



changing lives
reducing crime

COMMUNITY RESTORATIVE CENTRE INC.

Service Overview and Contact Information

Head Office – Sydney

Phone: (02) 9288 8700

NOTE: There is only a voicemail service available at Head Office on a Wednesday, however staff can be contacted on direct lines or mobiles.

Fax: (02) 9211 6518

Email: info@crcnsw.org.au

Web: www.crcnsw.org.au

Location: 174 Broadway
(Cnr. Shepherd Street)
BROADWAY NSW 2007

CRC was established in 1951 to provide assistance to people affected by the criminal justice system, particularly prisoners, ex-prisoners and their families.

CRC Projects and Services

Intake Service

CRC provides an information, advocacy and referral service for people in crisis via telephone. Staff members are able to assist with matters such as seeking emergency accommodation, referral for financial assistance, mediation between clients and other agencies (ie. Centrelink, Dept. of Housing) and crisis counselling.

INTAKE ASSISTANCE IS AVAILABLE VIA TELEPHONE ONLY

PH: 02 9288 8700

Service Hours 9.00am - 12.30pm and 1.30pm - 5.00pm

Monday, Tuesday, Thursday, Friday

Area Serviced NSW (Based in Broadway)

Cost of Service Nil

Referral Required No

Other details

Unfortunately, this is not a funded service. Clients are urged to contact CRC whenever the need may arise, however, they are also advised that they will be required to speak to whichever staff member is rostered on duty and will not be provided with an ongoing caseworker.

Jailbreak Health Project (incorporating a radio show)

Health Promotion focusing on reducing the risk of transmission of HIV, Hepatitis and Sexually Transmissible Infections. One component of the project is "Jailbreak" – a weekly half-hour radio program for prisoners, their families and supporters.

Jailbreak provides information on criminal, prison and health issues as well as connecting prisoners to the community through their views, music and poetry. Jailbreak seeks to raise community awareness about prison as well as providing support and referrals for those affected by prison.

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office. Radio Program broadcasts on Tuesdays at 6.30pm in & around Sydney on Community radio station 2SER FM 107.3, or can be accessed via the internet at www.2ser.com
Area Serviced	NSW (Radio program only available in and around Sydney)
Cost of service	Nil
Referral Required	No

Transport to Jail Service

Providing low cost bus services to rural Correctional Centres where public transport is expensive or inadequate. The bus service currently operates between Sydney and Berrima, Goulburn, Cessnock, Oberon, Junee, Bathurst, Lithgow, St Heliers and Kirkconnell Correctional Centres.

The service also offers information on accommodation for visitors to country and metropolitan prisons, and public transport options for when CRC does not provide a bus service.

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Service available	Sat & Sun, visiting most centres on a fortnightly basis. Timetable is available from website.
Area serviced	NSW
Cost of service	\$15.00 for a return trip, \$5.00 for children for all services except Junee, which is a FREE service.
Referral Required	No
Other details	Telephone Bookings required.

Family Caseworker

The Family Caseworker provides information, referral, counselling, advice and advocacy support to the families and friends of inmates and ex-inmates. Staff based in Sydney and Newcastle.

Sydney Family Caseworker– CRC Sydney Office

Office hours	approx 9.30am – 4.30pm Mon to Wed
Area serviced	NSW
Cost of service	Nil
Referral Required	No

Hunter Family Caseworker – CRC Hunter Office

Office hours	Part Time (Mon & Tues 8.30am – 4.30pm, Wed 8am – 11am)
Area serviced	Greater Hunter Area and Central Coast
Cost of service	Nil
Referral required	No

Court Support

Volunteers provide information on court procedures and sources of legal assistance, support for people in court, making referrals to community and government agencies and offering assistance in contacting other services.

Office Hours	Contact reception 9.00am to 5.00pm Mon – Fri – CRC Sydney Office
Area serviced	Currently operating in the following Courts: Balmain, Bankstown, Burwood, Downing Centre, Fairfield, Gosford, Manly, Mount Druitt, Newtown, Nth Sydney, Parramatta, Penrith and Sutherland Local Courts and Parramatta Family Court.
Cost of service	Nil
Referral Required	No
Other details	This service does not provide legal advice.

CRC Accommodation Services

Men's Supported Accommodation Project:

Provides supported accommodation and individual case management to **men** at risk of homelessness following release from custody. Initially accommodation is provided in a 5 bed shared house. Residents are offered counselling, advice, information and referrals which may include accommodation, employment, welfare, drug and alcohol, debt, relationships and adjusting to life on the outside.

The Support Workers assist clients to move through the stressful transition period aiding clients to establish themselves in independent accommodation, maintain their tenancies and reconnect with their community. Ongoing support is provided for up to a year, thus reducing the likelihood of the clients falling back into homelessness or re-offending and returning to prison.

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Area serviced	NSW
Cost of service	Service is free other than Rent whilst in CRC men's shared house.
Referral Required	Yes – via Welfare, Probation & Parole or other DCS/COSP staff, self referrals also accepted prior to release from custody. Self referrals can also be made immediately after release or via Newtown, or Sydney City Probation & Parole offices. The accommodation service books ahead so referral 1-2 months prior to release is recommended.

Women's Support Worker:

Provides support and case management to **women** transitioning from prison to the community. The Women's Support Worker meets with clients approximately three months before release to identify post-release needs including accommodation, employment, welfare, drug and alcohol, debt, relationships and adjusting to life on the outside.

