

Uniting together

Uniting WA Impact Report.



Your Reach and Impact

In 2023-2024 you helped us support:

234

children and families
Children and Young People

3,051

cases of people experiencing intimate partner violence
Escaping Violence Payment

417

referrals for people living with disability
'Your Say' Disability Advocacy

494

tenancies
Community Housing



91,796

presentations by people experiencing homelessness.
Tranby Engagement Hub

3,323

people provided assistance.
Emergency Relief

Uniting

Safe haven for women.

Older women face a higher risk of homelessness, due to factors like family and domestic violence, relationship breakdowns and financial inequality.

Hilton House is a transitional supported accommodation service for women over 55. Thanks to philanthropic funds, we were able to completely refit the house with new furniture, appliances and other household items to make Hilton House feel like a safe and welcoming home for residents.

A team of volunteers came together to build the furniture and set up all the essentials, which allowed the Uniting WA Homeless Accommodation Support Service (HASS) team to move women in much sooner.

The four women are now settled in and expressed their gratitude for being provided with such lovely accommodation.



Our HASS team will support these women as they work to build their confidence and capacity to take the next step away from homelessness into longer-term accommodation or housing. While taking part in the HASS program, residents are supported to address the specific challenges which led to them becoming homeless, empowering them to work towards greater independence and a brighter future .

Who are you?

If you're sleeping rough, keeping your important identifying documents safe can become very difficult. If you don't have a birth certificate, for example, it becomes almost impossible to access vital services like Centrelink.

Recognising this critical issue, our homelessness crisis support centre, Tranby Engagement Hub, recently partnered with the Aboriginal Justice League to host an Open Day ID Clinic.

In a day where many took important steps forward, the Tranby team were able to assist

“It was an inspiring day where many took important steps forward in their path out of homelessness.”

Vanessa, Tranby Engagement Hub Senior Support Worker

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.

These ID documents will enable people to access the services they need and assist with planning for future goals, like employment.

Wondering how you can get involved?



At Uniting WA, you can volunteer as often as you like. Book shifts that suit you at our Tranby Engagement Hub, and support those experiencing homelessness.

If you're interested in volunteering at Uniting WA and having real impact, visit unitingwa.org.au/get-involved/volunteer.

To donate to support our critical services head to unitingwa.org.au/donate.

Want to know more, call us on 9220 1222.

Back on track.

Uniting WA offers free financial counselling for those experiencing financial difficulty. Our Financial Counsellors will work to understand people's challenges, discuss options and provide support to find a solution.

58-year-old Mavis was facing some tough financial times, with a limited income from Centrelink. With mortgage arrears piling up to over \$60,000, Mavis' mental health suffered significantly, becoming worse when the bank issued her with a default notice.

Seeing her distress, Mavis' Financial Counsellor stepped in to help. The Financial Counsellor reached out to the bank on Mavis' behalf to negotiate a sustainable solution for her mortgage arrears. After proactive advocacy and many detailed conversations, the bank agreed to consolidate her arrears into her future repayments, allowing Mavis to stabilise her mortgage situation.

The outcome was a huge relief for Mavis. She expressed her heartfelt gratitude for the Financial Counsellor's tireless efforts.

"That's the best news ever, I can finally move forward. Your help and understanding in this situation has been beyond my expectations, and words cannot explain what this means to me."

Mavis, Financial Counselling client

If you're interested in learning more about our Financial Wellbeing services, search 'Uniting WA Financial Counselling' or visit our website at unitingwa.org.au.



More **mumness**
or **dadness** than
you know what
to do with?

Be a **foster carer.**

Uniting

If you can't help but help others...

You might be just who we're looking for.

We need more amazing people like you to open their hearts and minds to children in need.

"I've done a lot of interesting things in my work life, but this is more rewarding – every day – than all of those things put together"
- Uniting WA foster carer

To learn more about becoming a foster carer with Uniting WA, search 'Uniting WA Foster Care' or email us at fostercare@unitingwa.org.au.

Hear comes Paul.

It was an exciting moment when Uniting WA client Paul Hayes tried on his new hearing aids for the first time. Slightly unsure and definitely surprised at a new world of sound, the 75-year-old ex-paramedic said, "Everything is really loud."

Paul is a resident of Uniting WA's transitional housing support, which offers temporary support and accommodation to people experiencing homelessness. Thanks to a new partnership with Ear Science Institute Australia, Uniting WA clients were recently offered free hearing screenings and assistance with getting hearing aids.

Audiologist Jordan Bishop, who did Paul's initial screening, was delighted to do hearing screenings at Uniting WA accommodation. "Often, it's so much more convenient and less threatening for people if you provide services that come to them. There can be embarrassment about hearing loss, and yet it's so important for quality of life, as it can lead to social isolation when you can't hear in a crowd."

