women
matter

project
respect

The Manual

An informative guide for women considering entering the sex industry

Written and Researched by Christie Heart on behalf of Project Respect

Funded by The Reichstein Foundation, The City Of Yarra (Prevention of Violence) and The Neighbourhood Justice Centre
Thanks To:

CITY OF Yarra

Neighbourhood Justice Centre

Reichstein Foundation
change not charity
Disclaimer

The material within these pages was drawn from women who have been, or still are, involved the sex industry. As a group they encompass decades of experience and are from a range of cultural backgrounds and age groups. While designed to inform, it cannot be considered an ‘absolute’ authority. Each woman in the sex industry will experience it in her own way. It is our hope that the information will serve to demystify an activity that is frequently misrepresented and misunderstood by the media, by society and by individuals in the medical and helping professions. Safety suggestions are just that, suggestions. Information on diseases, while taken from reputable sources are purely guidelines and cannot replace a trained medical diagnosis.

From the Author

As author of this body of work, I have, wherever possible written as if this information were being told to you direct from the women who supplied it, as would be the case in the back room of a brothel or escort agency. C.H.

Project Respect

Project Respect has seen firsthand the many harms and issues that can arise for women who have been in the sex industry. We do not wish to encourage any women to enter the sex industry – but recognise that many women enter the industry due to lack of other viable options. This manual is to ensure women who do enter the industry are making an informed decision, and to attempt to empower women to protect themselves wherever possible.
# CONTENTS

<table>
<thead>
<tr>
<th>Section</th>
<th>Page</th>
</tr>
</thead>
<tbody>
<tr>
<td>Why Is This Information Necessary?</td>
<td>5</td>
</tr>
<tr>
<td>What You Need To Know About Clients</td>
<td>5</td>
</tr>
<tr>
<td>A Few Tips</td>
<td>7</td>
</tr>
<tr>
<td>Condoms &amp; Lubricants, Contraception &amp; Sponges</td>
<td>9</td>
</tr>
<tr>
<td>Condoms</td>
<td>9</td>
</tr>
<tr>
<td>Contraception</td>
<td>10</td>
</tr>
<tr>
<td>Lubricant</td>
<td>10</td>
</tr>
<tr>
<td>Using A Sponge</td>
<td>11</td>
</tr>
<tr>
<td>Diseases</td>
<td>12</td>
</tr>
<tr>
<td>STD's</td>
<td>12</td>
</tr>
<tr>
<td>What Happens In An Average Booking?</td>
<td>17</td>
</tr>
<tr>
<td>Extras &amp; Fantasies</td>
<td>19</td>
</tr>
<tr>
<td>Some examples of Extras</td>
<td>19</td>
</tr>
<tr>
<td>Some examples of fantasies</td>
<td>21</td>
</tr>
<tr>
<td>Keeping Safe</td>
<td>22</td>
</tr>
<tr>
<td>Difficult Or Dangerous Situations</td>
<td>24</td>
</tr>
<tr>
<td>Ugly Mug Form</td>
<td>25</td>
</tr>
<tr>
<td>Who Can You Talk To?</td>
<td>26</td>
</tr>
<tr>
<td>Brothel Environments</td>
<td>26</td>
</tr>
<tr>
<td>Management &amp; Brothel Licensees: What are their legal obligations?</td>
<td>28</td>
</tr>
<tr>
<td>What Is A Sub-Contractor?</td>
<td>30</td>
</tr>
<tr>
<td>Brothel or Agency Related Complaints</td>
<td>31</td>
</tr>
<tr>
<td>Sexual Harassment In The Sex Industry</td>
<td>31</td>
</tr>
<tr>
<td>Definitions Of Rape And Sexual Servitude In The Criminal Law Act.</td>
<td>32</td>
</tr>
<tr>
<td>Example of a Brothel Booking</td>
<td>34</td>
</tr>
<tr>
<td>More about clients</td>
<td>36</td>
</tr>
<tr>
<td>Please remember</td>
<td>36</td>
</tr>
<tr>
<td>References</td>
<td>37</td>
</tr>
</tbody>
</table>
Why Is This Information Necessary?

This manual was written to provide information and insight to women who consider entering the sex industry. It is our aim, as women experienced in an industry that is like no other, to ensure that you are aware of your rights and of the potential risks involved.

The information is primarily designed for women in brothels and may be relevant to women in hand relief massage parlours. Women on the streets have a different mode of operating and are exposed to risks beyond the parameters of this manual, however much of the information may be relevant to all. Escort s are also subject to the risks of being on the client’s turf. As some us have escort experience, a few relevant points have been included.

It is our aim to tell you in advance the things you will most likely learn along the way, although maybe not until after you have suffered unnecessary harm or misadventure. With little training provided - if any - too many women come to grief, burn out, or simply give too much away in this industry, before they know how to operate safely or understand the monetary value placed on what we do. We hope that our advice and collective knowledge will remove some of the mystique and provide you with an accurate portrayal of what to expect and what may help to keep you safe.

What You Need To Know About Clients

Some people within the sex industry refer to prostitution as The Game. It’s an old fashioned saying, but you will find that clients often view it as game - a game where they try to get as much out of you as they can, for as little as possible.

Some clients make a point of booking a woman who is new to the industry with the intention of pushing her boundaries to the limit. They hope she will be uncertain of her rights and what is considered ‘normal’ in a booking, in order to take advantage of her. Many women have come away from a first booking injured, bruised and shattered by rough, demanding, or verbally abusive clients. One woman tells:

“I met a girl who had just been to her first booking ever. The guy she had seen had bitten her nipple until it bled. She thought she had to put up with that because she was being paid! I told her “No no! You never have to put up with pain!”

As the woman said, you never have to put up with pain. If an act or a position is uncomfortable or painful, you have the absolute right to say so. You are perfectly within your rights to ask a client to stop what they are doing and find a more comfortable position or whatever else you need to do, depending on the circumstance. The client is paying for sex, not for painful sex. Besides, if a client is rough, you won’t want to see him a second time, so there is no need to endure bad treatment trying to please someone who doesn’t care about you. Remember, to them it’s a game.
Some clients would like you to be a contortionist and ‘do it’ in every weird and wonderful position they can invent in the allotted time. Whether you choose to do this is entirely up to you. There is no rule that says you must. You can offer whatever excuse comes to mind. (A plausible excuse can be an easier option than a direct ‘No’ which could lead to a tiresome argument). Some women say they have an old injury that prevents them from doing whatever…. In fact it doesn’t hurt to have a few good excuses up your sleeve for emergencies. Ask other women for ideas on what they say to clients to get out of awkward situations. Otherwise you may go home at the end of a single shift and need a week to recover!

You may encounter clients who try to convince you that you should pay them for giving you a good time! It’s usually the most demanding clients who try to lay that guilt trip on you. Pay no attention. Although rare, you may come across a client who will be happy to spend time with you and do nothing but talk. Interestingly enough, they are not usually the ones who begrudge paying. Either way, you owe them nothing whatever they may say.

Some clients will pressure you to have sex non-stop for the entire booking. Although they pay for sex, that doesn’t mean sex for every minute of the booking. If you start to get tired or sore during the booking, you need to let them know. You’re a human being not a robot and they have to respect that. An idea to give your body a break could be to offer him hand relief (masturbate him) then get back to intercourse towards the end of the booking.

* Don’t forget to wash your hands if you’ve touched his naked penis.

Massage can also be a great time filler and body saver. One woman says:

“Massage was my saving grace. For the last six or seven years that I worked in full service, I began almost every booking with a massage. I found that it calmed the clients down and put them in a mellow mood. By getting them to lie face down on the bed, it kept their hands off me and put me firmly in control. It usually made them relaxed enough to come more quickly too. Before I began to work this way, I frequently had to take time off because I was too swollen and sore to go on.”

When you have seen a number of clients you will notice that the average time it takes a man to climax when having sex is approximately 10 minutes. The reason you need to be aware of this is that it will help you to time when to end your booking. Of course, there will always be exceptions.

Some client’s won’t be able to ejaculate at all. They may be taking a substance that prevents them from coming - body builders on steroids sometimes have this problem - or a client may be too tense or affected by drugs or alcohol. Whatever the reason, try not to stress over it. If a client hasn’t come by the end of the booking and you’ve tried what you can, there is not much you can do about it. You might offer to extend the booking - if you have time - or just finish the booking as it is.
It's not a very comfortable situation when this happens but it's *not your fault*. You may be tempted to run late to give him extra time, but this will cause you problems. You still need to leave enough time to shower and tidy the room. Hard though it may seem it's *up to you to draw the line and end the booking on time.* If you ask around, you may find that other women have encountered that client with the same scenario.

**A Few Tips**

If a difficult or exhausting client wants to extend a booking and you don’t want to you have the right to say no. You might try telling him that unfortunately you have been pre-booked for the next hour or so and suggest that he see someone else. The client will often be satisfied with this and the women who are not busy may be grateful to take over.

**Always get the money first!** Ignore this advice at your own peril. If the booking goes pear-shaped, at least you have been paid! There are clients who will get a kick out of trying to cheat you out of your money. Remember to them it’s a game. Some will distract you just as they are about to hand over the money by asking questions or whatever they can think up. There is nothing more frustrating and humiliating than to realize – too late - that you have given yourself to some stranger for free. If you must carry money in your handbag or purse, keep an eye on it. Theft by clients and/or fellow women is sadly, always a possibility.

