



# Site Visit Handbook



A copy of this handbook be kept  
in the van at all times

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# Emergency numbers

If you are at all concerned about someone's welfare, or you feel a child is at risk, please urgently contact Rev'd Sue or Kate.

Emergency Services (Ambulance, Police, Fire)	000
Kate, Thread Together Volunteer Coordinator	0408 569 164
Rev'd Sue, St Andrews Priest in Charge	0413 108 584
Leanne, Anglicare Project Manager	0478 301 001
3 <sup>rd</sup> Space	3254 1144
Anglicare Homeless Services Women & Families	
Anglicare Youth Services (Beenleigh)	
Anglicare Youth Services (Gold Coast)	
Anglicare Underwood	
Anglicare CAD Lifestyle (Bethania)	
Beddown	
Cathedral (St John's Anglican)	
Church of Christ Housing	
Communify North West Hub (Bardon)	3198 4410
Communify New Farm	3358 5600
Community Housing Ltd	5655 1123

Gallang Place NDIS Support Coordinator	
Gunya Meta	
Ipswich Assist	
Jaey's Street Community BBQ in the Park TBC	TBC
Logan Community Safety	
Matchworks	
Micah Projects Common Ground	
Mission Australia	3434 7100
Multicultural Community Centre	
Multiculturalism Australia	
Queensland Youth Justice Service (	
Red Rose Foundation	
Salvation Army Women's Crisis Accommodation	
St Pete's Pantry (Wynnum Anglican Church)	

St Vincent de Paul Shelter	
Uniting Church Indooroopilly Refugee Hub	
Uniting Church West End	
Uniting Care Grandparents Camps	
Uniting Care Auchenflower	
Women's Crisis Support Service Ipswich	
Wynnum Community Place – Changing Lanes	
YMCA Kingston	
YMCA Northlakes	
YMCA Victoria Point	
YMCA Parkinson	
YMCA Mango Hill	
Lifeline	13 11 14
Beyond Blue	1300 22 46 36
Mens Line mental health support	1300 78 99 78



# COVID 19 checklist

Control measures to be implemented at all times:

Volunteers are not to attend their shifts if they display any symptoms as below.

No more than 2 people in the van at a time. Volunteers to distance where possible within the space.

Volunteers encouraged to socially distance while unpacking, storing and restacking the van with clothing.

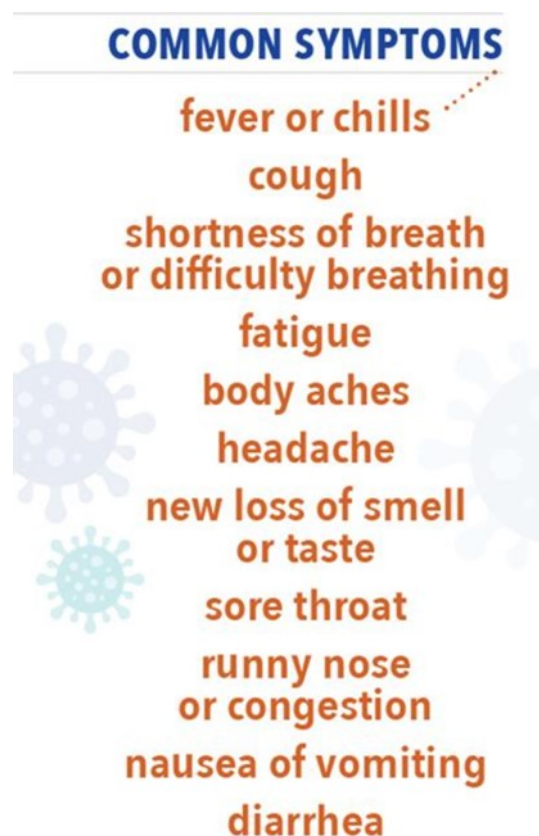
Regular use of sanitiser by volunteers and service users, including on entry to and exit from the van and during stock replenishment is encouraged

Regular cleaning with disinfectant surface wipes of all frequently used touch points eg van door rims and handles, vehicle steering wheel and other interior surfaces, tables, shelving, arms of chairs.

