



HOBART HUB
4 GOULBURN STREET
HOBART CITY CHURCH OF CHRIST

Information for Service Providers

Thread Together seeks to make free, new, quality clothing available to people who are in need. You can find out more about the national organisation at <https://threadtogether.org>.

At Thread Together Hobart Clothing Hub, we work alongside local charity and social service partner agencies to deliver this service across Southern Tasmania.

We stock adult sized clothing, underwear and socks, shoes and some accessories.

We currently partner with over 75 services and are eager to welcome more! We trust you as the partner agency to refer clients you consider vulnerable and in need of support.

How does the service work?

- Clothing is available via our clothing hub in Hobart. Access to the hub is by appointment only. We also have site wardrobes installed within a limited number of services, and a van offering site visits where appropriate.
- All clothing is new and free.
- Guests must be engaged with a partner agency to access our service (e.g. Anglicare, Hobart City Mission, Mission Australia, CatholicCare, Community Corrections).
- Guests must be accompanied to their hub appointment by a support person from their referring agency.
- We allow 45 minutes for each individual hub appointment; this helps to provide a safe and comfortable environment for our guests. The hub includes a change room - we encourage our guests to try on their selected clothing to ensure it fits well as we do not offer a return/replacement service.
- Guests are invited to select a limited number of items during their hub visit.
- Unfortunately the service does not have capacity to provide an ongoing support service to individuals. Access is usually via a once only appointment (exceptional circumstances can be accommodated). Long term participants in a program can access the service annually if they remain financially vulnerable.
- Thread Together can only provide available clothing (there are times when some stock is very limited or unavailable).
- When it is impossible for a client to attend a hub appointment, in certain situations we may be able to offer an agency collection. This is by negotiation only, and limits to items of clothing still apply.



How do you make an appointment?

If your agency is new to our service, we would love to chat with you first. Please contact us using the details below.

- We use Calendly as our scheduling tool. Partner agencies can schedule appointments for guests directly via this link: <https://calendly.com/threadtogetherhobart/45>. To protect the confidentiality of your client, please use **your** work contact details.
- Your confirmation email will include a link that you can use to reschedule/cancel the appointment if required.
- If you would like to book more than one guest into a single appointment time, please call us first so that we can make sure sufficient time is allocated for the appointment.
- For more information about site wardrobes and van visits, please contact us directly to discuss further.



How else can we help?

- We would love to help your service get to know ours better! We are very happy to welcome your staff to attend a visit at the hub without guests so that they have a better understanding of what is available. Please just give us a call!
- We are particularly keen to assist people to access education, training and employment opportunities through clothing support. As we expand across southern Tasmania, we will be looking for services we can partner with to provide clothing via van visits and site wardrobes. If this is something you would like to discuss, we would welcome the opportunity to talk with you!



Carol Kingshott
General Manager

Contact details

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<https://threadtogetherhch.org>



Julie James
Project Manager

Thread Together Hobart Clothing Hub is:

- A service of the Hobart City Church of Christ
- A partner charity agency of Thread Together
- Proudly supported by the Tasmanian Community Fund