**Worth mentioning.** Some women have been known to feel overwhelmed by the amount of money they receive for just one hour of their time. They feel that they have to do more than is required in order to earn it. They may run overtime in bookings because they mistakenly believe - or the client leads them to believe - that they owe them more for their money. **NOT SO.** Hopefully, if you ever feel this way, you will remember that merely being available for sex and taking off some, or all of your clothing at the clients’ request, is worth every cent of what they pay (and more!).
If the client does something that poses a risk to your safety and health, or is unreasonably offensive, do what you can to stop the booking and get away! You don’t need to keep going ‘just to get it over with’ and if you do stop, do not feel obliged to refund any money. If he has chosen to abuse the situation and has broken the code of decent conduct, it’s his loss. One escort tells:

She did not owe him. For a start, the agency had taken their fee from the first booking and would expect another fee from the second one. Plus both times she had driven many kilometres at her own expense to see him and been savagely attacked! It was the client’s responsibility to make sure he was alone, that’s part of the deal. If the problem is on the client’s side, they pay. As for the Escort Agency…!

“I had been at a booking for about 10 or 15 minutes when my client’s wife came home (I had no idea he had a wife). When she saw me, she ran at me intending to gouge my eyes out with her car keys, I was terrified. The client jumped on her and held her down. He yelled at me to ‘Run!’ I managed to get away and called the Agency. A month or so later the Agency made another booking for me with the same client. I refused to go and pleaded my case, I was so scared, but they would not take no for an answer, promising that it would be safe this time and that he wanted to apologise. The problem was that I knew the Agency could take it out on me, by withholding further bookings if I didn’t go, so I relented. When I arrived he refused to pay me, saying I ‘owed him’ for the booking he missed! Excuse my French but I knew he was a bastard. The Agency had no right to push me into it. That’s when you realise that no one really cares about you in this business.”

*To this day she believes the client set up the whole scenario. That he deliberately planned to humiliate his wife and was happy to use her as a pawn in his game.*
Condoms & Lubricants, Contraception & Sponges

Condoms

There is more to be said about condoms than you may realise. In time you will become an expert on them. In gaining expertise, however, a lot of mishaps and potential disasters may occur. Hopefully this information will help you to avoid the pitfalls.

Make sure you or your agency/establishment, supply the condoms and put the condom on the client, rather than let them do it themselves. You need to be sure that the condom is securely in place and has not been tampered with. (Yes, some clients will tamper with a condom! i.e. pin holes etc.)

When you use condoms, you must use a personal (water based) lubricant. Oil can damage a condom and it’s not a good substance to put inside your vagina. No matter how naturally wet you may be, condoms will become abrasive if lube is not used. Repeated abrasion, apart from risking breakage, becomes painful and the delicate membrane in your vagina may become red and swollen in a short space of time and that is bad news for you.

When they see that you use lube, some clients have been known to make disparaging comments like, “Aren’t you wet?” insinuating that you are not aroused, which you are very likely not to be (many like to fantasise that you are). You can educate them by pointing out that condoms, not being natural skin, can make a woman dry and irritated even if she is naturally wet to begin with.

Another thing to be aware of is that some clients like to pull out almost all the way for each stroke during intercourse. This will dry out your lube in no time and put stress on the condom. It may cause abrasion and damage to your vaginal membrane, so be aware and keep adding lube. If need be, tell the client that the condom is likely to break if they pull out so far each time. Hopefully they will modify their technique, if not, you can insist on a different position. Try being on top, this can give you more control than any other position. If intercourse is too problematic (some guys have no rhythm), suggest oral (always with a condom on) or hand relief instead. The important thing is for you to be comfortable and safe.

Some men have strange shaped penises. This can be a problem when you try to put on a condom. Men with bent penises may not fit inside a vagina. Men with triangular or flared penises, very wide at the base and narrower at the tip when erect are particularly difficult. You may have to hold the condom on with one hand while they are inside you. The same can be said for men with very narrow penises where the condom flaps around and does not make contact with their skin. It’s awkward to do, but necessary.

If you can’t keep the condom on safely during intercourse, or if the penis can’t fit inside you, then you’ll need to try some safe alternatives such as hand relief, oral, rubbing against your tummy, between your breasts or whatever you can cope with that works (rubbing between your legs, the cheeks of your bottom, or on the outside of your genital region without a condom, is not a safe alternative.). It may be annoying for the client but when you are practicing safe sex, if it’s not on, it’s not on!

Condoms can be found in small and larger sizes. It’s handy to keep some with you in case your establishment doesn’t supply them or has run out.
It can be difficult to put on, or keep a condom on a very overweight man. The techniques used to keep condoms on for other difficult shaped men may work for you. Sometimes, if the man is grossly overweight it is just not possible to have intercourse at all. If they lie on their back gravity may help. Some women are adept at putting a condom on with their mouth. They place the condom in their mouth and slip it on when they give the client oral sex. They swear the client doesn’t even realize it’s on. It’s a risky practice, but if you can do it, there is no reason why not, so long as your mouth does not make contact with their naked penis as you slip it on. However, it’s not exactly a recommended practice.

There are clients who will try to pull off a condom during intercourse, or whenever they think they can get away with it! When you are in certain positions, for example when the man is behind you, and you cannot see what is happening behind you, you need to take extra care. What you can do is reach between your legs and see if the condom is still on. Sometimes, although it’s awkward, you may need to hold the condom at the base of their penis for the whole time in this position.

Condoms do fall off accidentally, so it is always good to regularly check how the condom is faring anytime you are in a position where you cannot see it clearly.

Always try to hold on to the rim of the condom when a client has finished and is ready to pull out of your vagina. A penis can shrink alarmingly fast and with the extra lubricant of semen a condom can slip off very easily and end up inside you. *NB* Condoms may help to protect you from many diseases such as Syphilis, Gonorrhoea, HIV, Hep B and Chlamydia, but diseases such as Genital Warts and Herpes are shedding diseases, they shed microscopic spores and a condom can’t protect you from them. Besides, herpes can often be found around the base of the penis, upper thighs, buttocks and around the anus. Herpes are very painful and there is no cure for them.

**Contraception**

Talking about condoms naturally leads to the subject of contraception. **What are you doing for contraception?** As has been pointed out, it is not safe to totally rely on condoms. Unless you are prepared to risk carrying the child of an unknown client, you do need to find a reliable way to avoid pregnancy. That's something you should discuss with a doctor or sexual health professional to find what works best for your body and your personality. If you do slip up, there is the option of the morning after pill. But as the Irish are reputed to say, it's better to be sure to be sure.

**Lubricant**

Lubricant (lube) is always necessary. How and when it is applied is up to the individual. Some women use an applicator or a finger to apply lubricant into their vagina before the booking begins, to save trouble later and minimise cross infection (from having touched the naked penis before putting lubricant inside yourself). Also, it can give the client the impression that you are wet and ready for them. Both points of view are reasonable, so do what suits you. **Avoid getting lubricant under the condom as it can slip off.**

If you have given a client hand relief using oil or lubricant before putting a condom on him, it will need to be washed off. A good way is to wash your hands, then wet a towel with
warm water, squeeze the towel so that it's not too wet and wash the client down, twice if necessary and make sure to wash your hands afterwards. You can refer to it as freshening up if you want to make it sound less clinical.

Never be afraid to ‘lube up’ as many times as you need to during the booking. It's a necessity. Your body is first priority always and as mentioned before, too much friction without lube can cause the condom to break.

Using A Sponge

A choice you will need to make when you get your monthly period, is whether you use a sponge, or take time off. Some women treat having their period as a rest break. Depending on your financial circumstances this may be inconvenient. Many women choose to continue to work while they have their period using a sea sponge inserted into their vagina to absorb their menstrual fluid.

Some establishments supply sponges, many don't. Sea sponges can be bought from most pharmacies. They can be bought large and cut to size or bought small (not too small, as they can be hard to remove). Some synthetic types of sponge can be used also. If you use a sea sponge, it is wise to wash it thoroughly and let it dry before you use it. Sponges can be washed and re-used (though that does put you at risk of infection). They can be boiled, or you can use them once and throw them away. It’s entirely up to you.

The risk involved with using a sponge, and indeed, working when you are menstruating, is that you are more susceptible to infection as your cervix is slightly open. Your body’s natural protective barriers are laid open and vulnerable. The risk of contracting HIV is far greater. You also risk infecting a client with your blood, if you happen to be carrying something that you are unaware of.

You will need to change your sponge regularly throughout the shift and you will require more time than usual between bookings to deal with it. Let reception know so they can arrange your booking times around it. If you rush from one booking to the next without changing your sponge it can become saturated and the client will be in for a nasty surprise. Some men become hysterical at the sight of blood, it may also result in them becoming abusive.

Don’t forget to remove the sponge when you get home or at the end of your shift. It’s easy to forget that it’s in there and like keeping a tampon in for too long, you risk all sorts of problems, including toxic shock, if you forget to take it out. It’s a good idea to avoid letting clients put their fingers inside you or give you oral sex when you are working with a sponge. Again, a useful excuse may be better than the truth, as client’s reactions can be unpredictable. Many turn squeamish at the thought of you having your period.

Warning – It can be hard to remove a sponge after sex. Sponges can become jammed deep inside the vagina. Some women have had to have their sponge removed by a doctor.
Diseases

You know where you have been, but you don’t know where your client has been. Treat every client as a disease risk.

Disease is one of the greatest concerns of the sex industry. A healthy looking body and nice clothes are no indicator of whether or not a client is carrying something you definitely don’t want to catch. Some brothels provide lamps with high watt light bulbs in each room to check a client’s genital area before they get into the shower. Unfortunately, the reality is that many establishments don’t have suitable lighting - although they should by law - nor do they encourage client examinations, seeing them as a bit of a mood killer. So what can you do?

You can learn to avoid contact with a client’s pubic region until you’ve had a chance to look. Before putting a condom on the client, have a quick scan of the area (that’s when it really helps to know in advance what you are supposed to be looking for). The next bit is the hard part - if you do see anything, you have a right and an obligation to your own health and safety to mention that there is something that concerns you and would like to take a closer look.

