



Preston Clothing Hub

A partnership between Thread Together and Northern Community CareWorks.

Providing free, high-quality new clothing to individuals, families and communities in need, restoring dignity and providing hope to people doing it tough.

Information for Community Service Providers

The Preston Clothing Hub operates through an appointment-only service where clients attend with their support workers to access a selection of new clothes to help the client through a tough time. The new clothes given by the clothing industry to Thread Together for distribution across Australia are generally excess stock or end-of-line items. As such, clothes are often 'one-offs' and limited in size and range.

If you or your agency is new to our service, we appreciate the opportunity to chat about what is offered. We especially encourage support workers from agencies to arrange a group tour, which helps the team better understand the service before making appointments.

Individual appointments are 45 minutes, and appointments for couples are 1.5 hours.

The clothing hub is currently open for appointments on Monday afternoons from 12.30 p.m., with the last available appointment at 2:30 p.m., and Thursday mornings, from 9:30 a.m., with the last available appointment at 11:30 a.m. Appointments are generally one-off. It's good to be prepared with a few time slots, as we can be booked out a few weeks in advance.

Requesting a Clothing Hub appointment for your client

Appointments can only be arranged with support workers after completing the online referral request online. Clients accessing the Preston Clothing Hub must be accompanied by a:

- Community support agency (ACNC registered charity), Health Service;
- Local, state or federal community support agency [including electorate office representative]; or
- NDIS screened worker (Please provide your NDIS number at the time of booking).

Before submitting the referral request below, please consider who in your organisation will accompany the client. We require the support worker to attend the appointment for the full duration, engage in the process, and support your client while in the clothing hub. Please note that our team is not able to supervise children. We will record the referrer's full name, organisation, mobile number, and email address. Once the booking is made, an email confirmation of the appointment will be sent to the referrer.

When completing the referral request form online, the following information is required:

Client's **first and family name, age, gender, top size, bottom size** (pants/skirt size), and **shoe size (AU)**.

*Please note we are unable to take an appointment without size information. It would also be helpful if you could let us know the client's specific needs.

To access the program, the referrer must send a [referral request](#).



We are located at 81 High Street Preston, with customer parking at the rear of the building, off Oakover Road. The undercover garage parking is also available for your use. The front and back doors (see the landing beside the rear car park) have a well-signed doorbell; please press it on arrival. Please call us on 99372144 to discuss any specific mobility needs.

We only allow a short time gap between appointments, so we encourage you to arrive on time. Please note that appointment times are of a fixed duration and cannot run over time. Being more than 15 minutes late will result in the appointment being rescheduled.

Information for your clients

On arrival, your client will be asked to complete a form with demographic information to help us understand some of their needs and help us to provide the best service possible. Your client will be served privately; we only see one person/family at a time, and they will have the opportunity to select and try on various items from the stock we have available at the time of the appointment. Clients are not permitted to collect clothing for other members of their household.

We see clients leave our service with a limited range of clothing, which may include tops, bottoms, jackets/coats, socks, underwear and sometimes shoes or other accessories.

The clothing is donated from industry suppliers via Thread Together and represents items not sold through normal channels. Additionally, not all items are available in all sizes, and the availability of every clothing category is not guaranteed. It is essential that you temper your client's expectations before their appointment to avoid disappointment.

More information

Northern Community CareWorks clothinghub@northerncareworks.org.au Ph 03 9937 2144

Website: <https://northerncareworks.org.au/clothinghub/>

Please let us know if you need any further information, and please feel free to contact us by email or phone.

Thread Together <https://threadtogether.org/>

To volunteer with us or to make a tax-deductible donation to support our work, please visit <https://northerncareworks.org.au/>



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