

# PLANNING YOUR RELEASE



NSW Exit Checklist



2016

## Contents

Name: \_\_\_\_\_

MIN: \_\_\_\_\_ Release Date: \_\_\_\_ / \_\_\_\_ / \_\_\_\_

Case Officer: \_\_\_\_\_

For help using this checklist, ask the following staff:

### Services and Programs Officer (SAPO)

Name: \_\_\_\_\_

For debt, ID, housing and accommodation, Centrelink and family issues.

### Correctional Education Officer

Name: \_\_\_\_\_

For literacy support, education, training and employment information.

### Probation and Parole Officer (if you are being released to supervision)

Name: \_\_\_\_\_

For information on parole, debt, ID, housing and accommodation, Centrelink and family issues.

### Psychologist

Name: \_\_\_\_\_

For emotional support, coping strategies etc. (See the clinic about physical and mental health issues).

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*1800 numbers are a free call from anywhere in Australia.  
13 numbers cost the same as a local call. You can't call  
1800 numbers from some correctional centres.*

## How to use this Checklist

This booklet is designed to help you to get ready for your release. In it you will find a lot of information on things you can do to make the move back to the community a bit easier.

The checklist sets out what you need to do:

- now
- three months before your day of release
- four weeks before your release
- one week before your release.

Answer each question in turn. If you answer 'yes,' tick the

box, ☒. No more action is needed; simply go on to the next question.

If you answer 'no,' put a circle around the box to remind yourself that you have something further to do.



When you've finished that task, you can tick off the box.



If a question doesn't apply to you, just black out the box.



Some questions will refer you to organisations that offer help with health, housing, finances etc. More information about who to call can be found in **Who To Call** on page 44.

**Resources** (page 64) contains a list of other resources that go with this checklist.

Use the **Planner** at the end of this booklet to plan the first few weeks after you get out.

## How to use this Checklist

### When do I start?

#### Now!

Start straight away so you can get everything done by the time you get out! The sooner you get organised, the easier it's going to be when you're back in the community.

Before you begin, work out the dates for starting each section and write them in the table below. (Use the calendar on the next page to count back from your release date.)

Start with the "Do This Now" sections, then do the 3 months, 4 weeks and 1 week sections, until you have completed it and are ready to go!

Identification is very important. Without ID it can be hard to get help on the outside. You need 100 points of ID for Centrelink and to open a bank account etc (see the ID Points Table on page 10). Start collecting your ID as soon as you can.

If you need help ask your case officer, SAPO, Parole Officer, Education Officer or Overseer. You might also do this as part of the NEXUS program.

	Date
<b>Today's date</b>	
<b>3 months from release</b>	
<b>4 weeks from release</b>	
<b>1 week to go</b>	
<b>Last day!</b>	

## CADL numbers

These numbers are free 10 minute calls from NSW correctional centres. First, enter your MIN followed by your PIN, then choose option 2. Then press the CADL number you want, below. (CADL numbers in the 20s range apply to specific centres only.)

CADL Service	code		phone number	hours of operation
CSSL	01	1800 580 863 from Bolwara and PTC	02 8346 1136	9am-3.30pm Mon-Fri (excluding public holidays)
Law Access NSW	02		1300 679 529	9am-5pm Mon-Fri (excluding public holidays)
Hepatitis Infoline	03		1800 803 990	9am-3.30pm Mon-Fri, 1-5pm Thurs
Oral Health	04		1800 222 740	8am-4.30pm Mon-Fri
Healthcare Complaints Line	05		02 9219 7444	9am-5pm Mon-Fri
ICAC	07		1800 463 909	9am-5pm, Mon-Fri
NSW Ombudsman	08		02 9286 1000	9am-4pm, Mon-Fri
Mental Health Helpline	09		1800 222 472	24 hours, 7 days
Quitline	10		1800 060 033	7am-10.30pm 7 days
Legal Aid NSW	11		02 9219 5183	9am-5pm, Mon-Fri
Aboriginal Legal Service NSW	12		02 9318 2122	8.30-5pm, Mon-Fri
Commonwealth Ombudsman	13		1300 362 072	9am-5pm, Mon-Fri
State Debt Recovery	14		1300 554 450	9am-5pm, Mon-Fri
Child Support Agency	15		1800 824 044	8.30am-4.45pm, Mon-Fri
Housing NSW	16	Press 2 when message starts	1300 468 746	8.30am-4.30pm, 7 days
CNSP Hotline	17	Advice on chronic health problems	1800 880 894	8am-4pm, Mon-Fri
Australia Tax Office	18		1300 720 092	8am-6pm, Mon-Fri
Court Services	19			
Wirringa Baiya Aboriginal Women's Legal Centre	20	Only from centres with women	1800 686 587	8am-5pm, Mon-Thurs 9am-12.30pm, Fri
Women's Legal Services NSW	21	Only from centres with women	02 8745 6900	9am-1pm, 2pm-4.30pm, Mon-Fri
Alcohol & Drug Information Service	22	Bathurst and Wellington		24 hours, 7 days
Gambling HELP	23		1800 858 858	24 hours, 7 days
Royal Commission (Child Abuse)	24		02 8284 2500	
Knowmore	25		1800 605 762	
Interrelate	26		1300 134 924	
Relationships Australia	27		1800 025 441	