Position table and camp chairs outside the van in such a way to encourage physical distancing.

Encourage users to maintain social distancing while they wait their turn to be served.

During times of high community transmission, the van will not operate.



# About our partners

[Thread Together](http://www.threadtogether.org) ([www.threadtogether.org](http://www.threadtogether.org))

Thread Together is an Australian not-for-profit organisation whose sole mission is to source brand new excess clothing from fashion retailers, divert it from landfill and redistribute these items to people in our communities who need them most.



[St Andrew's Anglican Parish, Indooroopilly](http://anglicanipilly.org.au)  
([anglicanipilly.org.au](http://anglicanipilly.org.au))

St Andrew's is the home of a community of faith who seek to follow the way of Jesus in loving one another, practising generous hospitality, seeking peace and pursuing justice. St Andrew's community cares for and supports one another to grow spiritually and live out their faith in practical ways in our communities.

[Anglicare Southern Queensland](http://anglicaresq.org.au)  
([anglicaresq.org.au](http://anglicaresq.org.au))

Anglicare SQ has been responding to the needs of vulnerable community members for 150 years; with community support services that include child safety and disability support programs, counselling and education, mental health and homelessness; as well as community and residential aged care.





# How our project works

With the support of the Commonwealth Bank, Bendon Lingerie and Afterpay, Thread Together has donated a mobile wardrobe (Toyota HiAce van) to Anglicare SQ to establish the first Thread Together project in Queensland.

The van is parked safely at St Andrew's, and Thread Together volunteers run the project on a day-to-day basis.

Anglicare staff refer service users to the mobile wardrobe, and the van visits various Anglicare and other agency sites on a regular schedule.

Anglicare also employs a volunteer coordinator, Kate Littmann-Kelly, who provides support for the volunteers and helps in the smooth running of the project.

The mobile wardrobe is stocked with a range of clothing appropriate for the clients of that service, and provides a dignified, safe and positive experience for users to choose new clothing that meets their need and suits their personal style. Designated volunteers place orders to replenish the van's stock through a Thread Together online portal.

Items are delivered to St Andrew's free of charge.

The project is supported by a range of different volunteer roles. These include:

- Van drivers (car licence-only required)
- Volunteers to order, take delivery of stock and/or stock the van
- Volunteers ('stylists') to travel with the van on site visits, and assist customers to choose clothes that reflect their personality, style and the purpose of the outfit. Volunteers are not required to assess eligibility for the service — their role is solely to welcome and support users.



# Requirements for volunteers

## All volunteers

### BLUE CARD

Queensland legislation requires that you must have a Blue Card before starting a volunteering role. It isn't sufficient to have an application "in process".

Your Blue Card will need to be linked to the St Andrew's parish as a Thread Together Volunteer on the Queensland Government database. Please contact the parish office to arrange for this to be done, or ask Kate for assistance.

A Blue Card application is available through the parish office, or online at [www.publications.qld.gov.au/dataset/no-card-no-start-forms](http://www.publications.qld.gov.au/dataset/no-card-no-start-forms)

Blue cards are free for volunteers.

### COVID19 VACCINATION

All Thread Together volunteers are encouraged to be vaccinated against COVID 19.

### WORKPLACE HEALTH AND SAFETY AND SAFE LIFTING

We value your safety. All volunteers will be provided with a copy of the *Parish Safety Induction Booklet* and will be asked to sign an acknowledgement form that they have read and understood the document.

There are also tips for safe lifting at the back of this handbook.

## Drivers

### TRAFFIC HISTORY

Drivers of the Thread Together van need to provide a statement of their traffic history, available online at [www.service.transport.qld.gov.au/applyformytraffichistory](http://www.service.transport.qld.gov.au/applyformytraffichistory)

Traffic histories cost \$25.05 (as at Nov 2020), and will be paid for by St Andrews.

Road rules refresher

Quiz yourself! See the road rules refresher at the back of this handbook.

