONOMIC GROWTH



### 8.6 By 2030, substantially reduce the proportion of youth not in employment, education or training.

Our 120 Countdown volunteer driver training program in Child Youth and Family has helped 65 young people gain their P driver's licence, including 28 during the 2017/18 financial year.

# SDG 11: Sustainable cities and communities.



**Homelessness is a complex and growing problem in NSW. Uniting is working to effect change by helping vulnerable groups including older women, youth and Aboriginal people to access affordable housing and equal opportunity, in line with SDG Target 11.1.**

Access to adequate, safe and affordable shelter is a fundamental human right. Yet between 2011 and 2016, the rate of homelessness in NSW grew by 37%, with 37,715 people experiencing homelessness in NSW on the night of the 2016 Census.

The aim of SDG Target 11.1 is to ensure that everyone has access to adequate, safe and affordable housing and basic services by 2030. Uniting has a range of programs and strategic partnerships in place to tackle homelessness and its root causes and provide support to those in vulnerable situations.

## A pop-up women's shelter

In 2018, Uniting came up with an innovative solution to provide older homeless women with short-term accommodation. In the inner city, these women turn to specialist services such as Newtown Neighbourhood Centre and WAGEC (the Women and Girls' Emergency Centre) for support, but appropriate housing is always in short supply.

A vacant Uniting site in Sydney's Inner West, previously used for residential aged care, was due to be demolished in early 2019 and redeveloped as retirement living with a social and affordable housing component. Rather than leave it vacant, Uniting adapted it into temporary shelter for women aged 45 and older who would otherwise be homeless - a clever stop-gap to enable the women to find more permanent housing solutions.

Partnership agreements were first put in place with four specialist homelessness services for referrals. Then around 30 bedsit rooms with a kitchenette and bathroom were furnished with donations from the Construction Profile company, following the refurbishment of a large hotel. Each room was equipped with a microwave and bar fridge. The YWCA also donated a television for the common lounge area.

The first temporary residents arrived in March 2018, with Newtown Neighbourhood Centre referring ten women to the site. By July, three women had successfully moved on to more permanent social and affordable housing. With a lack of safe and affordable housing options for women across Sydney, the solution made good use of a Uniting asset to help fill an important housing gap.



# Premier's Youth Initiative and Foyer 51

**Uniting is the service provider for an innovative program to support young people leaving out-of-home care in Northern NSW.**

Funded by the NSW Government under the Premier's Youth Initiative, it offers housing, education and employment opportunities to achieve better life outcomes for vulnerable youths.

Once young people living in out-of-home care turn 18, many lack the support to help them transition to the next stage of their lives, often leading to unemployment and homelessness. By providing access to further training, employment and convenient housing, this program reduces that risk.

Aboriginal youth comprise around half of the young care leavers between Tweed Heads and Port Macquarie being assisted by the program, and Uniting is partnering with Aboriginal Employment Strategy Ltd to link young people with life-changing education and job opportunities.

Similarly, under the Foyer 51 project, Uniting is helping to combat inner city youth homelessness for young people leaving care. In partnership with St George Community Housing and Social Ventures Australia, purpose-built accommodation has been developed close to universities. Uniting supports the residents with their work and study, mentoring them to build new skills and support them in their transition to independence.

**Access to safe, adequate and affordable housing is also a key enabler in helping people to find work.**

**8 DECENT WORK AND ECONOMIC GROWTH**



**8.5 By 2030, achieve full and productive employment and decent work for all women and men, including young people and people with disabilities, and equal pay for work of equal value.**

In 2017/18, we saw a 23% increase in clients employed at the end of their support period in the Doorways Homelessness programs.

**11 SUSTAINABLE CITIES AND COMMUNITIES**



**11.1 By 2030, ensure equal access for all to adequate, safe and affordable housing.**

During 2017/18 we saw a 33% reduction in Rough Sleeping and a 27% increase in Stable Tenure for clients in the Doorways Homelessness programs.

# SDG 12: Responsible consumption and production.



**All organisations have a responsibility to use natural resources wisely, reduce waste and protect the environment. Uniting is working with the NSW Office of Environment and Heritage to roll out solar energy, reduce food waste and solve tricky challenges like how to recycle adult incontinence pads.**

## Solar renewable energy

Using the sun's energy to power aged care facilities makes great sense to Uniting. The peak of the sun's strength aligns with our highest periods of power demand - it is during the middle of the day that activities including laundry washing, meal preparation, air conditioning and visiting hours take place.

With solar photovoltaic systems already installed on 32 of our services, Uniting is one of the largest renewable energy generators in the aged care industry. Thanks to a total of 6,967 panels on our roofs, generating 1,951 kilowatts, Uniting has reduced carbon emissions by 25% since 2012.

**Managing our environmental footprint responsibly includes making the switch to renewables at Uniting facilities and using energy as efficiently as possible, in line with SDGs 7 and 13.**

### 7 AFFORDABLE AND CLEAN ENERGY



**7.2 Increase substantially the share of renewable energy in the global energy mix by 2030.**

A total of 6,967 solar panels have been installed across 32 aged care facilities since 2012.

### 13 CLIMATE ACTION



**13.3 Improve institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.**

Uniting carbon emissions have reduced by 25% since 2012.