# 2016 Calendar

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April

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June

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## 2016 Calendar

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### August

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### November

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### December

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## 2017 Calendar

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### April

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### May

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### June

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# 2017 Calendar

## July

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## August

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## September

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## October

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## November

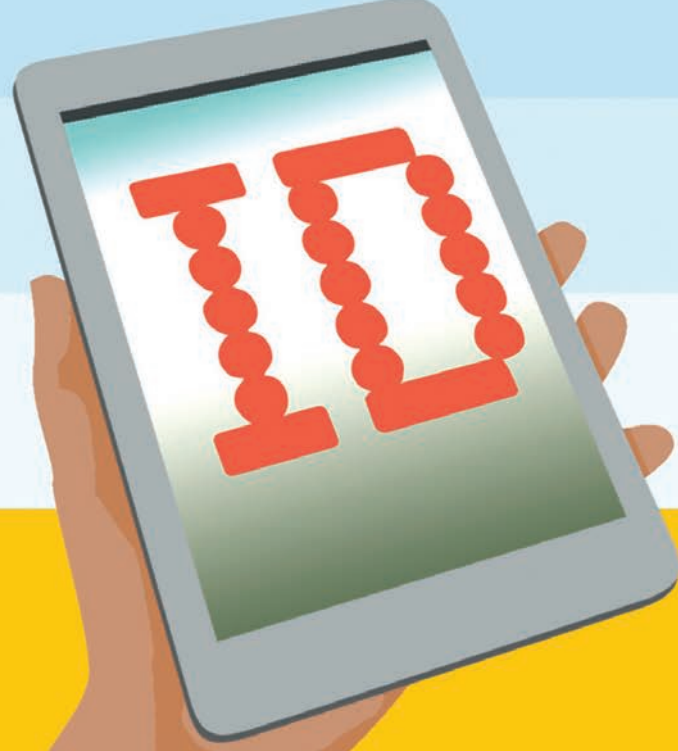
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## December

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# IDentification

## ID

ID Points Table

	Centrelink	Banks*	Medicare
Current Australian Passport	70	One of these required 70	One of these required for a new card 70
Original Australian Birth Certificate	70	70	70
Citizenship Certificate	70	70	70
Certificate of Evidence of Resident Status	70	70	70
Australian Visa	70		
Marriage Certificate	40		
Child's Australian Birth Certificate	40		
Australian Divorce papers	40		
Learners Permit or Drivers Licence	40	40	40
Current ATM or credit card with signature	40	25	
Current bank statement with address	40		
Educational or trade certificate	40		
Reference from an Aboriginal or Torres Strait Islander organisation	20	100	
Medicare card	20	25	
Electoral enrolment card	10	25	
Document on letterhead from current employer			35

\*Varies between banks

N.B. Some overseas equivalents of these documents may be accepted.

## ID

## You will need 100 points of ID

You need 100 points of ID for Centrelink, the bank, etc. Different organisations have different point systems. Use the ID Points Table opposite as a guide. OS&P staff will assist you.

Even if someone is holding ID for you, collect as much as you can. It may not always be where you left it.

## Do you have an Australian birth certificate? (70 Points)

If you were born in NSW, ask a SAPO to help you get a NSW birth certificate.

Aboriginal inmates can apply by asking the SAPO for a "Staff Referral and Verification of Identity" Form (which is completed by the SAPO) and a Birth Certificate Application Form (which is completed by you.) When completed, the SAPO will send both forms to the Aboriginal Strategy and Policy Unit who will order and pay for the certificate.

## Do you have Evidence of Australian Citizenship or Residency? (70 points)

If you are an Australian citizen you can apply for *Evidence of Australian Citizenship* from the Department of Immigration and Border Protection. Call them for the forms. There is a \$60 fee and you need to send them certified copies of other ID and an endorsed photo.