If necessary, turn the dimmer switch up high or take the client into a room with better light (some women keep a pocket torch in their handbag). Don’t panic, act like this is perfectly normal - in this industry it is! You may feel embarrassed but it might save your life or a lifetime of misery - as with herpes. Or even just prevent a nasty infestation of body lice (crabs). If you do find something that looks suspicious then by law and by common sense you need to terminate the booking. This really is a case of ‘it’s better to be safe than sorry’.

What to look for:

- Sores, ulcers, lumps, lesions, blisters or warts on their penis or anus and surrounding areas.
- Unpleasant odours
- Rashes, on or around the genitals
- Discharges from the penis (a clean clear slightly sticky discharge may just be pre-cum)
- Cold sores or herpes blisters
- Pubic sores or nits (eggs in the pubic hair)
- Scabies

*Worms are another concern - if a client is noticeably red around the anus it may indicate an infestation of worms. There are several types of worms, some are easier to get rid of than others and all are easy to catch. It doesn't hurt to keep an eye on yourself. Signs are redness or itchiness around the anus or vaginal region, feeling irritable, or a combination of these.
STD’s

If your workplace does not have pictures and information on what to look for, there are plenty available on the net (type in sexually transmitted diseases and you’ll come up with some excellent information and photos). Sexual Health Clinics usually have information with pictures. Many diseases cannot be seen and they are often the most deadly. It is wise to behave as if every client has a seriously infectious disease.

A list of STD’s are defined in the

6. Sex Work Regulations 2006 S.R. No. 64/2066

HIV or AIDS what is the difference?

HIV (Human Immunodeficiency Virus) is the virus that is transmitted from person to person, either via blood, through sharing needles or having tattoos or piercing with infected instruments, or (rarely) through blood transfusions. It can be spread by exposure to infected bodily fluids (vaginal fluid, semen and pre-cum) during unprotected sex. Or, by contact with infected blood or bodily fluids when skin is torn or cut i.e. sores and wounds. Babies can be infected through breast milk and during the birth process (from mother to child). NB: Giving an infected client hand relief when you have a cut or sore on your hand may expose you to contracting HIV.

AIDS (Acquired Immunodeficiency Syndrome) is the result of the HIV virus having weakened the immune system. As the immune system breaks down, the body becomes more susceptible to bacteria and viruses. Repeated illness occurs. People can be carrying HIV and infect others even when they feel healthy. They may remain healthy for decades so there is no guarantee that a fit and healthy looking man or women may not be infected with the HIV virus.

*NB it’s interesting to note that Hepatitis A, B and C are not mentioned. Hep A is not specifically an STD but intimate contact with someone who has it, can expose you to the disease. Hep B is sexually transmitted through semen, saliva, blood, urine and faecal matter; you can be vaccinated against it, which is an excellent idea. Hep C is usually transmitted from blood to blood (as in sharing needles) however, according to some authorities, it can be transmitted sexually. There is no simple cure for Hep C and it can be deadly. There are less common forms of Hepatitis, check out the Internet or your local medical centre for more information. Some other common STD’s not listed in the Sex Work Regulations, have been included below.
Protected sex. Using condoms is the only way to protect yourself from this virus during intercourse. If the condom breaks, or falls off you are no longer protected. Although infection via oral sex is not common, it is said that a scratch or sore, or inflammation in the mouth, may expose you to it more easily (eating potato chips causes multiple scratches in the mouth). Some people wrongly think that using a diaphragm with spermicide will create a protective barrier; in fact it creates a greater risk, as diaphragms and spermicide can inflame the vagina. Scratches in the vagina from fingernails also increase the risk. Having other STDs can increase the risk of catching or passing on the HIV virus.

Chlamydia can be transmitted through sexual intercourse, anal sex and oral sex. In men, a white cloudy or watery discharge from the tip of the penis may be an indication, or swollen or tender testicles. Women may manifest a mucus discharge, lower abdominal pain, lower back pain, nausea, fever or bleeding between menstrual periods. Both men and women may experience a burning sensation when urinating. Chlamydia can cause infertility if left untreated. ¾ of women show no symptoms at all and ½ of infected men show no noticeable symptoms.

Syphilis is known as the great imitator because its symptoms can be mistaken for other diseases. It is contracted through skin contact with the syphilis sore, infected lesions called chancres (pronounced shankers). These chancres are painless skin ulcerations often found on the penis, vagina, external genitals, rectum, lips or mouth (they can also appear on other parts of the body). Symptoms may take up to 90 days to develop. At the primary stage, these chancres can spontaneously disappear, some people show no visible symptoms. The secondary stage may manifest as rough red or reddish brown sores on the palms of the hands or bottoms of the feet, or as a body rash on any part of the body. Swollen lymph glands, fever, weight loss, fatigue, sore throats, patchy hair loss and muscle aches may be signs of syphilis. The latter stages of syphilis are very nasty. Syphilis can permanently damage nerves and internal organs and lead to blindness, dementia, and may be fatal if not treated.

Gonorrhoea is one of the world’s most common STDs. Signs in men are usually a white, yellow or green pus discharge from the penis and inflammation around the ureter and/or pain or swelling in the scrotum. Some men have no obvious symptoms at all. It may manifest in both men and women as a sore throat, burning sensation when urinating. In the rectum it can cause itching, soreness, discharge, bleeding or painful bowel movements. In women, it can be mistaken for a bladder or vaginal infection. (It can remain undetected in infected females with no obvious symptoms, for up to one year) If untreated, gonorrhoea can cause serious and permanent health problems.

Bacterial Vaginitis – Gardnerella is caused by an overgrowth of certain natural bacteria in the vagina. It can show up as a white or grey discharge accompanied by a strong fish like odour (particularly noticeable after intercourse), as pain during intercourse, itchiness or burning, or a burning sensation when urinating. It is often associated with having multiple sex partners or a new sex partner, however it can occur for no apparent reason. If untreated, it can lead to Pelvic Inflammatory Disease (PID).
**Donovaniasis** first presents as small painless nodules on the shaft of the penis, or labia in women, or around the anus. Whilst it’s reasonably rare in Australia (though less so in northern tropical and subtropical parts of Australia), there are countries of the world where it is common. The nodules generally appear 10-40 days after infection and eventually burst into fleshy oozing lesions. If untreated it can progress to cause the destruction of internal and external tissue where the infection has occurred and can spread to pelvic and abdominal areas. Infection occurs through contact with the sores.

**Lymphogranuloma venereum (LGV)** is spread by direct contact with genitals, mouth or rectum. In the early stage it may present as sores that look like pimples or blisters. Often there is a discharge from the penis or the vagina usually 3 days to 1 month after infection. The second stage can present as an abscess or abscesses, in the groin region. It is an infection of the lymphatics and lymph nodes, hard to detect in women. The secondary stage can take up to 6 months to manifest. If untreated it can cause serious tissue damage, rectal or intestinal blockages and worst-case scenarios include elephantitis (massive swelling of the genitals), and in very severe cases it can attack the nervous system.

**Chancroid** is often associated with tropical and developing countries. Sources say it is common in Asia, Africa and Latin America and is spreading in the USA. (Remember, you don’t know where your client has been). The first sign of infection is usually one or more small raised bumps or sores on the penis, scrotum or anus of men, or labia, cervix or vagina and anus in women. The bump’s soon fill with pus and rupture to become a painful ulcer 3-50 mm across. Uncircumcised men are at greater risk. Hard painful swelling of the lymph glands, usually on one side around the groin area, can result in abscesses. The abscesses can take a long time to cure.

**Trichomoniasis** is reputed to be the most common curable STD in sexually active women. It can be contracted through contact with infected semen, or vulva to vulva (external genital areas) from woman to woman. In women, symptoms can include a frothy yellow green vaginal discharge with a strong odour, and can cause discomfort during intercourse, itching in the genital area and irritation after urination. Men may experience a mild discharge or slight burning sensation after urination or ejaculation. (As in the case of all vaginal irritations, it can increase the risk of contracting HIV or for HIV infected women, it can increase the risk of them infecting their partner).

**Genital Herpes** individual, or clusters, of small and painful blisters, or lesions (so small they can sometimes be hard to detect) may be what are known as Herpes simplex or Herpes type 2. Outbreaks of herpes can occur on the penis, genital region, inner thighs, buttocks, anus and the base of the spine. For women include clitoris, vulva and near the pubis. Condoms are no protection, because microscopic dead cells shed and can spread the virus. Skin to skin contact is how Herpes are transmitted. Outbreaks can be triggered by tiredness, stress, illness, menstruation or other changes.
Genital HPV (Human Papilloma Virus) commonly called Warts are highly contagious and transmitted by direct skin contact. There are many strains; some strains can be instrumental in the development of cervical cancer. Genital Warts can be found in small clusters of very tiny warts or in large masses on the penis, scrotum and around the anus. They can look pink, whitish or grey, usually flattish but can develop into cauliflower like clusters. On women they can be found on the inside and outside the vagina, on the opening of the cervix and around the anus. They can, on rare occasion, develop in the mouth or throat. The virus remains in your system for a lifetime and can recur. Covering warts with a condom will not necessarily protect you, as they shed microscopic spores. If a client has warts, he is not safe and you need to terminate the booking. (One woman came across a client who had large warts covering his entire penis!)

Jock Rash/Tinea cruris can be found around the groin region and spread down the thigh, also to the toes and other parts of the body. Commonly called jock rash or jock itch, it is a fungal infection that may appear on the skin as very red, tan, or brown and can include flaking, peeling or cracked skin. This is contagious, washing after contact and keeping clean and dry can help you avoid being contaminated. Seek medical advice to be sure, but anti-fungal creams are generally used as treatments.