## Vulnerable volunteers and COVID 19

Based on [Australian Government Department of Health guidelines](#), the following people are considered to be at higher risk of serious illness if they are infected with coronavirus:

People 70 years of age and older

People with certain medical conditions

Some Aboriginal and Torres Strait Islander peoples

People with compromised immune systems.

The decision to serve rests with the volunteer, and volunteers in high-risk groups may choose to participate in activities in accordance with the risk level and requirements for their local area.

Please see the following links for more information:

<https://anglicanchurchsq.org.au/covid/>

## Volunteer rights and responsibilities

As a volunteer, you have the right to:

Work in a healthy and safe environment

Be adequately covered by insurance

Be given accurate and truthful information about the project

Be given a copy of this handbook and any other document that relates to your role

Be provided with orientation and training that enables you to carry out your role safely and effectively

Have your input and concerns taken seriously

Have your confidential and personal information dealt with in accordance with the principles of the Privacy Act 1988

As a volunteer, you agree to:

Be reliable and commit, where possible, to the time and days you have indicated you'll be available so tasks can be planned accordingly

Keep us informed of changes to your contact details

Ask for support when needed and raise any concerns as they come up

Do the training necessary to carry out your role effectively

Appreciate and respect the confidential nature of information that you may come across while carrying out your role

Work in a safe and healthy way and not jeopardise the health and safety of others.

Inform us of any pre-existing physical or medical conditions, or special needs that we should be aware of, that might affect your ability to undertake certain tasks.

Report any accident or injury immediately to Rev'd Sue or Kate.

## Staying safe

### Health & safety

As mentioned above, all volunteers will be provided with a copy of the Parish Safety Induction Booklet. Please read it carefully. There are also tips for safe lifting at the back of this handbook.

### Harassment or bullying

The Diocese and Anglicare are committed to providing an environment which is free from intimidation, hostility, offensiveness and harassment for all our staff and volunteers. Even if the behaviour is not meant deliberately, it can still be harassment where a reasonable person would conclude that it would humiliate, offend, intimidate or cause a person unnecessary hurt or distress. Please contact Rev'd Sue or the volunteer coordinator if you have any concerns about harassment or bullying while carrying out any role for the Thread Together project.

## Insurance

### Personal accident insurance & public liability insurance

There is some diocesan insurance cover for volunteers while involved in endorsed Thread Together activities; and for public liability when performing Thread Together work in an authorised manner. Please see the volunteer coordinator if you would like further details.

### Vehicles

Under Queensland legislation, personal injuries arising from motor vehicles are covered under compulsory Third Party Insurance, paid when the vehicle is registered each year or originally purchased.

Damage to the Thread Together vehicle is covered by comprehensive insurance.

If you use your own private vehicle (eg travelling to a Thread Together site to assist with service delivery), your vehicle is *not* covered under the Anglicare SQ or diocesan motor vehicle policies. You must have your own comprehensive insurance and clarification from your insurer that it is acceptable to use your private vehicle for this purpose under the terms of your policy.

# Procedures for volunteers

## Rosters

Our volunteer coordinator, Kate, will prepare a volunteer roster about a month in advance, and advise all volunteers. The online calendar with Thread Together events can be found here:

<https://anglicanipilly.org.au/events/category/thread-together/month/>

This calendar is also used for volunteers to register for their shifts.

If you're unable to do your shift, will be on holidays or regularly unavailable on a particular day, please let Kate know asap by phone or email.

## Ordering stock

People who currently have authority and a password to order stock on the Thread Together online portal are:

- Rev'd Sue Grimmett (St Andrews)
- Kate Littmann-Kelly (Anglicare)
- Leanne Wood (Anglicare)
- Benice (Volunteer)

Orders can be placed as needed, or at least once/week. It's better to order more stock so there is always enough in reserve, rather than run short.

The amount and type of stock ordered will be determined largely from Site Profiles (Appendix 1) and special orders received from customers.

Stock will be delivered free of charge by Toll Couriers to the front door of the rectory for sorting and storing in the rectory garage, ready to replenish the van.

## Packing the van

Once the boxes of stock are delivered and moved into the rectory garage, they need to be emptied into the relevant labelled boxes, by size and type of clothing.