Department of Immigration and Border Protection  
Evidence Processing Unit  
GPO Box 9984  
Sydney NSW 2001  
Ph: 131 881

If you were not born in Australia you can get a *Certificate of Evidence of Resident Status* from them. The fee for this is \$100, and again, you need to send them copies of other ID.

## YES





YES

ID

**Do you have an Australian marriage certificate, child's birth certificate, or divorce papers (40 points)?**

For your Marriage Certificate or a child's Birth Certificate that names you as parent/guardian, apply to the NSW Registry of Births, Deaths and Marriages. The fee is \$51. Prison staff can assist you, or call Births, Deaths & Marriages on 13 77 88. See your Services and Programs Officer for assistance.

If you need proof of divorce, contact the Family Law Court on 1300 352 000 and ask for a Proof of Divorce Form. Complete it and send it with the \$30 fee to:

National Enquiry Centre  
PO Box 9991  
Parramatta NSW 2124

**Do you have a current Medicare Card (20 points)?**

Call Medicare to see if you are already enrolled, and ask whether you need a new or replacement card. They will send you the form. You can also ask a SAPO for help. There is no fee but you need to include other kinds of ID. Mail the form to:

Department of Human Services  
GPO Box 9822  
Sydney NSW 2001  
Ph: (02) 132 011

If you are Aboriginal and Torres Strait Islander call the Indigenous Access Unit on 1800 556 955 for an Aboriginal and Torres Strait Islander Medicare enrolment form. If you don't have any ID, this can be signed by an Elder, Regional Aboriginal Project Officer (RAPO), SAPO or Correctional Education Officer who knows you. Fax or send to:

Indigenous Access Unit  
GPO Box 9822  
Sydney NSW 2001

ID

Ph: 1800 556 955 (Indigenous Access Line)  
Fax: (08) 9214 8128

**If appropriate, do you have a reference from an Aboriginal or Torres Strait Islander organisation (20 points)?**

Get a reference from an Aboriginal or Torres Strait Islander organisation, verifying your full details and length of time they've known you.

Contact Aboriginal Legal Service on 1800 733 233, or Aboriginal Medical Service on (02) 9212 4777, or your local Aboriginal Land Council via the NSW ALC on (02) 9689 4444. They will give you the details of the nearest office.

**Do you have an original education certificate (40 points), or an education report (20 points)?**

Ask the SAPO to send an email to [aevti@dcs.nsw.gov.au](mailto:aevti@dcs.nsw.gov.au) to get your certificates.

**Do you have a reference, termination notice, or separation certificate from a former employer (10 points)?**

Contact anyone you have worked for in the past. For work you have done in a correctional centre, speak to the CSI Manager (usually called Manager of Industries) in your centre for a reference.

YES



do this NOW!