Scabies are miniature whitish brown eight legged mites that burrow under the skin to lay their eggs. They are easily spread via skin contact and cause severe irritation to the skin and an itchy rash. Visible symptoms can be found as a rash or bumps between fingers and creases in the skin including elbows, wrists, knees and buttocks, navel and around nipples and on external genitals or feet. Scratching may cause secondary infections and the rash becomes crusty and pus-filled. Scabies can be caught by skin contact and by coming into contact with infested towels, sheets, clothing etc. If you come across an outbreak in your workplace, all objects in rooms must be cleaned or wiped with an antiseptic substance, and bedding, towels etc. should be thoroughly washed or boiled using an antiseptic substance as well as detergent.

Public Lice (Crabs) Are small black, light brown, red, white or bluish crab like insects. They cling to pubic hair and suck blood for nourishment. They lay eggs that cling to the shaft of the pubic hair and look like small white dots. Crabs can live for many hours away from the body, so they can be caught from infected toilet seats, bedding, towels clothing etc. They are generally transmitted by close body contact, and can be found in beards, chest and body hair, armpits and eyelashes. They are easy to catch and easy to pass on. Fortunately, they are easy to get rid of and treatment can be bought from chemists. Bedding and all objects that may have come into contact with an infected person must be thoroughly washed. (Crabs are not the same as head lice). (One woman came in contact with a hairy client who had crabs all over his body)

Thrush – Candida is a fungal infection not really considered an STD as it can occur in people who are not sexually active. However it can be spread through sexual contact, most commonly through vaginal and oral sex with a male carrier. Men often have no visible symptoms. Symptoms for women are a white cottage cheesy coating of the vagina, irritation, pain or itchiness of the vagina or vulva, and possible pain during intercourse or urination. Candida can also recur at times of stress and when the body’s natural PH balance is disturbed, for example, due to taking antibiotics.
*NB Beware of the risk of cross infection that can occur when a client plays with his penis, and then wants to touch you on the genitals or put his fingers inside you. Another disease risk you need to be vigilant about is when you do a booking with another woman. If the client puts his fingers on her genitals, or inside her vagina, then wants to do the same to you, you are at risk of catching anything she’s got. One way to get around this is to have the client wear a condom on his fingers and change it for each woman. Some people work around this problem by having the client use a separate hand for each woman, but you need to have your wits about you if you choose to keep tabs on which hand is which. (Some women refuse to do ‘doubles’ for this very reason.)

Ask the client to wash his hands before touching you or do whatever is necessary to protect your precious health. If you are polite about it, the client should respect your wishes. If they don’t then you may need to terminate the booking.

As you can see, you need to concentrate and have your wits about you. It’s usually when you are overworked, tired, alcohol affected, drug affected, or for whatever reason off form, that you are most likely to become careless and increase the possibility of accidents.

In general, you become automatically vigilant after a while i.e. scanning for disease symptoms, checking that the condom is securely in place during intercourse, taking precautions against infection, keeping an eye on what the client is doing, watching the timing of what you are doing with the client so that you can finish the booking on time, looking out for yourself so as not to get bruised, or scratched and keeping lubricated so as not to become swollen and sore. It is not just lying on your back, as some people seem to think.

Lastly, most legal brothels require you to have a regular health check for STDs. There are some doctors who do this all the time, such as at sexual health clinics, and you may prefer to seek them out. Any GP can do it if you feel comfortable confiding in them. You will need to ask for a sexual health certificate (which can be made out using your working name if you prefer) to hand to management to show that you have had your health check. The checks do not record the results of your tests; they just say that you had them. Many groups have been advocating for change in this area. The required monthly Doctors Certificate may change in the near future to a requirement of a quarterly certificate.

*The usual monthly sexual health checks only cover tests for Chlamydia, Trichomoniasis and Gonorrhoea. Quarterly, blood tests are recommended for HIV, Hep B and Syphilis. If a condom breaks or slips off, you really do need to have an STD test including bloods for HIV, as soon as possible, with regular follow-ups over a period of months to ensure the HIV virus does not show up.
What Happens In An Average Booking?

It’s an important question, yet every woman you ask will probably give you a different answer (a detailed example of a standard brothel booking is included later in this manual). Here we will outline some differences between what is considered ‘normal’ or ‘standard’ meaning what the client has paid for up front, and what is usually considered to be ‘extra’.

A woman may enter the industry with very little experience of sex at all, let alone of how to conduct a commercial sexual transaction (which is vastly different from an intimate sexual relationship with a lover, partner, or even a one night stand). Even women who have had plenty of sexual experience may not know how to operate within a sex industry framework or realise the commercial value of what they would normally do in a private encounter. Regular clients do know all the intricacies of the industry and will often try to take advantage of you.

Sometimes a woman is given a training session where an experienced woman will introduce her to a regular client - who can be trusted to behave decently - then demonstrate how to go about it. More often than not this doesn’t occur.

What generally happens is a woman is sent into her first booking being told only to use condoms, give the client oral and sex and what time to be out. This can be very intimidating and leaves the woman unnecessarily vulnerable and open to exploitation. Some women are pushed into several bookings, one after another, on their first shift, with the attitude that ‘she'll learn the ropes soon enough’ the mentality behind this is fairly brutal - within the framework of a legalised industry it is inexcusable, nevertheless it happens.
So it’s important to know before you begin that some sexual acts are considered to be worth more money than others. Although each individual woman has her own way of operating, there are certain standards that draw a line between what is included in an ‘average service’ and what is considered an ‘extra’ or a ‘fantasy’. More experienced women in the industry may feel undercut and even become hostile if they discover you are giving for free a service that they would normally charge as an extra. Of course, it’s up to you how you deal with that, but you deserve to be told in advance to spare any unpleasantness. One woman says:

“*The way I work is generally quite affectionate. I kiss when I feel like it and I don’t charge extra for that, I also refuse to kiss when I don’t want to, it’s entirely up to me. If I’m not impressed with a client’s oral hygiene I won’t kiss him or let him go down on me - and I usually don’t charge extra for that if they’re a regular(client that you see frequently). If it’s a new client, I will charge him extra to give me oral but if he’s rough or just plain hopeless at it, I will ask him to stop. If he has scratchy stubble I am particularly careful because stubble is painful and can expose you to infection - a fact which I’m not afraid to tell to them. Massage is standard for me, I don’t like to have baths or spas with clients (it makes my skin too sensitive and I can’t stop thinking of the germs travelling through the water) so unless they insist, I never suggest a spa. I give oral and do sex in the standard positions. Letting a client come twice in an hour booking can be alright if it was particularly quick the first time, but I often regret it. The second time round can take forever and he may have to leave unsatisfied. Clients who want to come twice in a half hour booking are just greedy, and should be charged extra in my opinion.”*
Sex Toys Clients may bring toys with them, such as vibrators, condoms with funny ticklers at the tips, or any number of creative devices bought from adult shops. You may have your own supply of toys. They can be considered extras. Again it is up to the individual to decide whether you use them and what extra to charge. (Remember to keep everything scrupulously clean, and put a condom over a vibrator, or whatever else is put inside your or the client's body).

Golden Showers This is when a client wants you to urinate on him or, less commonly, for him to urinate on you, or to watch you masturbate whilst urinating. Don’t get a shock if they drink the urine, they often do. You will need to ask how this is best organised in your establishment. A bath or a spa can be a convenient place for cleaning up afterward some places rely on using piles of towels on the floor.

Fist Fucking and Rimming (putting your fist inside a client’s rectum or licking around his anus) Best done with a rubber/latex glove. Some girl’s hands are small enough to fit inside a condom. No doubt the client who asks for this will inform you on how he wants it done. Use plenty of lube and stop if there is any bleeding. Many men love anus stimulation, some want to have their anus licked (called rimming). This can be done with a condom on your tongue, but it’s hard. It is not recommended without a condom!

Bi-Twins For a bi-twin, the client will book two girls who are willing to have sex with each other while he watches, he usually expects to have sex with both of them also. If you have the opportunity to talk to the other woman before the booking, you can decide between you what you do and don’t like, and how to go about doing the sex with each other. You may want to use a ‘dam’ a piece of plastic, designed for oral sex on women. You may find ways to fake oral sex with her quite convincingly, if the other woman will agree to fake a convincing orgasm, or you may find a woman you like and do it all for real. Just be aware of the STD risks and take appropriate precautions (i.e. using a dam).

Doubles are usually not considered an extra. In a double the client books two women and has sex with each of them, but the women do not touch each other. A double can become a spontaneous Bi-Twin, if everyone is willing, and the client will pay the extra fee before you begin to interact.

(Unless you trust a client implicitly, it is always good practice to get the extra money before you perform the act, whatever it may be. Men can have a strange reluctance to shelling out money, once they have been satisfied.)

Brown Showers A brown shower is when a client wants a woman to defecate (poo) on them (there is no polite way to say that!). Not many people go in for this, but when they do, it is usually organised in advance so the girl can take a laxative and use a suppository when necessary. Some women say they have clients who want them to defecate onto a glass coffee table, while they lie underneath and watch. And there are clients who want a girl to watch them defecate.
Lactating (mothers milk) – This is not a common extra! So you can charge what you like and don’t be modest in your fee. For the few men who go in for this kind of thing, they can expect to pay a lot. One woman says-

“I met a girl who let her regular client drink her baby’s precious milk for only $20 extra. She didn’t even want to let him do it, but she lacked the confidence to say so. I told her she could have asked at least $500 for it. I knew a girl who charged that much, and that was years ago!”

“NB What stands out here is that the woman didn’t want to do this service. Client’s, particularly regular clients, can wear you down by persistently asking you to do something you don’t want to (like oral without a condom). Please remember you are the one in charge of your body. You have the right to say no and they have to accept that. The best thing is to not enter into discussion. A firm “No – that is not an option.” is better than a long and frustrating argument. If they persist you may need to have management explain your position.