This helps in restocking the van shelves and hanging spaces with the appropriate stock for the next trip/s.

**Site Profiles** (Appendix 1) are available to assist in determining appropriate clothing.

Before the van is packed, a volunteer should wipe down all touch points on the van with disinfectant surface wipes and remove hangers from the drawers.



## Driving and parking the van

The van key is in the key-safe at the Rectory. The garage door opener is in the van glove-box.

There is a simple **pre-driving checklist** located in the driver registration book in the driver side door. (See a copy also at the back of this handbook).

Check underneath the vehicle for resting animals.

When driving the van on the St Andrews grounds **do not take the van along the driveway behind the Church and Paxton Hall room**. The turns are too tight and you will damage the van.

When the van is parked in the Rectory driveway, u-turn on the lawn and turn left to go past the Undercroft and Parish Office onto the road.

When the van is parked next to the bell tower, u-turn on the lawn and drive straight out onto the road.

New van drivers require a “spotter” to supervise their first exit from the parish grounds.

**When returning the van**, park it in the rectory driveway, as far to the right hand side as safely possible (to allow Rev'd Sue to get her car in and out).

Return the key to the key-safe.

Leave the Site Folder with completed forms, and notebook in the van when you return from a site visit. Kate will collect and compile the information and refresh the Site Folder with new forms.

If you have any concerns about the running of the van, please leave let Kate know (text, phone or email)

## Van refuelling

There is a Ampol fuel card dedicated to this project that you will find in the van (top visor storage unit above windscreen). You don't need a PIN at the service station to use it, but you will need to provide odometer reading.

Please note the vehicle takes **DIESEL FUEL ONLY** if you need to top up.

## Accidents / roadside assistance

In the event of an accident or if roadside assistance is required, the roadside assistance checklist is available in the van glovebox.

Contact Kate with any queries.

## Resources in van

The van should be equipped with the following items for each site visit. Please contact Kate if you notice anything missing or we're getting low on supplies.

- Site Folder which will include blank registration forms to record customers' details and special orders, a copy of this handbook, and image release forms.
- Clipboard
- Drivers log book
- Pencil case with pens and scissors
- Bottled water
- Hand sanitiser
- Sanitiser cloths (wet wipes)
- Sunscreen
- Folding chairs
- Marquee, bollards and mobile handing racks (as required)
- Fire extinguisher and instructions
- Portable step to assist volunteers stepping into the van

Please also ensure you have your charged mobile phone with you in case it's needed when you are not driving.

If you have comments, problems or ideas about the suggested location for the van at a particular site, please contact Kate.

If it's a hot or drizzly day, you may wish to lift the rear door of the van to provide a small amount of shelter for 1-2 users while they wait

## Visiting sites with the van

The van carries two people: the driver and a passenger/ stylist. An extra volunteer (or more) may sometimes take their own car to the site and meet the van there.

The **stylist/s** assist users to choose clothes that reflect their personality, style and the purpose of the outfit. Volunteers are not required to assess eligibility for the service — your role is solely to welcome and support users to find clothes they love and feel great in.

Please *do* however ask for the user's gift card if they have it. The gift card will be signed by a staff member and look similar to the images on the right.

Don't worry too much though if a user has forgotten their gift card. Just try to make sure they have provided their details on the registration sheet (see below).

The **driver** is an important part of the team. The driver may also double as stylist for a site. Alternatively — particularly if there are several volunteers is on site during the visit — he/she may simply play a role in making users feel comfortable, having a chat while they wait. Affording people the dignity of being heard by actively listening to people's stories is a crucial element in a Thread Together project.



Encourage service users to practice social distancing while they are waiting if you can. Some users may choose not to abide by this rule, and as long as they are far enough from the van not to put volunteers at risk, this is not your responsibility to enforce. You may like to suggest that users come back later when the queue is shorter. Use the bollards to assist with creating an orderly space for the customers.

Please advise smokers that they **must not smoke near the van**, given the flammable nature of the clothing onboard. There is a 'No Smoking' sign in the van you can attach to the outside of the van.



