



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 an appointment-only service, where clients attend with their support workers to access a selection of new clothing to support them through a tough time. Charity Thread Together receives excess stock and end-of-line items donated by fashion industry partners for distribution across Clothing Hubs in Australia. As such, items are often 'one-offs' and vary in size and range.

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

Individual appointments are 30 minutes, and appointments for couples are 1 hour

The clothing hub is currently open for appointments on Wednesdays and alternate Monday afternoons and Friday mornings. We recommend inquiring with a few time slots in mind, 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 form. 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; or
- NDIS screened worker (Please provide your NDIS number at the time of booking).

Generally, our service is offered as a **one-off or bi-yearly** (once every six months) appointment. If your client has visited us previously with another provider, please contact us to discuss their situation. Before submitting the referral request, please also 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 cannot supervise children. Once the booking is made, an email confirmation of the appointment will be sent to the referrer.

The following information is required when completing a referral: Referrer's full name, organisation, mobile number, and email address. The client's **full 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. We cannot accept appointments for children. We can, however, accept appointments for teenagers aged 16 or older and who wear adult-sized clothing.



To access the program, please send a [referral request](#)



We are located at **81-91 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 have well-signed doorbells; please press them on arrival. Please call us on **9937 2155** to discuss any specific mobility needs.

We only allow a short time gap between appointments, so we request that you to **arrive on time**. Please note that appointment times are fixed in duration and cannot run over. Being more than 10 minutes late will result in the appointment being cancelled and 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 so we can provide the best service possible. Your client will be seen 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 available at the time of the appointment. Clients are not permitted to take clothing for friends or family.

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

More information

Northern Community CareWorks clothinghub@northerncareworks.org.au Ph 03 9937 2155

The Preston Clothing Hub office operates on limited hours, which normally includes Monday afternoons, Wednesday mornings and Friday mornings. We aim to respond to messages as soon as possible within our availability.

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

Please let us know if you need any further information by contacting us via 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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