Some examples of fantasies

Fantasies can bring in extra income and really test your acting skills. There are numerous dress-up and role-play fantasies, the most common being nurse, schoolgirl, French maid etc. You may collect costumes and keep them in your locker or the house might provide costumes for you to use. Sometimes the client will bring something in. It’s all very much a play it by ear situation. Clients aren’t expecting brilliant acting. It’s very much up to the individual woman which fantasies she will and won’t do, or whether she offers that service at all.

Dress up fantasies usually involve a bit of role-play, where you pretend to be who you are dressed up to be, and the client plays their role, all with erotic overtones.

B & D (Bondage and Discipline)
Some women specialise in this and it can vary in style and severity. It’s definitely an extra or a fantasy. Not part of your average booking. Always determine whether the client wants to discipline you or if he wants you to discipline him. There are separate charges for being submissive or being dominant. Avoid being tied up or handcuffed by a client! The risk is too high.
**Nappy Fantasies** Quite a few men like to be treated as a baby, or experience the feel of being dressed in a nappy (diaper). They will usually have specific instructions for you to follow. If you choose to provide this service, it is very important to be able to keep a straight face.

**Miscellaneous** Clients will have all sorts of fantasies from the weird to the ridiculous! Some come in with typed scripts for you to act out. You will be amazed at what they can think up. (One woman had a client who paid her to sit on a Gene Pitney CD and *fart*! The client then lovingly put the CD in a plastic bag and that was the beginning and end of the booking! What can one say?)

With all of the fantasies, the most important ability, for you, is to be able to enter into the spirit of the thing or at least remain poker faced (serious), and not to mock or judge the client (in his presence) or show revulsion. If you can’t do that, then it’s best to say no to the fantasy. In return for your tolerance, you deserve to charge a good price for what you do. Some clients will ask for some pretty bizarre things. It’s up to you if you want to do them. No one should ever push you into anything you don’t want to do!

**Warning** Some fantasies are dangerous! Think hard before you agree to enter into anything that may be life threatening (i.e. choking or asphyxiation) or dangerous to health in any way. If anything goes wrong, you may have to pay the penalty for being involved and carry the memory. Clients can be persuasive, so please consider, is the money really worth it?!
Keeping Safe

Whether you work in a Brothel or you are out on your own, as in escort work, there is always a need to keep your antennas tuned for possible danger or hurt from clients. So what can you do? How do you keep safe?

Number one way to keep safe is to trust your instincts!

Unfortunately, management or reception may not share your instinctive sense and may try to push you into a booking that you have a bad feeling about (this is illegal but they will often try). Women often ignore their instinctive sense about a client or a booking because they think they need the money more. Sometimes they may be too tired, or substance affected, to be fully alert.

In escort, the dangers are more prevalent and varied. You are on their territory, often for long periods of time. It is important to have tactics planned for emergencies. Have a code word or phrase to say to the agency when you ring if you are worried. If you have a driver, it is good to let the client know that he is outside waiting for you and will come to the door if you are not out on time.

Pretend to have a driver, if you think it will work. Program emergency contacts into your mobile phone. And get out quickly if you sense that something is not right. Beware of drunks and drug affected clients! You are entitled to refuse to see them.

Local sex industry organizations may publish regular Ugly Mugs updates, very worth reading. If someone gives you grief, let these organizations know, it might save harm to someone else. Check the security in your establishment. Do they have security? If not, what are the procedures? Keep a personal record of bad clients and refuse to see them again. In a perfect world all known bad clients would be banned from brothels and escort agencies but it rarely happens. However you are never obliged to see them. If you are pushed by management or reception staff, it may be wise to quit and find somewhere where this does not happen.

Remember, you are not paid to be hurt or abused. (Nor to have your life and health risked by clients who pressure you to not use condoms - or who sneakily pull them off!). You don’t need to politely put up any of this. Honestly, the client is probably well aware of what he is doing and is deliberately pushing you to see how far you will go (remember the ‘game’). If he is genuinely unaware that he is causing you grief, he should be made aware ASAP for his own benefit, for yours and for the other women he is likely to see in future.

Seeing two clients by yourself is not a safe option, particularly when doing escort. One man can usually overpower a woman two can most definitely do so!

“One young 18 year old escort was booked by her agency to see 2 men, in their mid-thirties, at a motel. When she arrived, they paid by credit card (later found to be stolen) they both jumped her and raped her over and over again in every orifice for hours. She was so traumatised that she could not remember what they looked like. 10 years later she still has physical complications. To cope, she said she took to using drugs, which became a major addiction.”
Beware of condoms supplied by clients. They may prefer to use a particular brand, but you cannot be sure they have not been tampered with. Some clients may stick a pin through the condom to put you at risk (for fun), or to make the condom break during intercourse, presumably so they can have the pleasure of unprotected sex. (It is a sickening sight to see a client pull out after intercourse with only the rim of the condom on the base of their penis, with the rest of the condom and their semen inside you.)

Don’t go back into the room with a dangerous client, and don’t be surprised when he plays ‘Mr Innocent’ to Management or Reception.

Some women use the excuse of needing to go to the toilet. Whatever excuse you find, know that you have the right to protect yourself from pain and any kind of harm including verbal abuse. Your safety and wellbeing must always come first.

Scratches, Bruises and Bites Some safety measures are very basic, such as being careful of a client’s stubble. Stubble can ruin your face and scratch you in delicate places, which will leave you open to infection. Scratch marks from stubble or bruises from grasping fingers or pressure, particularly on parts of the body that are generally clothed, can create havoc with personal relationships. If your partner knows you’re in the industry, it will still bring it home to them and underline what you are doing in an unpleasant way. And if they don’t know it can be pretty hard to explain.

Clients may deliberately try to hurt or mark you or they may genuinely be unaware. You can ask them to be more careful, explain what the problem is, and if they pay no attention to your request you have every right to stop the activity and continue in a way where you have control, or if necessary, end the booking. The fact that many clients do not bruise or scratch proves that it can be done and that such behaviour is often not accidental.

Below is a copy of an authentic Ugly Mug form that was filed by a Project Respect Worker. Identifying names, apart from the Ugly Mug himself, and contact numbers have been deleted.

“The client was being rough and causing her pain. She asked him to stop. After the third ask, she realized he wasn’t going to stop, so she had to think of something to get away quickly. She pretended to have an uncontrollable coughing fit. Gasping for breath, she said she needed to get a drink of water. The client let her up, she wrapped a towel around herself and when she got to the door she stopped coughing and told him the truth. He’d had three warnings, now he would have to shower and leave. She went straight to reception and told them what happened. She waited until he left before returning to the room to shower and tidy up.”
Name of person taking report:  *****
Business:  ****** ******
Contact phone number:  *******
Date:  24th May 2007
This mug was a client of (please circle):  

<table>
<thead>
<tr>
<th>Brothel</th>
<th>Escort</th>
<th>Private Worker</th>
</tr>
</thead>
</table>

**DESCRIPTION OF MUG**

Name & contact details: Went under two names (face'/Fice) and (Carlo)
Nationality: Stated to Lady he was from Iraq and has been in Australia for six months
Age: 35-45
Height: approx 5ft. 8cms.
Weight/Build: Olive complexion
Eye colour: Brown
Hair (colour, length, style, etc.): Short dark brown hair
Facial hair (beard, moustache, goatee, sideburns etc.): Attended the establishment the first day (when incident occurred) unshaven and returned the next day clean-shaven.
Distinguishing features (tattoos, birth marks, scars, piercing, etc.): None of the above. However he had an extremely ‘hairy’ body.

Description of clothing mug was wearing (including jewellery): No jewellery or tattoos.

Day/Date of incident: mid May. Will validate the exact date.
Time of incident: PM.

Description of vehicle (if sighted) Colour: not sighted

Description of what mug said and did. Try to provide as much detail as possible. (Summary of events as told by the Lady involved):

“I felt wary in intro due to lack of conversation and squinty brown eyes. I took the booking because it was only for half an hour. He paid in cash at reception, not by credit card.

Once into the booking, he threw me on the bed and forced his whole body upon me. He rubbed his unshaved face all over mine, which hurt a lot. I tried to deter the situation then he put his hands around my neck. I now have ‘red’ marks all over my neck and shoulders. I just could not get away.

He had extreme anger in his eyes: it was like he wanted to kill me. I had no opportunity to reach for the buzzer due to his strength.

The whole time I felt that if I insult him I would be in more danger.

He came within about 10 minutes, he then he wanted to come again. I told him he was too rough, I then ran out of the room so that the receptionist could assist me with his escort out of the premises.

When the receptionist went to the room, he acted so innocent as though he did not understand what he did wrong – but he left.

He returned the next day, when a different receptionist was on, but this time he was clean-shaven and went under a different name ‘Carlo’.

The receptionist was fully aware of the incident and informed him to leave the premises. She also informed him that the incident had been reported to the police. He then left.”

PN: The Lady involved requested she remained unnamed, however she wished to share her story with others in order to protect other ladies, as she believes that this man is violent and will continue to try to enter into other establishments.

Victim requested confidentiality: YES
Who Can You Talk To?

Keeping safe includes keeping 
sane. So many things happen within 
the intimate situations you experience 
in the sex industry. Little irritations can 
build up. ‘Soldiering on’ when you are 
‘over it’ but still need the money can 
cause a great deal of anxiety and 
stress. Vicarious traumatisation can 
occur when client’s tell you things you 
find distasteful, revolting or deeply 
disturbing. And of course constant 
battles for respect and gentleness can 
take their toll. Management and 
reception often have no idea of these 
stresses.

This is not a regular occupation. It 
is deeply personal and boundaries 
are crossed very easily. Situations 
and issues can arise that make it 
emotionally or physically unhealthy 
to continue.