## [Engaging with customers](#)

The following rules and guidelines are drawn from the experience of staff at Anglicare and other organisations working with people experiencing homelessness and other life challenges.

### [Be safe](#)

For the security of *both* volunteers and service users the number one rule is that there must **ALWAYS** be a minimum of two volunteers on a site visit, and **NO** volunteer should **EVER** be alone with a service user.

If someone is agitated, and you feel comfortable doing so, attempt to de-escalate the situation. Lower the volume of your voice. Fewer words are better.

It's always ok to say no or to disengage if someone tries to touch you or makes you feel uncomfortable or threatened.

If you feel unsafe at any time, walk away and call for help. A staff member from the host service will always be nearby, and there is a list of emergency numbers on the first page of this hand-book.

### [Be welcoming and approachable](#)

Smile. Say good morning. Ask people how they're doing. However, do not expect or force someone to mirror your feelings, experience or beliefs. Take your cues from them.

Ask friendly questions and practice active listening skills, recognising that the person you are interacting with is free to share their personal stories on their own terms and respond — or not respond — to you.

Don't expect gratitude for interacting with someone or providing them with new clothes. Thread Together isn't about charity — it's about the dignity of enabling people to make their own choices and feel good about themselves.



### Respect boundaries

Both yours and theirs.

Keep physical space between the two of you — for Covid reasons, but also because you don't know what kind of trauma a person may have faced or how they may react if you touch them. Respect the other person's space.

Don't give away too much personal information, **especially your phone number or where you live.**

### Be informed

Homelessness and vulnerability comes in all forms, shapes and sizes. All of the host services we visit support people in different ways, with different life challenges.

You'll find information at the back of this handbook about our various host services, and links to other information that will help to give you a better understanding of the people they work with.

### Reflect

Check your biases: Did someone act differently than you expected? Ask yourself what you were anticipating and why. Your expectations may be based on an assumption or belief that may be true to you but is not the experience of the other person. Did the person feel comfortable enough to engage or share their story with you? What did you learn from them?

Think about the interaction: Is there something you could have done differently? Could you have shown more presence in the moments you spent with the person?

### Debriefing

If you would like to talk about your experience on site, or any concerns it might have raised, Rev'd Sue can be contacted through the parish office at 3870 7263, or on 0413 108 584. There are also Anglicare staff who are trained to listen and debrief with you.



# Procedures for community services hosting Thread Together visits

## [Before the visit](#)

Thread Together operates generally on a referral basis so that we know that the clothing is getting to those most in need. This also means that volunteers do not have to act as gate-keepers, and can concentrate on making service users look good and feel wonderful.

## [Referring users](#)

When you identify that users of your service need new clothing, please give them a gift card (referral form) to go to see the mobile wardrobe at the time scheduled for the van's visit.

There is a range of different gift cards that will be provided to you well before the mobile wardrobe visits your service. Feel free to print out and use the ones you like or that suit the people you work with. Please use the gift cards for referrals rather than suggesting service users visit the van as 'walk-ins'.

We'll also provide you with different posters for your staff and service users, to advertise the service ahead of our visits.

## [How many service users can I refer?](#)

The maximum number of customers that the van can comfortably assist per visit is around 30-40.

## [How much clothing can an individual be provided with?](#)

Customers are invited to select any three items from the van. If we don't have stock of particular items, our volunteers can request a special order to be either sent direct to your service for a particular customer, or we'll try to ensure we have stock for the next visit.



### [What types of clothing are in the mobile wardrobe?](#)

Stock will differ by season and availability, but in general the van will carry:

- Jeans, shorts, t-shirts/shirts, shoes, underwear for both men and women, all sizes.
- Women's tops, skirts, dresses, hats, casual pants, activewear including swimwear, all sizes.
- A limited supply of children's clothing. Thread Together receive very few donations of stock for babies or toddlers.

Specialty op shop Dash Baby & Kids Op Shop and Exchange at Clayfield has high quality clothing all priced from \$1-\$6, or will exchange for other sizes if children have outgrown their current wardrobe. Referrals can also be made to Baby Give Back based on the Gold Coast.

