

## **Thread Together Policies - North Richmond Clothing Hub**

### **Referrals**

The Thread Together North Richmond Clothing Hub works with agency partners in order that individuals in need have access to the holistic services that the charity or agency can provide e.g. case management, counselling, financial advice etc., rather than just obtaining clothing in isolation.

This service is designed for people who are experiencing extreme financial hardship and / or vulnerability. Often the people experiencing this extreme vulnerability are in urgent need - for example if they have escaped a domestic violence situation or are new arrivals to the country with very little clothing. However, they are unable to make appointments for a number of weeks, often due to a large number of 'unnecessary' or repeat bookings.

We are also seeing an increase in the number of last-minute cancellations and no shows, often on a repeat basis.

As a result, we need to strengthen our policies to ensure that appointments are available to genuinely vulnerable people in a reasonable time frame.

### **Eligibility**

The agency partner is responsible for assessing eligibility of the client to attend. Please find following some suggestions on how this can be achieved:

1. Appointments should not be booked for new clients who have phoned to request a referral i.e. they are not known to the agency.
2. For new clients, the assessment of eligibility should be conducted in person (in order to check ID) and *could* consist of one or more of the following:
  - *Review of previous 3 months bank statements*
  - *Check Centrelink Income Statement*
  - *Interview*

Note: exceptions may apply for people who are homeless, have lost their homes due to flood, fire or similar; people escaping domestic violence; new arrivals to the country; and people returning to the community after incarceration.

3. We recommend that agencies publish the fact that individuals who are not currently being case managed will need to demonstrate financial hardship before obtaining a referral, however it is not mandatory to carry out this check if it is not deemed appropriate.

### **Case Worker Attendance**

We would prefer that case workers attend wherever possible. If we have repeated short notice cancellations or no shows from an organisation's clients, we will need to make case worker attendance mandatory for that organisation.

This will also apply if we have issues with clients, for example rudeness towards our staff and/or volunteers, taking too many items of clothing etc.

- Service will be refused for anti social/ aggressive behaviour, intoxication or under influence/ effects of illicit substances

### **Quantity of Clothing Available**

The service is designed to provide essential clothing for those who do not have any clothes or who need a specific type of clothing e.g. change of season, job interviews, funerals or court appearances.

- Each client is currently able to select **5 pieces of clothing**. Exceptions apply and are judged on a case-by-case basis.
- Clients may only access clothing for themselves. No gift-giving for others. Items chosen must be fit for purpose and wearable size
- Any booking with multiple clients attending must be notified to Service coordinator for pre approval

### **Frequency of visits**

Clients may book **one visit every 3 months**.

### **No Shows & Cancellations**

If a client does not attend their appointment without informing us, or is unable to offer reasonable explanation, they will not be able to book another appointment for 3 months.

If a client cancels their appointment, they are able to reschedule. However, if they cancel their rescheduled appointment, they will not be able to rebook for 3 months without reasonable explanation.

If Referrer continues to book multiple appointments for clients not eligible, the Referring Service will not be able to access any bookings or make appointments for 3 months.

Thank you for your support - with your help we can ensure the Thread Together North Richmond Clothing Hub is available to those in need.