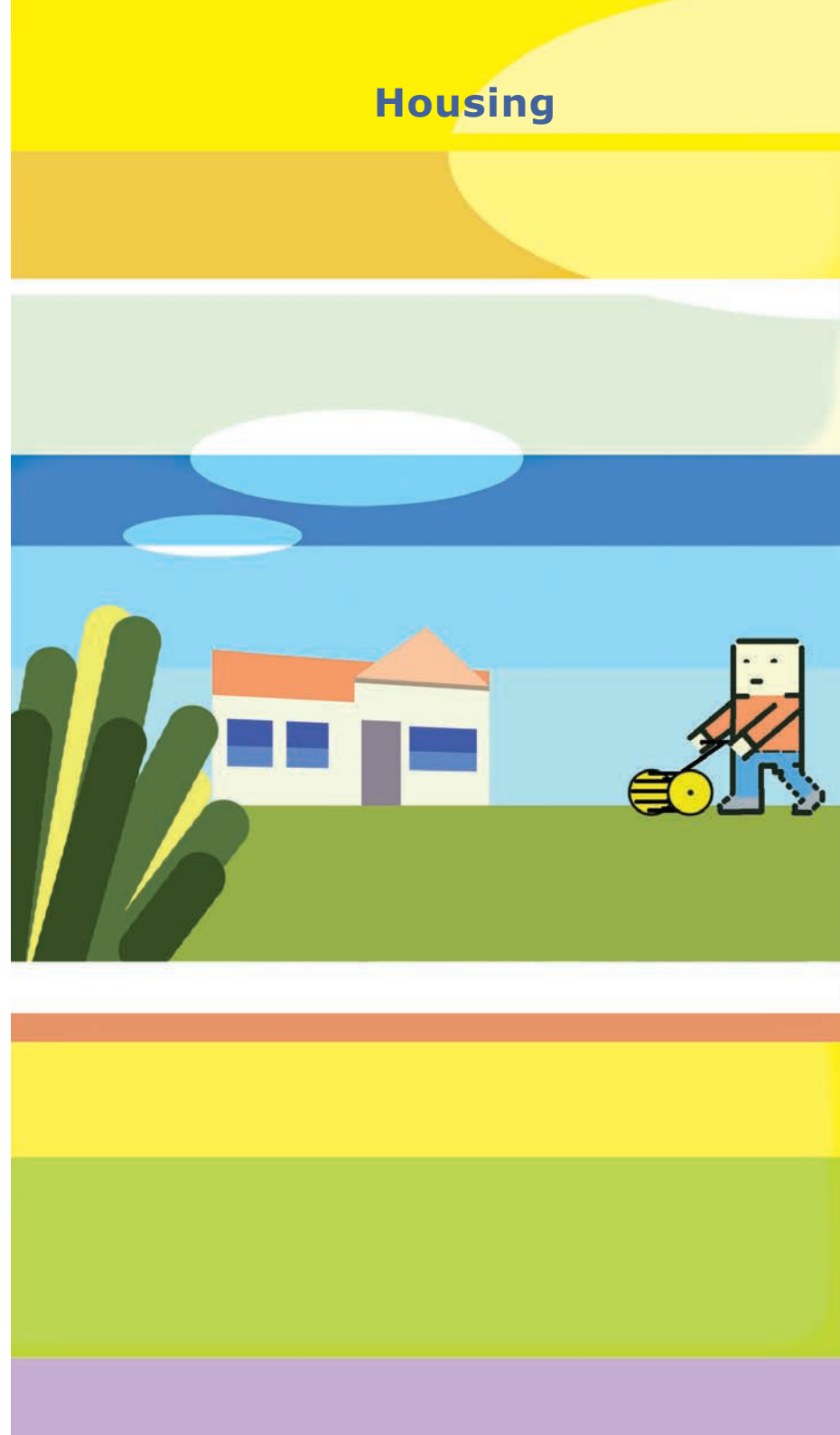


3 months



## NOTES

## Housing



## Housing

### Have you applied for Social Housing?

Social Housing means public housing and community housing. Contact Housing NSW on the inmate phone system by pressing 16# (and then press 2 when the recorded message starts) to find out how to apply. There are eligibility rules that you need to meet. Housing NSW staff may visit your Centre and run information sessions. A SAPO or your Parole Officer can print out the forms and help you fill them in.

If you need advice about social housing or private renting, or your rights as a tenant, you can call your local Tenants Advice and Advocacy Service or the Aboriginal Tenancy Service. See Who to call: Housing page 49, or [www.tenants.org.au](http://www.tenants.org.au).

Community Housing Associations provide affordable housing similar to Housing NSW. You can apply for both public and community housing on the same form. Be aware that there are often long waiting lists for public and community housing.

If you don't have proof of identity or NSW residency when you apply for social housing, ask the SAPO for help.

If you are a former Housing NSW tenant with a debt you can organise to begin paying back some of the money while in custody. This will help show them that you can and are willing to meet your responsibilities.

### Have you been in contact with Housing NSW in the last three months?

If not, your file may be suspended or made inactive. You can call Housing NSW on the phone system by pressing 16# (and then press 2 when the recorded message starts) to check the status of your file. You can also ask Housing NSW if they visit your centre.

If your file has been made inactive, it can be reactivated by providing documentation to Housing NSW such as a letter from gaol or probation and parole confirming the

## Housing

dates of your reception and release, or a letter from a Centrelink Social Worker confirming that you were in custody during the response period.

### Have you got a place to stay on release?

Check that it is still OK to stay there as circumstances may have changed. See *Who to Call: Housing*, page 49. Remember that housing has to be approved if you are going on parole.

### Have you contacted your Parole Officer about where you're going to live?

If you are being released to supervised parole, a Parole Officer will come to see you. You can ask for an appointment to see a Parole Officer if they have not been in contact to make sure the housing you have organised will be OK for parole.

### If you need emergency accommodation

Call Link2home on **1800 152 152**, 24 hours a day, 7 days a week every day of the year. However, between 10pm and 9am only information and assessments can be provided (no accommodation) unless it is an emergency.