### [During the visit](#)

We ask that at least one staff member at a time is handy to the van in case volunteers have any concerns or questions.

Due to Covid, we need to limit the number of people who handle the clothes, so unfortunately there are no try-ons at the moment. If something is the wrong size, users can give it away to someone else who needs it, and then ask staff for another gift card to visit the van again when it returns in a week or two.

We'll have sanitiser available in the van, and touch points will be wiped down regularly.

People waiting will be asked to socially distance, or to come back shortly when it's less busy.

### [After the visit](#)

Please contact Kate Littmann-Kelly with any concerns, questions or requests.

How often the mobile wardrobe will be scheduled to visit your site will depend largely on demand, as well as the number of volunteers we have. We'll be doing our best to grow the Thread Together mobile service as quickly as we can.

# Safe lifting technique

Use the following safe lifting steps when lifting and carrying:

- Step 1 Check the load: is it within your capacity to lift?
- Step 2 Position your feet, keep your back straight, secure your grip
- Step 3 Keep the load close as you stand using your leg muscles to lift, not your back
- Step 4 Place your feet in the direction you wish to travel, and check your travel path is clear
- Step 5 Lower the load using the same process



# Pre-driving checklist

- Visually inspect the condition of tyres.
- Visually check for resting animals under the van
- Test lights (including hazard lights) & windscreen wipers to make sure all are working.
- Check driving adjustments such as seat, mirrors and steering wheel position.
- Check there's enough fuel – this vehicle takes **DIESEL ONLY** if you need to top up.
- Enter log book details on departure and return (log book is in the drivers side door)
- Turn off your mobile phone before you turn on the van.

Don't use the vehicle if you suspect anything is unsafe.

Let the Kate know of any problems immediately.



# Road rules refresher quiz

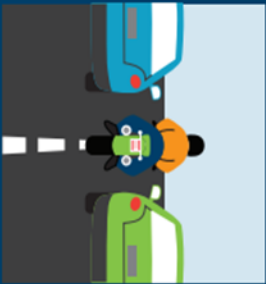
## Motorcycles – lane filtering

8. Can motorcycle riders lane filter at any speed between stationary or slow moving vehicles going in the same direction as they are?

a. Yes, as long as they are careful

b. No, they must not travel faster than 30km/h

**Answer: b. No, motorcycle riders must not exceed 30km/h**



They must also ensure they have enough space between themselves and other vehicles to lane filter safely. The rider must hold an open class Rf or R licence (not a provisional or learner licence) and is not permitted to lane filter in a school zone.

## Mobile phones

9. True or false, I can answer my mobile phone that I am holding in my hand, while I am stopped at traffic lights.

**Answer: False**

It is illegal for you to use a mobile phone in your hand for any reason while you are driving.

This includes when you are stopped at traffic lights or in congested traffic.



## Driving in the right lane

10. True or False, I can always drive in the right hand lane on a multi-lane road, for example, a freeway, that has a posted speed limit of 100 km/h?

**Answer: False**

If you are on a multi-lane road with a speed limit of 90km/h or more, for example, a freeway, there is no need for a 'keep left unless overtaking' sign. You must keep the right hand lane free, unless all the other lanes are congested, you are overtaking, avoiding an obstruction, turning right, making a U-turn or using a special purpose lane that you are allowed to be in.



For more information on the Queensland Road Rules, go to [www.qld.gov.au](http://www.qld.gov.au)

13 QGOV (13 74 68)

[www.qld.gov.au](http://www.qld.gov.au)  
[www.tmr.qld.gov.au](http://www.tmr.qld.gov.au)

01412

Department of Transport and Main Roads

## Road Rules Refresher Quiz

Test Yourself!