It’s vitally important for your mental 
and emotional well-being to de-brief 
talk about what you have 
experienced). If you work with friendly 
women and you have a private place 
away from clients you may get the 
chance to off load after a difficult 
booking, but unfortunately this doesn’t 
always happen - and it may not be 

Also, the response from other 
women, may not be particularly helpful 
or wise. Support agencies specifically 
for the sex industry may provide an 
outlet. Not all will be helpful, but it’s 
worth it, you are worth it, to keep on 
trying until you find someone who can 
give you an understanding ear and/or 
offer practical support.

If you feel overburdened, burnt out, 
suicidal, like you’re slipping into a 
state of depression or using 
substances to help you cope, 
please seek help.

Talking to an understanding doctor or 
professional counsellor may be an 
opinion. Please don’t wait too long. 
Never be ashamed to take time out 
and ask for help. This is a tough 
industry with stresses way beyond the 
mainstream. If you can, put by some 
money so you can take time off when 
you need it.

Brothel Environments

Some establishments offer a lounge 
environment where women are on 
show and interact with clients - 
between bookings - for the entire shift 
(often 9 hours). This environment can 
be physically and mentally draining 
with no opportunity, beyond stolen 
moments in toilets or the locker room, 
to debrief or to rest - or swap valuable 
information about client’s and who 
does what.

[Management often consider this 
information swapping to be 
unnecessary gossip, but it is vital for 
women who deal with these men 
intimately. Women speak of being told 
most emphatically ‘not to discuss 
clients’ with one another. This is 
neither wise nor valid, but it happens. 
If your establishment takes this stand, 
it could be advantageous to find 
women to talk to between shifts.]

It can be hard on your self-confidence 
to be in a lounge all day entertaining 
clients and not getting booked - 
especially when you really need the 
money. This seems to happen to 
everyone at some point and the more 
desperate you get, the longer it seems 
to go on. You can go home after a shift 
with not a cent, or a mere $60 dollars 
for your trouble.
Whether you are in a lounge environment or have a private room to rest in, a day or a run of days, where you don’t get booked, or only on or two, can create high levels of frustration and anxiety. Although it happens to everyone occasionally - and sometimes to the whole establishment at once - it can create bad feelings between women, resentment, jealousy and even lead to fights.

[The only way to ride smoothly through a rough period of low income is to have some savings put by. It’s so easy to overspend when the money is rolling in, when it dries up, it’s comes as a nasty shock.]

Many women prefer establishments where a room is provided for them to relax and regroup between bookings. In this private space a woman can read a book, watch TV, rest or even nap between bookings. All importantly, women can communicate with other women. This environment may be the only place you have to speak freely about what you do. An environment where you do not fear being misunderstood by people outside the industry.

Escort offers even less debriefing or defusing opportunities than a brothel. If your agency does not provide a common room to hang out in between bookings, you can be isolated to an unhealthy and dangerous degree. Sharing knowledge of regular clients and their peculiarities, who is risky and other things to watch out for, promotes greater safety. The opportunity to share experiences provides a psychological and emotional release necessary in an industry which can easily create isolation.

In escort, a good driver, though expensive (you generally pay them out of your own money), can be a sounding board, someone to whom you can offload your experience of each client and who can act as personal security to some extent. A bad or foolish driver can make your life a misery (and that does not only refer to their driving ability). As good drivers can be hard to come by, many escorts choose to drive themselves. Operating alone can add practical difficulties - like finding available parking and negotiating dark streets at night - and the fear of having no one to look out for you.

Agencies have been known to abuse a woman’s trust by pilfering her driver when she is in what is expected to be a booking of several hours. Instead of waiting and watching out for her (where she is paying good money for her driver to be), the agency may entice the driver into a short run with another woman, thereby earning double the money. Some women have had a long booking cut short - which is quite common - only to go out onto a dark street in the wee hours of the morning and find their driver gone! Not only must they then hang around until the driver gets back, it may take more than an hour, while he waits for the other woman to finish!

It may be becoming apparent to you by now, that you are going to have to take care of your own interests in this industry. While this is true of life in general, in this industry self-care is more pronounced and because your life may be at stake – it’s vital.

While it can be argued that every occupation has its difficulties and downfalls, few are as drastic as what you may encounter in the sex industry. So be kind to yourself. Try to manage your money so you can rest when you need to, and pamper yourself after long hours pleasing others and ask for help when you need it. If necessary seek professional help.
Management & Brothel Licensees: What are their legal obligations?

The Occupational Health and Safety Act 2004 states that health includes psychological health. Management and brothel licensees are required by law to provide a healthy and safe working environment for both clients and workers. The working environment must meet the standards set out in the Australian Occupational Health and Safety Act 2004, and comply with the regulations set out in the Sex Work Act.

Excerpts From the Sex Work Act

The Sex Work Act 1994 Act No. 102/1994, S. 8(1) amended by No.48/1997 s.70 (4) Pg.14

8. Forcing a person into or to remain in sex work
(1) A person must not with intent to induce another person aged 18 years or more to engage or continue to engage in sex work-

   (a) Assault or threaten to assault that other person; or
   (b) Intimidate that other person or any other person; or
   (c) Supply or offer to supply a drug of dependence to that person or any other person; or
   (d) Make false representation or use any false pretence or other fraudulent means.
       Penalty: Level 5 imprisonment (10 years maximum)

(2) An offence against sub-section (1) is an indictable offence.

Below are some direct quotes regarding your right to terminate a booking where you feel unsafe or threatened in any way (including verbal abuse and/or intimidation). These quotes come from the Sex Work Regulations 2006 S.R. No. 64/2006

Regulation 7. Safety Requirements

(1) If a sex worker decides not to provide, or to stop providing, sexual services because he or she believes a situation is potentially violent or unsafe, the sex work service provider or the approved manager must not—
   (a) dispute the sex worker’s decision; or
   (b) initiate or allow punitive action against the sex worker; or
   (c) permit another person to do anything referred to in paragraph (a) or (b).
   Penalty: 40 penalty units.

(2) A licensee and the approved manager must ensure that persons acting as receptionists or telephone receptionists for the licensee’s business do not—
   (a) misrepresent the qualities of any sex worker; or
   (b) negotiate on behalf of a sex work the sexual services to be provided by the sex worker.
   Penalty: 40 penalty units.

Continued overleaf
(3) If a business is, or includes a brothel, the sex work service provider and the approved manager must ensure that—
   (a) all rooms used for sex work have a concealed alarm button, or equivalent communication device, that is in working order and can be easily accessed by the sex worker throughout the delivery of sexual services; and
   (b) all rooms used for sex work have sufficient lighting to enable sex workers to check for readily evident signs of sexually transmitted diseases; and
   (c) a safe-sex sign containing an illustration that depicts the whole or a portion of an adult male wearing a condom is prominently displayed in the reception area of the business and in every room used for sex work.
   Penalty: 40 penalty units.

(4) The sex work service provider and the approved manager of a brothel must ensure that a sex worker is not required to clean or disinfect any bath or shower at the premises unless—
   (a) those facilities have been used by a person to whom sexual services have just been provided by that sex worker; and
   (b) adequate protective clothing is provided.
   Penalty: 20 penalty units.

(5) The sex work service provider and the approved manager of a brothel must ensure that no person working on the premises as a sex worker is required to clean any bath, shower, toilet or spa at the premises except as required under subregulation (4), unless—
   (a) the sex worker is employed or contracted as a cleaner; and
   (b) adequate protective clothing is provided.
   Penalty: 20 penalty units.

(6) If a business is, or includes an escort agency, to ensure the safety of sex workers delivering sexual services away from the business premises, the sex work service provider and the approved manager must—
   (a) ensure regular contact with the sex worker is maintained by requiring the sex worker to confirm his or her arrival at each new premises and the completion of each visit; and
   (b) ensure each sex worker has or is provided with a mobile telephone or an alternative communication device to enable contact with the sex work service provider or the approved manager; and
   (c) if the sex worker advises that he or she believes that a situation is potentially violent or unsafe, provide assistance to the sex worker as soon as possible; and
   (d) provide the sex worker with a free supply of condoms and water based lubricant.
   Penalty: 40 penalty units.

(7) Sub-regulation (6), except paragraph (c) does not apply to a sex work service provider who—
   (a) satisfies the Director that alternative arrangements in his or her business provide greater safety; and
   (b) ensures that these alternative arrangements are followed at all times in his or her business.

Note: The requirements of regulation 7 do not affect any duty of an employer under the Occupational Health and Safety Act 2004.
What Is A Sub-Contractor?

Differentiating between employees and sub or independent contractors
In Victorian legal brothels, most women are considered subcontractors or independent-contractors. What is the difference between a sub-contractor and an employee?
According to the Occupational Health and Safety Act 2004 2.14
“The extent of the hirer’s right to control not just the work done, but the way the work is done, is very important. The greater the hirer’s capacity for control, the more likely it is that the worker is an employee.”

The reason for knowing the difference between a sub-contractor and an employee is to understand how much control you have, or ought to have, over your arrangements. The information below has been taken directly from the Occupational Health and Safety Act 2004

Table 2.1 Indicia for multi-factor test to determine if an employment relationship exists.

