



# The Northern Territory Working Women's Centre

The NT Working Women's Centre is a not for profit community organisation that provides a free and confidential information, advice and support service to Territory women on work related matters. The NTWWC has been providing this service since 1994.

NT Working Women's Centre

## What can I expect as a client of the NTWWC?

### WHAT WE DO:

- ♀ We will provide you with information, advice and support about your work related issue.
- ♀ We have extensive industrial relations experience but we are not a legal service and we cannot provide you with legal advice.

### THE WAY WE WORK:

- ♀ An initial 45 minute advice clinic is offered to discuss your workplace issue and explore what options you have for dealing with the matter, so you can make an informed decision about how to proceed.
- ♀ The clinic appointment can be provided in person or over the phone if you are not able to attend our offices in Darwin or Alice Springs.
- ♀ Our philosophy is to empower women to make their own decisions about their situation. We will do our best to be honest and realistic with you.
- ♀ We may refer you to other agencies or services if it is appropriate.
- ♀ If you feel you need any support, advice or representation beyond your

clinic appointment, an assessment will be made as to our capacity to provide you with ongoing casework assistance. Unfortunately due to our limited resources, we can not provide case work assistance to everybody who requests it.

- ♀ We will let you know whether we can provide case work assistance within one week. If you are unhappy with our decision you have the right to make a complaint.
- ♀ We may not be able to provide case work assistance if you can get assistance from some where else e.g. you are a union member or can afford a lawyer or if you are in conflict with another NTWWC client.
- ♀ If you require an interpreter, please let us know when you make your clinic appointment and we will arrange one.
- ♀ You are welcome to bring a support person to your clinic appointment if you wish to.
- ♀ Your privacy will be respected. You can find a copy of our privacy policy on our website.

- ♀ Our services are completely free. If you wish to support the NTWWC, you may make a tax-deductible donation or sign up for our newsletter at [www.ntwwc.com.au](http://www.ntwwc.com.au)
- ♀ Our opening hours are 8.30am to 5pm.

### WHAT WE NEED FROM YOU:

- ♀ Please bring all relevant paperwork to your clinic appointment. If it is by phone, please arrange to fax or email it to the Industrial Liaison Officer prior to your appointment.
- ♀ Please attend appointments on time. If you are unable to attend your appointment please telephone to cancel or reschedule in advance.
- ♀ The more you share with us about your story the better we are able to assist you. We assure you that your information will remain confidential.
- ♀ After your clinic appointment we will invite you to complete a client survey form. This provides us with feedback that we really appreciate and helps us improve our service.

Thank you!

## Stressed out?

Problems at work may be very stressful and we understand the level of frustration and anger you may feel about your situation.

Our aim is to work with you in a respectful way to try and resolve work related matters. Abusive or violent behaviour towards NTWWC staff is not acceptable.

We are not counsellors and may refer you to counselling or other support services if you feel you need more support.

### **DISCLAIMER:**

This information has been provided as a guide only and is subject to change without notice. NTWWC disclaims all responsibility and liability to any person for loss, damage, injury, expenses or compensation of any kind arising either indirectly or directly out of or in connection with any act or omission on the part of NTWWC in relation to this information.

**If you have any questions about this information please contact us.**

**NT WORKING WOMEN'S CENTRE**  
[www.ntwwc.com.au](http://www.ntwwc.com.au)

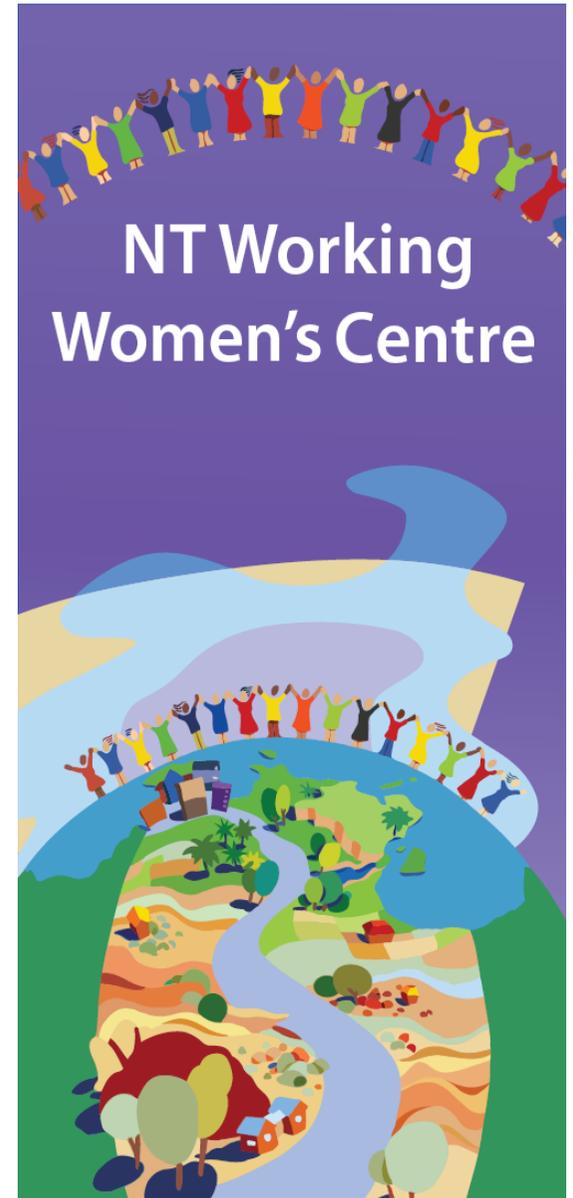
1800 817 055  
(08) 8981 0655  
[admin@ntwwc.com.au](mailto:admin@ntwwc.com.au)

**DARWIN**  
1/98 Woods St  
Darwin NT  
GPO Box 403  
Darwin NT 0801

**ALICE SPRINGS**  
Shop 19, Level 1  
John Cummings Plaza  
Todd Mall, Alice Springs  
PO Box 664  
Alice Springs NT 0870

Please note that clients who are unable to access the Alice Springs office due to accessibility issues (stairs) will be offered a telephone appointment or face to face appointment at the Disability Advocacy Service.

**We suggest that you visit our website before your appointment and look at our factsheets: [www.ntwwc.com.au/resources-and-factsheets](http://www.ntwwc.com.au/resources-and-factsheets)**



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[www.ntwwc.com.au](http://www.ntwwc.com.au)  
**INFORMATION  
FOR CLIENTS**