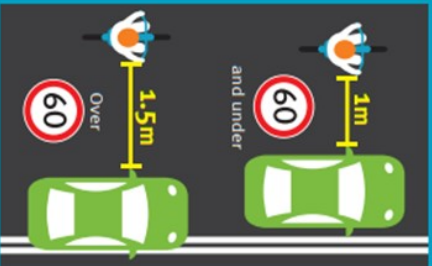
## Cycling – minimum passing distance rule

1. If it is safe to pass a bicycle rider using the minimum passing distance rule, you are allowed to:

- drive over centre lines (including double unbroken centre lines) on a two-way road
- straddle or cross a lane line (including a continuous lane line) on a multi-lane road
- drive on a painted island
- do all of the above, if it is safe to do so

Answer: d. Do all of the above

Allowing motorists to cross continuous lines to pass bicycle riders when it is safe to do so enables them to pass bicycles more quickly encouraging safer interactions between the road user groups. For more information on the minimum passing distance rule, go to [www.qld.gov.au](http://www.qld.gov.au).



## Giving way at intersections

2. In the diagram, which vehicle must give way at this intersection?

- Vehicle A (blue)
- Vehicle B (orange)

Answer: a. Vehicle A



Vehicle A (blue) must give way to Vehicle B (orange) because it is turning right across the path of Vehicle B (orange). The stop sign is not more powerful than the give way sign. Once the vehicles have given way to all other vehicles, they must then give way to each other by applying the give way rules. For more information about the give way rules, go to [www.qld.gov.au](http://www.qld.gov.au).

3. If you are turning with a green light at traffic lights and pedestrians are crossing the road you are turning into (as in the diagram), you must stop and wait for them to cross. True or false?

- True, you have to give way to pedestrians crossing the road
- False, you may proceed and pedestrians have to wait for you to go through first
- False, you can both proceed at the same time, just slowly ease your way through the pedestrians

Answer: a. True

You must always give way to pedestrians crossing a road that you are turning into or entering. This rule applies at all types of intersections.



## U-Turns

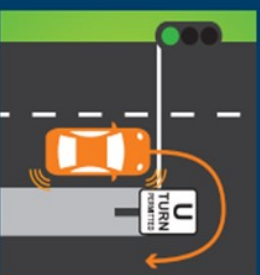
4. Can you do a U-turn at traffic lights?

- Yes, at any time, as long as it is safe to do so
- No, not unless there is a U-turn permitted sign

Answer: b. No, not unless there is a U-turn permitted sign

It is illegal to do a U-turn at traffic lights unless there is a U-turn permitted sign.

This is consistent across most Australian states and territories. A sign will only be placed if it is deemed safe to perform a U-turn at that intersection.



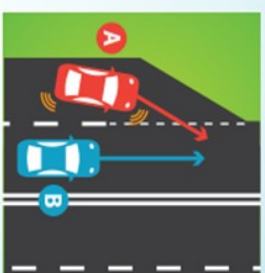
## Merging

5. Which vehicle is required to give way in the diagram?

- Vehicle A (red)
- Vehicle B (blue)

Answer: a. Vehicle A

Vehicle A (red) must give way as there is a broken line between the vehicles and vehicle A (red) is making a lane change into the lane that vehicle B (blue) is travelling in.

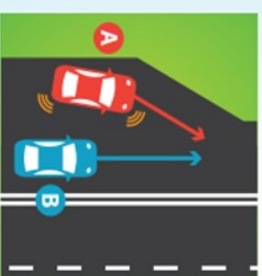


6. Which vehicle is required to give way in the diagram?

- Vehicle A (red)
- Vehicle B (blue)

Answer: b. Vehicle B

As there is no broken line between the two vehicles merging into a single line of traffic, vehicle B (blue) must give way to vehicle A (red).



In this instance, the vehicle behind must give way to the vehicle that is ahead.

## Roundabouts

7. True or false, I have to use my left indicator when I leave a roundabout.

Answer: True

Whether you are turning to the left or right or going straight ahead, you must use your left indicator when you exit a single lane or multi-lane roundabout, unless it is impractical to do so.



# Site profiles

Site profiles are a guide to give basic background information about each service we visit and broad customer clothing requirements to assist with packing decisions.