<table>
<thead>
<tr>
<th>Indicia</th>
<th>Explanation</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. The degree of control the worker has over the work</td>
<td>For example, is the worker subject to direction on how the work will be done, not just what the job is?</td>
</tr>
<tr>
<td>2. The degree to which the worker is integrated into, and is treated as part of the hirer’s enterprise</td>
<td>For example, if the worker wears the hirer’s uniform and represents the hirer’s enterprise to the public, this supports the worker being an employee</td>
</tr>
<tr>
<td>3. Whether the worker is making a significant capital contribution (such as by using his or her own motor vehicle and carrying the maintenance and running costs) to the enterprise</td>
<td>If the worker is doing this, it supports finding an independent contractor arrangement exists. If all the worker brings, on the other hand, are the ordinary tools of his or her trade, this is not likely to be a significant factor</td>
</tr>
<tr>
<td>4. How the hirer pays the worker – for example, by results or on an hourly basis.</td>
<td>If the worker is paid by the results achieved, it supports finding an independent contractor arrangement exists;</td>
</tr>
<tr>
<td>5. Whether the worker has an obligation to work</td>
<td>If the hirer has the right to dictate hours of work and the worker cannot refuse tasks, this supports the worker being an employee</td>
</tr>
<tr>
<td>6. The provision of leave, superannuation and other entitlements</td>
<td>These usually apply to employment and not to an independent contractor</td>
</tr>
<tr>
<td>7. The place of work</td>
<td>If the worker works at his or her own premises, this supports the worker being an independent contractor</td>
</tr>
<tr>
<td>8. Whether the worker has the right to delegate the work to others</td>
<td>If the worker can employ other people to do the work (that is, ‘subcontract the work out’), this supports the worker being an independent contractor;</td>
</tr>
<tr>
<td>9. Whether income tax is deducted by the hirer</td>
<td>This supports the worker being an employee</td>
</tr>
<tr>
<td>10. Whether the worker provides similar services to the general public</td>
<td>For example, if a worker advertises his or her services to the public or tenders for work, this supports an independent contracting arrangement</td>
</tr>
<tr>
<td>11. Whether there is any scope for the worker to bargain for the rate of remuneration</td>
<td>If there is no scope, this supports a finding that the worker is an employee</td>
</tr>
<tr>
<td>12. Whether the worker is providing skilled labour or labour that requires special qualification</td>
<td>If so, this supports an independent contracting arrangement</td>
</tr>
<tr>
<td>13. Whether the issue of deterrence of future harm arises</td>
<td>For example, where the hirer is in a position to reduce accidents by efficient organization and supervision, this may support the worker being an employee, particularly in cases concerning vicarious liability.</td>
</tr>
</tbody>
</table>
Many brothels treat women as employees, with high expectations and demands. Women are often bullied into working long hours, made to continue working when they don’t want to, or harassed into working a shift when they feel unwell or emotionally fragile. Whimsical rules can be imposed at a moments notice such as women being sent home for arriving 5 minutes late (even though there is no guarantee of income when they get there), fined for being late out from a booking or made to change an entire wardrobe (at great expense), according to the taste of the licensee or management.

One woman tells of how she had the entire contents of her personal locker turned out and left on the change room floor while she was on holidays for two weeks. Management decided to redesignate the lockers and everyone was given one week’s notice to shift their belongings. The fact that they knew she was away - and had no knowledge of the change - meant nothing to them. This woman had several hundred dollar’s worth of belongings stolen. She had been loyal to that establishment for 5 years, was proven to be responsible, had an established clientele and had made the establishment hundreds of thousands of dollars.

Most women accept this kind of treatment. In this industry, as in others, some management push their weight around and don’t care for the women’s welfare.

Brothel or Agency Related Complaints

There is no specific independent body available to negotiate complaints in the sex industry. A healthy sense of self-esteem and the ability to stand up for yourself may be the only defence you have. Hopefully, this will change. It does help however, to be sure of your rights within the sex industry.

The Work Cover Advisory Service can give advice about safety standards expected in your establishment and the Victorian Work Cover Authority can prosecute licensees who do not comply with Occupational Health and Safety Standards, but personal complaints are harder to address. If the complaint is ongoing, it may be helpful to keep a record of exactly what the problem is, when it occurs, who, how, what time and dates, so if you do need to contact the police or some other authority, you have something to draw on.

Sexual Harassment In The Sex Industry

Sexual harassment is reported by many women in the sex industry. Unwanted sexual advances from staff, management, fellow women or licensees is not acceptable. Just because you provide paid sexual services, does not mean you have to put up with sexual mistreatment. If the owner, or anyone else in the establishment wants to have sexual contact with you, they are obliged to pay like any other client - and you have the right to refuse.
Sexual harassment is illegal and an offence in any industry. Contact the Equal Opportunity Commission Victoria for advice and information on Sexual Harassment.

If anyone tries to force you into doing any sexual act against your will, even in the sex industry, it is a criminal offence!

**Definitions Of Rape And Sexual Servitude In The Criminal Law Act.**

**Crimes Act 1958 - SECT 38**

38. **Rape**

(1) A person must not commit rape.

Penalty: Level 2 imprisonment (25 years maximum).

(2) A person commits rape if-
   a. He or she intentionally sexually penetrates another person without that person's consent while being aware that the person is not consenting or might not be consenting; or
   b. After sexual penetration he or she does not withdraw from a person who is not consenting on becoming aware that the person is not consenting or might not be consenting.

(3) A person (the offender) also commits rape if he or she compels a person-
   a. To sexually penetrate the offender or another person, irrespective of whether the person being sexually penetrated consents to the act; or
   b. Who has sexually penetrated the offender or another person, not to?
   c. Cease sexually penetrating the offender or that other person, irrespective of whether the person who has been sexually penetrated or consents to the act.

(4) For the purposes of subsection (3), a person compels another person (the victim) to engage in a sexual act if the person compels the victim (by force or otherwise) to engage in that act-
   a. Without the victim’s consent; and
   b. While being aware that the victim is not consenting or might not be consenting.

**Penalty: Level 6 imprisonment (5 years maximum)**

**Crimes Act 1958 - SECT 38A**

38A. **Compelling sexual penetration**

(1) A person must not compel another person to take part in an act of sexual penetration.

Penalty: Level 2 imprisonment (25 years maximum).

(2) A person (the offender) compels another person (the victim) to take part in an act of sexual penetration if-
   a. The offender compels the victim to introduce (to any extent) an object or a part of his or her body into his or her own anus or, in the case of a female victim, her own vagina, other than in the course of a procedure carried out in good faith for medical or hygienic purposes; or
   b. The offender compels the victim to take part in an act of bestiality (*meaning with animals*) within the meaning of section 59.

(3) For the purposes of subsection (2), a person compels another person (the victim) to take part in an act of sexual penetration if the person compels the victim (by force or otherwise) to engage in that act-
   a. Without the victim’s consent; and
   b. While being aware that the victim is not consenting or might not be consenting.
Crimes Act 1958 - SECT 57
Procuring sexual penetration by threats or fraud

57. Procuring sexual penetration by threats or fraud

(1) A person must not by threats or intimidation procure a person to take part in an act of sexual penetration.
Penalty: Level 5 imprisonment (10 years maximum).

(2) A person must not by any fraudulent means procure a person to take part in an act of sexual penetration.
Penalty: Level 6 imprisonment (5 years maximum).

Crimes Act 1958 - SECT 60AB
Sexual servitude

60AB. Sexual servitude

(1) In this section-

Commercial sexual services means services for commercial benefit involving the use or display of the body of the person providing the services for the sexual arousal or sexual gratification of others; threat means-
(a) Threat of force; or
(b) Threat to cause a person’s deportation; or
(c) Threat of any other detrimental action unless there are reasonable grounds for the threat of that action in connection with the provision of commercial sexual services.

(2) A person who, by the use of-
(a) Force; or
(b) A threat; or
(c) Unlawful detention; or
(d) Fraud or misrepresentation, including by omission; or
(e) A manifestly excessive debt-

Causes another person to provide, or to continue providing, commercial sexual services is guilty of an offence and liable to level 4 imprisonment (15 years maximum).

(3) A person who-
(a) Causes or induces another person to provide commercial sexual services; and
(b) Knows that, or is reckless as to whether, the other person providing those services will not be free to stop providing those services because of the use of-
   i. Force; or
   ii. A threat; or
   iii. Unlawful detention; or
   iv. Fraud or misrepresentation, including by omission; or
   v. A manifestly excessive debt- is guilty of an offence and liable to

   Level 4 imprisonment (15 years maximum).

(4) A person who-
(a) Conducts a business that involves the provision of commercial sexual services; and
(b) Knows that, or is reckless as to whether, the persons providing those services are not free to stop providing those services because of the use of-
   i. Force; or
   ii. A threat; or
   iii. Unlawful detention; or
   iv. Fraud or misrepresentation, including by omission; or
   v. A manifestly excessive debt- is guilty of an offence and liable to

   Level 4 imprisonment (15 years maximum).

(5) For the purposes of subsection (4), conducting a business includes-
(a) Taking any part in the management of the business; or
(b) Exercising control or direction over the business; or
(c) Providing finance for the business.
Example of a Brothel Booking

Below is one example of a standard brothel booking. As stated before, every woman will have her own way of doing things, this is designed to be a guideline only, to help provide you with an idea of how a booking might proceed:

When a client arrives at a Brothel he is usually shown to a private room by the receptionist. She will then call the women who are waiting and tell them that John - or whatever his name is - is here for an intro (introduction). Each woman will go into the room separately to meet him. The last one usually tells the receptionist when everyone has met.

NB: This will be different in a lounge environment where the receptionist will take the client straight into the lounge and women will greet him more casually. In a lounge he will often stay for a while, possibly have a beverage of some sort and make conversation before deciding who he will book.

General procedure in an intro is to walk up to the client, shake his hand and tell him your (brothel) name. He may ask a few questions such as “Do you have any specialties?” or, “Do you do anal” or “Do you kiss?” It’s a good idea to prepare in advance what you will say and what you will offer - or not offer – to do in the rooms.

When you speak to him, try to make eye contact (it helps to gauge what kind of personality he is) and try to keep your intro brief - long introductions waste time and money (don’t let a client rob you of your time and money by dragging the process out). The client may leave after the intro’s or book someone. If you are booked, make sure you ask the receptionist how long the booking is for (i.e. half an hour, an hour etc.).

