



# Clothing Hub Handbook



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# Emergency Contacts

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 Rector	0413 108 584
Leanne, Anglicare Project Manager	0478 301 001

# COVID 19 checklist

Control measures to be implemented at all times:

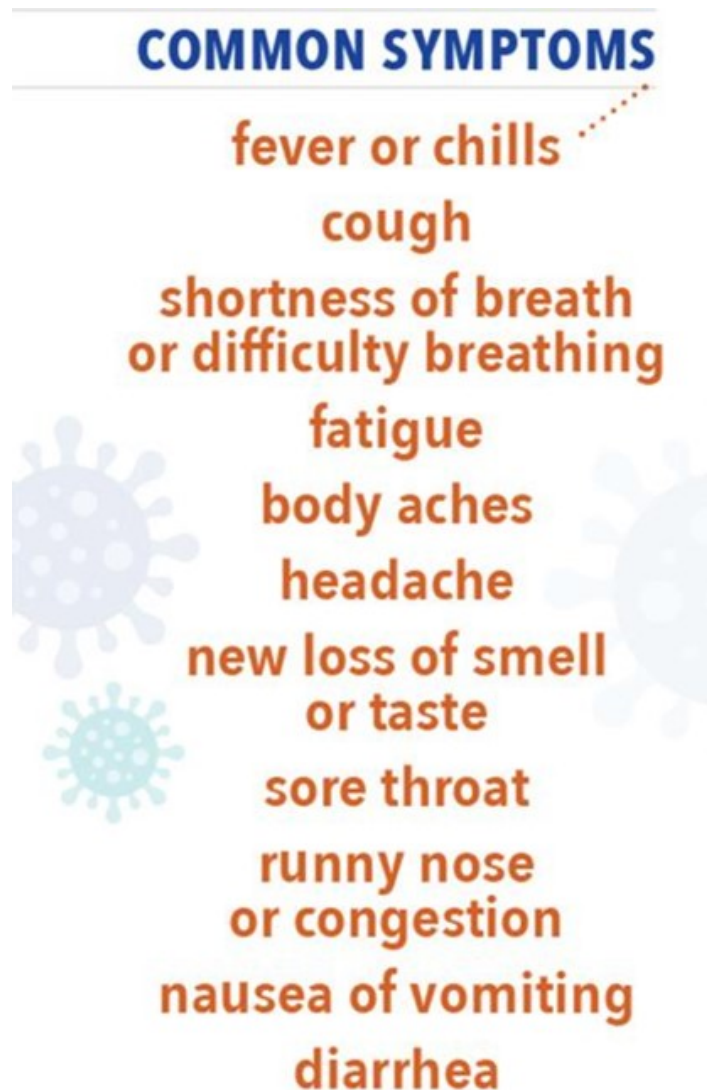
Volunteers are not to attend their shifts if they display any symptoms as below.

Volunteers to distance where possible within the space.

Regular use of sanitiser by volunteers and service users. This will be available at the front door of the Clothing Hub.

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

During times of high community transmission, the Clothing Hub 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

The Indooroopilly Thread Together Clothing Hub was launched in October 2022.

The Clothing Hub is a by-referral only service, and provides a dignified and respectful retail experience for customers. The hub provides racks of clothing, curtained fitting rooms, full length mirrors, and volunteer stylists to assist customers who come for clothing.

Social Workers or Case Workers from agencies such as Anglicare, Uniting Church, Micah Projects, Mission Australia, Communify and 3rd Space may refer their clients to the Thread Together Clothing Hub.

Appointment bookings are made by Social Workers/Case Workers, on behalf of their clients, through the booking portal:

<https://anglicaresq.org.au/about-us/advocacy/thread-together/thread-together-brisbane-clothing-hub/>

The Indooroopilly Thread Together Clothing Hub currently operates two days per week:

Monday 10am-1pm

Wednesday 10am– 1pm

Customers are offered half hour appointments to take their time and browse the stock, try on clothing and make their selections.

For more information and to access our newsletter:

<https://anglicaresq.org.au/about-us/advocacy/thread-together>

# 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 required to have been double vaccinated against COVID 19. Please show your proof of vaccination status to Kate.

### 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.

## 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.

The Thread Together service is currently only operating in the Brisbane local government area, and the Diocesan advice for community outreach activities in this area is that all vulnerable volunteers are welcome to serve. All Parish COVID-19 Guidelines must apply.

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.

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.

## 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 handbook.

### 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 and Debrief

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?

If you would like to talk about your experience and 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 trained Anglicare staff available who can listen and help you debrief.

# Procedures for Volunteers (General)

## [Preparing rosters](#)

Our volunteer coordinator, Kate, will prepare a volunteer roster about a month in advance, and email out a link to the online calendar.

The online calendar is also the gateway to register for your 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.

## [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.

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.

# Procedures for Hub Volunteers

## [Hub Appointment Schedule](#)

Kate will prepare the hub appointment schedule for the day and email it to the volunteers who will be attending for that shift.

Appointment information will include

- Appointment times
- First name of customers attending

## [Before Hub Set up](#)

- Open one set of double doors (secure with hooks to hold back)
- Turn on all lights
- Turn on air conditioners (air conditioner paddle is on piano)

## [Clothing Limits](#)

Unless other arrangements have been made, clothing limits are:

- 4 items each from the racks.
- 1 pair of shoes
- 1 hat
- Underwear and socks are required
- Sometimes we have “special items” for the customers such as handbags, wallets and jewelry. 1 special item per customer.

## [Walk ins without appointments](#)

From time to time, you will have people want to attend the hub who don't have an appointment. In these instances, explain that the hub is a “by-referral” only service and give them Kate or Rev'd Sue's contact details.



# Setting Up the Hub

The Clothing Hub operates in a multi-use space (the St Andrews Anglican Church “Undercroft”) so all Hub assets and stock must be “set up” and “rolled away” each shift.

Hub assets and stock (including loaded clothing racks, mirrors, signage, tables, clothing display boxes, shoes and plants) are largely stored behind four curtained areas at the back of the Undercroft.



Fully “packed down” view 1



Fully “packed down” view 2

## SET UP CURTAIN ONE STOCK

(Two racks with WOMEN’S XL and XXL clothing and wheeled table)



“Packed down” view



“Set up” view

## Setting Up the Hub (2)

### SET UP CURTAIN TWO STOCK

(Three racks with WOMEN'S SMALL, MEDIUM AND LARGE clothing)



“Packed down” view



“Set up” view

### SET UP CURTAIN THREE STOCK (Three racks of MEN'S WEAR)



“Packed down” view



“Set up” view



# Setting Up the Hub (3)

## SET UP CURTAIN FOUR STOCK

(One large square display table, four small display tables, various display boxes of stock, shoes and signage)



“Packed down” view

Two small tables rolled underneath large square table.

Two small tables immediately under air conditioner (not curtained from view)



“Set up” view

# Setting Up the Hub (4)

## ADDITIONAL SET UP

Mirrors:



“Packed down” view

Mirrors are stored “face-to-face”  
between curtained areas 2 and 3.



“Set-up” view

One mirror on the floor.

One mirror in a dressing room  
(with chair)





# Setting Up the Hub (5)

## ADDITIONAL SET UP

Signs:





# Setting Up the Hub (6)

## ADDITIONAL SET UP

Reception table:



“Packed down” view



“Set up” view

Plants:



“Packed down” view

Living plants are stored under the air conditioning unit, on the small tables, between curtained areas 3 and 4.

Place them where you like during hub set up.

# 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

