

Impact report.

Tranby Engagement Hub



REPORTING PERIOD: JAN - DEC 2024

Uniting

Tranby Engagement Hub (Tranby) is a crisis support centre for adults experiencing homelessness in and around the City of Perth.

Open every day of the year, Tranby provides a range of services including meals, showers, mail, internet and laundry, as well as one-to-one support and access to a range of medical, legal, counselling and advocacy services.

For many service users, Tranby offers a safe and supportive environment that empowers them to take the next step on their journey out of homelessness.

Cost of living driving increased demand for support.

Ongoing housing and cost of living pressures continue to drive increased demand for crisis support and homelessness services in Perth.

Daily presentations at Tranby grew by 9% in 2024, with **97,669 engagements during the year.**

In February 2024, Tranby recorded its highest number of daily service users, with **440 people accessing support.**



The changing faces of homelessness.

Some cohorts of people are more susceptible to cost of living and affordable housing pressure than others, and we saw a number of emerging trends during 2024.

While the majority of Tranby service users (60%) were men, there was a noticeable increase in women seeking help for the first time this year.

In 2024, the number of new female presentations at Tranby surpassed that of males. We had 3,585 presentations by women new to homelessness.

While those aged 35-45 years represented the largest cohort of people accessing support in 2024, demand for support from those aged 18-25 grew at a dramatically faster rate than any other group.

Demand for support from those aged 18-25 grew by 128% from 2023 to 2024.

Presentations from **people who identify as culturally and linguistically diverse (CALD)** grew by 29%

The majority of Tranby service users are traditionally individuals sleeping rough in cars, tents or out on the streets. In 2024, we saw a new cohort seeking support: **families.**

We had 104 presentations by families in 2024.



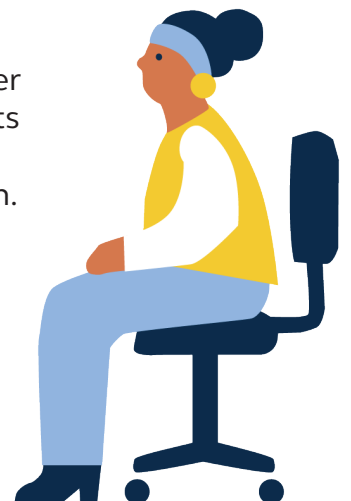
Jacqui's Story

Originally from Zimbabwe, Jacqui* moved to Australia on a student visa and had spent the last ten years studying and working. A chain of unfortunate events resulted in Jacqui experiencing homelessness.

Jacqui's parents faced political persecution and could no longer support her financially. She lost her student visa and accommodation, her working rights revoked. She then found herself sleeping rough with the growing threat of deportation back to Zimbabwe, where she was vulnerable to persecution.

During this challenging time, Jacqui came to Tranby Engagement Hub. Through collaboration with multiple services, we were able to secure temporary housing, financial assistance to ensure her safety and facilitated appointments to navigate her immigration status.

Jacqui regained her right to live and work in Australia. She has now found accommodation with a support service, where she continues to receive comprehensive assistance, helping her rebuild her life. * Not her real name



Philanthropic support in 2024

\$83,085

went towards **Homelessness Support**
and **Transitional Housing Support**.

You supported:

7 properties
fully fitted out with
furniture supporting
up to 44 people.



833 people
supported with
cost-of-living
items like
groceries.



15 people supported with
transport and to obtain ID.

Purchased new equipment
for Tranby kitchen and
to enhance security.

29 nights
of emergency
accommodation
provided.



Get involved

**“Thank you to our supporters in 2024 who
made possible for us to do this critical work.**

We invite courageous and compassionate
companies to partner with us to make a
powerful, positive social impact.

Your generous support enables us to
empower some of Western Australia’s
most marginalised community members,
and tackle the root causes of vulnerability.”

Jen Park and Michael Chester, Co-CEOs, Uniting WA



Tranby Services

More than just a meal and a shower, Tranby provides laundry, internet and mail services, as well as 1-to-1 support and access to a range of medical, legal, counselling and advocacy services.

Meals and material assistance:

We provided 18,309 more meals in 2024 than in 2023, representing a 14% increase.

Advocacy and 1-to-1 support:

We provided 7,772 instances of 1-to-1 support and 5,928 instances of advocating for service users in 2024.

147,758
meals provided.



3,137 referrals
to emergency and
crisis accommodation.



Tranby Open ID Day: Building foundations for a brighter future.

We partnered with the Aboriginal Justice League to host an Open Day ID Clinic at Tranby in October 2024.

In a day where many took important steps forward, we were able to assist nine service users to obtain their birth certificates, one in getting an ID card, one in securing a driver's licence, and another with an interim licence.

Support when its needed most

Late on a Friday afternoon, 45-year-old, Trish*, arrived at Tranby in tears, fleeing domestic violence with her two young grandchildren.

The police directed them to us for assistance. While they had plane tickets for Sunday evening, they had nowhere to stay and no money to get through the weekend. Trish was terrified that her abuser was nearby, searching for them. Thanks to the generosity of our donors, we were able to quickly arrange hotel accommodation, ensuring their safety until their flight.

* Not her real name





Get in touch

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