Either you or the receptionist will then take the client to an allotted room. If it’s you, you might take his hand and/or make small talk as you go (ask him how his day has been, or comment on the weather as a kind of icebreaker). The psychological reasoning behind this, is that it’s harder to be rude or abusive to someone who has been friendly and nice to you. All part of keeping safe.

When you reach the room ask the client for the booking money (if the receptionist has not taken it on your behalf) then ask the client to take a short shower to freshen up. The clock starts ticking on the booking as soon as you enter the room. So try to keep things flowing swiftly.

While the client is undressing, lay the towels provided on the bed. Before he gets into the shower is the time to ask him to come into the light and give him a quick genital check to see if he has any visible signs of STD’s. If all is okay, he may proceed with the shower (as outlined earlier, if you feel uncomfortable with this procedure, you can ask management, or an experienced woman, how they go about it, or plan your own way).
While the client is in the shower, you will have time to slip out to the toilets and put some lube into your vagina (if that is what you wish to do). All of the above will generally take around 5 minutes of the booking time. Approximately 5 - 10 minutes will be needed at the end of the booking to reverse this process - including a shower for you - so you need to plan in advance for that.

Once the client is out of the shower it is usual to invite him over to the bed. You might ask him to help you undress if you feel comfortable with that, or undress in front of him. If neither feels comfortable, you may choose to undress while the client is showering or drying himself. **NB:** For a longer booking, you may want to put off undressing until later.

**At this point women will have their personal ideas on how to continue.**

For example, you might suggest a massage to the client and ask him to lie stomach down on the bed. In a way that is comfortable to you, begin to massage his shoulders and neck, his back, buttocks and legs. Some women begin with their hands first, then breasts and/or whole body (this is known as a body slide) and glide gently all over his back. You can use powder, cream, or oil, or (very softly) plain skin on skin. It may feel comfortable to talk to the client while you do this, or not. Generally play it by ear. The massage doesn't have to take long if you only have a short booking, if you have an hour to kill, you might want to take your time. The idea is to give the client a service without getting straight into having sex (in this way, you save your body from getting worn out).

**Suggestion** - *For the longer bookings, conversation is the best way to pass time without tiring your body. Even if you can't think of anything to say, if you find out what his interests are, you may keep a client talking for quite some time.*

Eventually, around 15 or 20 minutes before the end of the booking, ask the client to turn over and put a **condom** on his erect penis. You can give him oral sex for a while until his erection is really hard, then - making sure you are well lubricated - climb on top and put his penis into your vagina. There are many ways to have intercourse, but this way is the one where you have most control. Don't forget to keep checking to see if the condom is securely in place particularly whenever you change positions.

About 5 or more minutes before the end of the booking, it will be time to have a quick shower. Tell the client to relax while you shower first, then while he is showering, quickly dress and tidy the room. If all has gone according to plan, you should walk out of the booking on time.

**NB:** If there is no clock in the rooms it may be wise to keep a watch handy to help plan your timing. If a receptionist has promised to call you, she/he may become busy or distracted, so again, it is wise to rely on yourself.
Be prepared to go straight back into a room and do it all over again with a fresh client. On a busy day, you may repeat this routine 5 or 10 times. That is why you need to be smart and look after your body. You may want to moisturise your skin throughout the day, it can become dry with so many showers.

More about clients

**NB:** Clients will frequently ask personal questions. Decide in advance what you are prepared to tell them. **You have no obligation to tell them anything about yourself.** A good way to deal with a nosey client is to turn the focus back onto him. Ask him about himself. If he persists in pumping you for personal information, bend the truth if necessary. It’s all part of the game.

Some men may become obsessed with you. They may tell you they are ‘in love’. Whether you find this flattering or frightening it is wise to remember, it’s not likely to be you they have fallen for, more likely it’s the image you represent. The image of the easy going sexy girlfriend/lover, who is always in the mood.

Clients may offer to meet you outside. Even if you enjoy their company in the rooms, it is wise to protect your private life. You meet men from all walks of life and not all will be what they seem.

Two women at a well-known Melbourne brothel were shocked to see a front-page photograph of a regular client, apprehended for murder - serial murder!

Some clients will try to save you. Beware of a control freak client who tries to worm his way into your private life under the pretext of rescuing you. Always be cautious and careful. Place your own safety before any other consideration. At the end of the day, you don’t know who these men really are. You don’t even know if they are using their true name.

Finally, we hope this manual has given you an insight into the realities of the sex industry. If you decide to enter this industry, there are many, many situations that are not covered in these pages. But we hope you now know enough to help keep you safe and aware of your rights.

Please remember

Take care of your precious self.

Keep as safe as you can and put your own needs first.

Try to invest your money wisely.

Take time off when you need to.

Don't let anyone force you to do anything that you are not willing to do.

And **always trust your intuition.**
References

Information on Sexually Transmitted Diseases has been taken from the following sources:

Department of Health and Human Services
Centres for Disease Control and Prevention (Page last modified February 20, 2008)
Content Source
Division of STD Prevention
National Centre for HIV/AIDS, Viral Hepatitis, STD and TB Prevention
www.cdc.gov/std/

National institute of Allergy and Infectious Diseases (NIAID)
www.niaid.nih.gov/healthscience/healthtopics/sti

Royal Adelaide Hospital STD Services
www.stdservices.on.net/std/
Project Respect

LOCATION: 126 Moor Street, Collingwood
CONTACT: +61 3 94163401

Project Respect is a non-profit organisation working with women in the sex industry and women that have been trafficked to Australia for the purposes of sexual exploitation. Our work includes:

- Outreach to brothels in Victoria in order to spend time with women in the sex industry and give them information and referrals
- Intensive and ongoing case management, providing holistic support and individual counselling
- Referrals and information regarding services for health, housing, the law, child custody, domestic violence, drug and alcohol (mis)use, and any other issues
- Emergency accommodation and ongoing support for women who have been trafficked
- Regular community activities including weekly lunches on a Friday and 3 weekends away per year (free for women who have been or are in the sex industry)

Project Respect employs a number of women who have been in the sex industry.

Melbourne Sexual Health Centre

LOCATION: 580 Swanston Street Carlton Victoria 3053
Tel: +61 3 9341 6200
Free call: 1800 032 017 (Toll free from outside Melbourne metropolitan area only)
TTY: +61 3 9347 8619 (Telephone for the hearing impaired)
Fax: +61 3 9341 6279
HIV Clinic for HIV positive people only – phone 03 93416214

Melbourne Sexual Health Centre is a free, walk-in clinic providing testing and treatment for sexually transmissible infections.

RHED

LOCATION: 10 Inkerman Street, St Kilda, Victoria 3182,
Tel: 61 3 9534 8166
Freecall: 1800 458 752
F: 61 3 9525 4492
Email: sexworker@sexworker.org.au

Services Available:

- Free confidential telephone, drop-in and outreach services
- Support and debriefing
- Counselling by appointment
- Information, referral and advocacy
- Sexual health screening, allied health services and health information
- Education about sexually transmissible infections, HIV and blood borne viruses to individuals and groups within the community
- Development and distribution of educational resources
- Supplies of needles and syringes, condoms and lube
- **Occupational Health and Safety education and support**
- **Ugly Mugs Reports and distribution to street, brothel and escort workers**
- **RED - sex industry magazine**
- Interpreter services and translated educational materials (Thai / Chinese)

### Gatehouse

36 Greeves Street, St Kilda  
PO Box 1052 | St Kilda South | Victoria 3182  
Tel 03 9534 2500 | Fax 03 9537 1611  
info@stkildagatehouse.org

### St Marys House of Welcome

165-9 Brunswick St Fitzroy  
Ph: 9417-6497

Meals: breakfast: 9.00 am, free lunch: 12.00 and 1.00 pm, $2.50 afternoon tea: 3.15  
Free referral services for accommodation, health, drug & alcohol, psychiatric, disability, women's health, Centrelink

On site services: free showers, toilets, rest room, computer use, games room, TV room, arts and crafts, pastoral care

### Next Door

350 Smith st Collingwood  
9417 1299  
next.door@nych.org.au

Referral and services: full-time nursing clinic, pathology, shower facilities, clothes washing and drying, cooking facilities, computer access, peer support and education weekend activities program  
Sessional clinics and services in the area: Doctors (methadone and buprenorphine prescribing capabilities), drug and alcohol counselling, sexual health, nutrition, housing and accommodation, community support, legal advice, weekend recreation

### Urban Heart

69 Bourke St Melbourne  
Ph: 9653 3243

Referral services (ring for an appointment): food parcels and vouchers, clothing, travel tickets, crisis counseling, domestic violence assistance, Drop-in lounge open 10.00 am to 4.00 pm  
tea and coffee, light snacks, soup and bread 12:00 noon.  
On-site Financial counselling Shower facilities  
Computer access, including email and internet,  
Computer training services are free
**St Kilda Crisis Centre**

29 Grey St, St Kilda  
Phone: 1800 627 727 (03) 9536 7777

The Centre provides a crisis information and referral for emergency housing, and Financial assistance available for items such as rent in advance, methadone, Met Fares, medications. A mail holding/collection service provides a stable address for people who are homeless or in short-term housing arrangements. Staffs act as advocates with other community welfare agencies and with government departments, such as the Department of Social Security, Office of Housing and Transitional housing and other support services. Information about Office of Housing, financial, drug detoxification and housing issues. The Crisis Contact Centre also manages to, and can provide information and referrals to other programmes associated with other Salvation Army services.

**Sacred Heart Mission- Womens House**

T: 03 9536 8464

Provide information and assistance with a range of issues including:

- housing and accommodation  
- physical and mental health issues  
- links to legal services  
- counselling and support  
- art classes and social activities  
- a sleep room (somewhere for women to rest)  
- case management

At the House, there is also access to showers (towels and toiletries provided), laundry facilities, internet and telephones.