## 3RD SPACE

<https://3rdspace.org.au>

“3rd Space Brisbane is a day-time drop-in centre where people experiencing or at risk of homelessness find support, friendship and dignity. 3rd Space helps thousands of people every year through the dignity of a hot shower, café style meals as well as access to medical, mental health, law, tenancy, employment and other services. These services focus on breaking the cycle of homelessness.”

Mission: “Our vision is to break the cycle of homelessness. Our mission is to support homeless people today and prepare them for tomorrow. Our core values are respect, persistence, integrity and dignity.”

Average age range: 25-45

Clothing requirements:

60% men / 40% women

Casual clothing: plenty of t-shirts, jeans, shorts (elastic waisted), underwear, socks, sneakers, sandals

Sizes: medium-XXXL

Numbers: Generally 25-30 customers per sit visit

## ANGLICARE HOMELESSNESS SERVICE, WOMEN AND FAMILIES (TOOWONG)

<https://anglicaresq.org.au/community-support/homelessness/womens-homelessness/>

Crisis and emergency accommodation service

Average age range: 25-50

Clothing requirements:

100% women

Casual / smart casual / comfortable

Sizes: Small– XL

Numbers: <12 customers per site visit

## ANGLICARE YOUTH SERVICES BEENLEIGH AND GOLD COAST

<https://anglicaresq.org.au/community-support/homelessness/youth-homelessness/>

Average age range: 15-18

Clothing requirements:

60% men / 40% women

Casual clothing / smart casual

Sizes: 3Xsmall-XXXXL

## ANGLICARE UNDERWOOD

<https://anglicaresq.org.au/locations/counselling-and-family-wellbeing-underwood/>

Mental Health & Family Wellbeing and Foster Care Services – Underwood

## ANGLICARE CAD LIFESTYLE BETHANIA

<https://anglicaresq.org.au/your-well-being/lifestyle-wellbeing-programs/>

“Our centre-based respite program is designed to support, challenge, and enhance the physical, social, and intellectual wellbeing of people of all ages and abilities. The program is designed to reduce social isolation through group activities that build bonds and foster friendships. These include a range of special events and meaningful activities.”

Average age: 65-75

## CATHEDRAL (ST JOHN'S)

On the second and third Sunday nights of the month, the Thread Together van visits St John's Cathedral to provide clothing to the rough sleepers who live around the precinct.

## CHURCH OF CHRIST HOUSING SERVICES

<https://www.carehousingervices.com.au/>

## COMMUNIFY NORTH WEST HUB (BARDON) AND NEW FARM

<https://communify.org.au/neighbourhood-centre-program/>

Communify Qld operates drop in Neighbourhood Centres offering a place-based response to community needs and interests. A pantry and food voucher service is provided, as well as community activities and opportunities for social connection and to tap into local support services.”

Some customers (especially at Bardon) will be new arrivals and have limited English language

## MICAH PROJECTS (COMMON GROUND)

<https://micahprojects.org.au/>

<https://homeforgood.org.au/>

“We believe that every child and adult has the right to a home, an income, healthcare, education, safety, dignity and connection with their community of choice. Micah Projects provides a range of support and advocacy services to individuals and families according to their needs and capacity.”

## ST PETE’S PANTRY (WYNNUM ANGLICAN CHURCH)

<https://www.stpeterswynnum.org/st-petes-pantry.html>

## UNITING CHURCH INDOOROPILLY ASYLUM SEEKER AND REFUGEE SUPPORT GROUP

<https://indooroopillyuc.org.au/what-we-do/care-and-relief/asylum-seeker-and-refugee-support-group/>

Age range: 15-55

Clothing requirements:

- 50 % men and women

- Women prefer longer skirts and long sleeved garments. No low necklines. Men prefer solid colours and subdued prints.

- Smart casual

- The customers will also take clothing for their families

Sizes: All

Attendance: 25-40 customers per visit

## UNITING CHURCH WEST END

Community lunch is held in the hall every Tuesday 11:30am. This drop in centre assists members of the local community at risk of homelessness.

## YMCA KINGSTON VOCATIONAL SCHOOLS

<https://www.ymcabrisbane.org/services/vocational-school/programs-pathways>