The Women's Support Worker assists clients to move through the stressful transition period aiding clients to establish themselves in independent accommodation, maintain their tenancies and reconnect with their community. Ongoing support is provided for up to a year, thus reducing the likelihood of the clients falling into homelessness or re-offending and returning to prison. (Accommodation is applied for, it is not guaranteed)

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Area serviced	Sydney
Cost of service	Nil
Referral Required	Yes – via staff at Dillwynia, Emu Plains, Silverwater Women's and Berrima Correctional Centres and Guthrie House. Self-Referrals prior to release from custody also accepted.

Transitional Support Program

Provides support and case management to men and women transitioning from prison to the wider community. The Transitional Workers meet with clients approximately three months before release to identify post-release needs. These needs generally include accommodation, employment, welfare, drug and alcohol, debt, relationships and adjusting to life on the outside.

Transitional Workers support clients through the stressful transition period with the goal of clients establishing themselves in their community thus reducing the likelihood of the clients re-offending and returning to prison. (Accommodation is applied for, it is not guaranteed).

There are four individual projects to cater to the specific needs of:

- Men in Sydney
- Women in Sydney
- Indigenous Men in Sydney and
- Men in the Hunter Region

Sydney Men's Transition and Women's Transition Projects

Office hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Areas serviced	Sydney - Metropolitan Areas
Cost of service	Nil
Referral Required	Yes – via Welfare, Probation & Parole or other DCS/COSP staff for assessment, minimum of 3 months prior to release. Assessments can only be conducted at Sydney based Correctional Centres. Self Referrals prior to release from custody also accepted.

Indigenous Men's Transition Project

Office hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Areas serviced	Sydney City, Inner-west Sydney specific
Cost of service	Nil
Referral Required	Yes – via Welfare, Probation & Parole or other DCS/COSP staff for assessment, minimum of 3 months prior to release. Assessments can only be conducted at Sydney based Correctional Centres. Self Referrals prior to release from custody also accepted.

Hunter - Transitional Support Worker (for men only)

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Hunter Office
Areas serviced	Greater Hunter Area and Central Coast
Cost of service	Nil
Referral required	Yes - Via Welfare or Probation & Parole Staff at Cessnock & St. Heliers Correctional Centres, minimum of 3 months prior to release.

StAMP Mentoring Program

The StAMP Mentoring Program links volunteer mentors with people who have been in custody, or are at risk of going to custody, and who live or are connected to Sydney's Inner West. Mentors offer community support and practical assistance to mentees during weekly meetings with the goal of facilitating social and community connectedness and ultimately reducing offending behaviour. The program is in partnership with Marrickville Council and Petersham TAFE Outreach.

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Area Serviced	Sydney's Inner West Suburbs
Cost of Service	Nil
Referral Required	Yes, clients may be referred through support agencies or self-refer

MERIT: Transition and Aftercare Alcohol and Other Drugs Support Project

The project works in partnership with the Summer Hill and Downing Centre MERIT Offices in the delivery of services to clients. Service priority will be given to clients identified by MERIT as high risk, have complex needs and agree to continued support.

The support period will range from 3 – 6 months dependant on identified need, with ongoing support provided to those clients who continue to engage in the voluntary support and /or present with ongoing needs that can only be met by a service such as CRC. Wherever possible, the TAADS will work towards assisting the clients to engage with mainstream support services, to ensure that sustainability is built into client's progress.

Office Hours	9.00am to 5.00pm, Mon to Fri – CRC Sydney Office
Area serviced	Sydney South West Area Health Region
Cost of service	Nil
Referral Required	yes – via Summer Hill and Downing Centre MERIT Office staff

CRC Training Service

CRC provides specialised training to organisations, government departments and community workers engaged in supporting or working with post-release prisoners and families of prisoners. The individual training workshops are tailored to the needs of workers and organisations and provide practical information about the NSW prison system and how imprisonment affects the families and impacts on the post-release needs of prisoners. This training is designed to enable agencies to develop appropriate, targeted services to meet the needs of this client group.

For further information on CRC training services, contact us on (02) 9288 8700.

Parolee Support Initiative (PSI)

The Parolee Support Initiative provides intensive case management and support to parolees with an Intellectual Disability (who are not eligible for DADHC assistance) and/or serious mental health issues.

Clients are assessed three months before release to gauge eligibility and suitability for the program and to identify post release needs such as accommodation, mental health and or intellectual disability specific services and support, education/employment, welfare, drug and alcohol and debt.

PSI works with community services to setup a network of support before the client is released. Housing NSW partners this program supplying individual accommodation (on a priority basis).

PSI works with clients for three months pre-release and six months post release (exit is reviewed on an individual basis), to support clients through the stressful transition period. This enables clients to establish themselves in the community and reduce the risk of recidivism.

Office Hours	9.00am to 5.00pm, Mon to Fri – based at Housing NSW Fairfield Office.
Area serviced	Fairfield, Liverpool.
Cost of service	Nil
Referral Required	Yes– via DCS welfare or Probation and Parole staff in Sydney Metro and Goulburn Correctional Centre's.

Resource Development Project

CRC has developed a range of published and audio-visual resources for Prisoners, Ex-Prisoners, their families and service providers including:

- The Jailbreak Family CD
- Planning Your Release; The NSW Exit Checklist
- The Getting Out Book
- A range of family information brochures in English, Vietnamese, Chinese, Arabic and Spanish
- The Families Book (due for release mid 2009)
- Gimme Shelter resource kit & website tools for accommodation services working with ex-prisoners

These resources are **free of charge** and can be ordered via the CRC website at www.crcnsw.org.au