# Creating change agents

**Ensuring that everyone has the relevant information and awareness for sustainable development is the focus of SDG**

**Target 12.8.**

**A key part of our work at Uniting is advocacy, including on climate and environment, which is closely linked to social justice.**

The Social Justice Forum (SJF) is a group of representatives from the Uniting Church Synod NSW.ACT and its community services, working together to identify and act on social justice issues. As an advisory committee and working group, it recommends strategies and implements campaigns for social change to support those most in need.

For the SJF, social justice engagement is an integral part of living Christian values and continues an important tradition of advocacy in the Church through public and online actions. Environmental advocacy is a key part of this.

Convened by Uniting and supported by a four-person Uniting Social Justice Advocacy staff team, the Forum has three main roles:

- Campaigns - to recommend priorities for major social justice action and advocacy initiatives
- Capacity building - to encourage and support all parts of the Church to engage in social justice activity
- Communication - to share information about, and promote, social justice work happening in the Synod.

One of our major advocacy campaigns is for climate and environment. Within the SJF, the Uniting Earth Ministry team focuses on advocacy and building the capacity of congregations, faith communities and activists to express faithful ecological discipleship. We do this by resourcing change agents, congregations and councils of the Uniting Church, engaging with wider society and resourcing other networks related to the environment.

**Raising awareness - inside and outside Uniting - helps pave the way for more responsible consumption and production, as called for by SDG 12.**



**12.8 By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.**

Uniting has developed two eLearning tools on environmental sustainability, with 2638 completions of the modules at the end of 2018.

## Protecting special bushland

**In 2018, Uniting completed a five-year bush regeneration project at our Hamlyn Terrace property on the NSW Central Coast. Of 112,000m<sup>2</sup> of bushland onsite, 63,600m<sup>2</sup> have been identified as having very important ecological value.**

Using specialist bush regeneration contractors, noxious and environmental weeds were removed and replaced by native plantings and natural regeneration. The resulting improvements in natural bushland not only support restoration of important ecological communities but also enhance the habitats of native fauna.

In 2019, Uniting extended its commitment to protecting biodiversity by engaging bush regenerators at Hamlyn Terrace for another five years.



Protecting and restoring native species is an important part of managing our operations more sustainably. Our Central Coast bush regeneration project helps to deliver on SDG 15.

**15** LIFE ON LAND



**15.5 Take urgent and significant action to reduce degradation of natural habitat, halt loss of biodiversity and protect threatened species.**

Five-year-Central Coast biodiversity protection and restoration program extended until 2024.

# Next steps.

**SDG Target 12.6 calls on organisations to adopt sustainable practices and to integrate sustainability information into their reporting cycle. This report is our first attempt to capture the contribution Uniting makes to social justice to help measure shared progress towards the SDGs.**

Aligning the reporting of our activities and outcomes with the UN Sustainable Development Goals offers these important benefits for Uniting:

- The SDGs are a common language that is increasingly being used in other organisations, enabling comparisons with other activities and outcomes, nationally and globally
- A holistic, integrated approach can keep us focused on our priorities while delivering cost savings from SDG initiatives such as reducing waste
- We can access new funding opportunities by demonstrating how Uniting activities align with the SDGs - particularly in tender submissions for government programs
- We have the opportunity to scale our positive impacts by engaging in multi-sectoral partnerships for the SDGs
- As market awareness of sustainability grows, our attractiveness to potential customers increases
- Our Employee Value Proposition is enhanced by attracting staff who identify with our values and support the SDGs
- Achievement of Gold status in the OEH Sustainability Advantage program.



## Towards better data

A key focus of the SDGs is the need for high-quality, timely and reliable data to measure progress on sustainable development. SDG Target 17.18 calls for data to be disaggregated by income, gender, age, race, ethnicity, migratory status, disability, geographic location and other characteristics relevant to the NSW and Australian context.

For the 2017/18 financial year, Uniting client figures were broken down according to Aboriginal and Culturally and Linguistically Diverse (CALD) status (see table below).

### Uniting disaggregated client figures 2017/18

Service area	Client number	CALD*	Aboriginal	Note
Disability	1,190	357	54	Excludes LAC and Ability Links
Disability - Ability Links	657	100	88	
Early Learning	5,823	428	32	
Home and Community Care	6,118	1,625	189	Excludes Seniors Gyms
Home and Community Care - Seniors Gyms	1,466	389	45	
Independent Living	2,666			
Independent Living - Social Affordable Housing Fund	103	38	4	
MSIC	1,958			
Residential Aged Care	7,705	1,409	49	
Resilient Families	28,777	6,174	5,209	
War Memorial Hospital - inpatients	530			
War Memorial Hospital - outpatients	25,158			
<b>TOTAL</b>	<b>82,151</b>	<b>10,520</b>	<b>5,670</b>	

\*Culturally and Linguistically Diverse

In future, as our reporting approach matures, Uniting will continue to refine and improve the data we collect, define baselines, and set measurable goals and targets to track our contribution to the SDGs.

We welcome your feedback and look forward to improving as our SDG journey continues.

## About Uniting

Uniting is the services and advocacy arm of the Uniting Church in NSW and the ACT.

We're passionate about helping people lead happy, healthy lives and we believe in taking real steps to make the world a better place.

Our work is in the areas of aged care, disability, community and family services, early learning and chaplaincy, and we get involved in social justice and advocacy issues that impact the people we serve.

We work to inspire people, enliven communities and confront injustice. We celebrate diversity and welcome you, exactly as you are.

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**Uniting**