

## STRESSED OUT?

Problems at work maybe 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  
1/98 Woods Street  
Darwin NT 0800  
GPO Box 403  
Darwin NT 0801

Freecall: 1800 817 055  
Phone: 08-8981-0655  
Fax: 08-8981-0433  
E-mail: [admin@ntwwc.com.au](mailto:admin@ntwwc.com.au)

The banner features a vibrant, colorful illustration of a globe. The globe is composed of various shades of green, blue, and yellow, representing different continents and oceans. A large group of diverse people, depicted in various colors and styles, are shown holding hands around the top and sides of the globe, symbolizing global unity and community. The background is a solid purple color.

# NT Working Women's Centre

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



# 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 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.

This clinic can be provided in person or over the phone if you are not able to attend our office.

- ♀ Our philosophy is to empower women to make their own decisions about their situation. We will not tell you what to do.
- ♀ 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 by the NTWWC as to our capacity to provide casework assistance. You will be advised of the outcome within one week.

- ♀ Our opening hours are 8.30am to 5pm. We do not provide an after hours service.
- ♀ 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 will not be charged for our service. If you wish to support the NTWWC, you may make a tax-deductible donation, or join the organisation.

### 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.
- ♀ Please provide accurate and comprehensive information to your Industrial Liaison Officer. It may affect our advice and our ability to provide further assistance if we do not have the full picture about your situation.
- ♀ 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.
- ♀ Please treat all NTWWC staff with respect.

### THANK YOU!!

**We suggest that you visit our website before your appointment and look at our factsheets:**  
<http://www.ntwwc.com.au/index.php/factsheets>