## NOTES

## Finances



**Do you have debts with State Debt Recovery (SDR)?**

Call SDR on the inmate phone system by pressing 14# to find out if you have SDR debt. Ask how much you owe. You can apply for the debts to be deferred (put off until later) or paid back in instalments.

You may be eligible to reduce your SDR debt by attending certain programs. Eligibility can depend on disability, homelessness, addiction and financial hardship. Ask a SAPO about Work and Development Orders (WDO).

If you are eligible you can also work off fines through WDOs in the community. The debt goes down as you do programs, volunteer work and other acceptable activity.

**If you have debts with other organisations, have you contacted them?**

If you owe money to Centrelink, Housing NSW, Child Support, or other organisations, contact them to discuss how it can be paid.

If you owe money to other organisations, write to or fax Veda Advantage and ask them to send your credit file:

Veda Advantage

PO Box 964, North Sydney, NSW 2059

Fax: (02) 9278 7333

They will tell you what ID and other information you need to give them.

**Do you have a referral to a Financial Counsellor?**

Financial Counsellors can help you find out your credit history, work out how to repay debts and help you manage your finances after you're released. They provide free, confidential options.

For free financial and legal advice call the Credit and Debt Hotline on 1800 007 007 Monday to Friday 9.30am to 4.30pm to arrange to see a Financial Counsellor or for help with credit, debt and banking issues. For more help, see *Who to Call: Finances*, page 55.

**If you are under a Restitution Order, have you arranged payment?**

Call the Victims' Compensation Tribunal to arrange payment or deferral.

Phone: (02) 8688 5511 or 1800 633 063

ATSI line: 1800 019 123

**If a Public Guardian has been appointed to help with decision-making on your behalf the Guardian should be involved with your pre-release planning.**

Ask a SAPO to contact them.

Ph: (02) 8688 6070

1800 451 510 freecall from outside Sydney or after hours calls

**Is your money being looked after by the NSW Trustee and Guardian?**

If so, you will need to contact your Estate Manager before you get out, to tell them when you'll be getting out and where you'll be living so you can collect your money.

Ask a SAPO to help you call them on 1300 364 103.

☐**If you have to pay Child Support, have you contacted the Child Support Agency?**

Contact the Child Support Inquiry Line on 131 272 to arrange payment.

☐**Have you got a printout of your Inmate Account Cash Record?**

Get a printout of your *Inmate Account Cash Record* (showing the last 3 months of transactions). You need this to apply for things like clothing, gratuities (gate money), and travel money.

☐**Do you have a current bank account?**

To open a bank account you need 100 points of ID (see the ID points table on page 10). Contact numbers for the major banks are listed on page 55.

☐**Have you contacted the bank to make sure your account is still open?**

If you had a bank account before you came into custody contact the branch where you opened the account. If your account is suspended, you can reopen it. Banks charge monthly fees for some accounts so when you deposit money again, they will take out fees that haven't been paid while your account has been unused. If it is closed, you will need to open a new account (see previous question).

☐**Do you have a Tax File Number (TFN) or tax you can claim?**

You need a TFN to get Centrelink benefits (though they give you 28 days after you sign on to get one). You also need a TFN when you find a job.

For an application form, call the Tax Office (the ATO) on 1300 720 092.

For free help for low income earners to fill in a tax return, call the Australian Taxation office Individual Infoline on 132 861.

☐**Have you applied for Gate Money (*Gratuity*) and *Special Gratuity* payment?**

If you came into custody before March 1997 you can apply for Gate Money (*Gratuity*) of 30 cents per week of custody, up to a maximum of \$150. If you are on work release you may not be able to get this payment.

You can also apply for *Special Gratuity* if you can show that you are in need, e.g. you need clothes, or money for transport and food. The *Special Gratuity* payment is harder to get. Applications must include:

- amount of money you will have on release
- any amounts sent out of your account
- the condition of your current clothing

The amount depends on how long you served:

Served	Maximum Special Gratuity
6-12 months	\$50
1-3 years	\$100
3+ years	\$200

Apply to the General Manager for these payments. Include a printout of your account.

YES

☐

### Have you contacted Centrelink?

Centrelink Prison Liaison Officers visit some correctional centres to arrange Crisis Payments for people who are eligible. Make sure you contact a SAPO if you will be in hardship when you leave gaol so that she or he can put you on the list for Centrelink's visit. If you need to contact Centrelink for other information see *Who to Call: Finances*, page 55.

☐

### Do you know where to get help for problem gambling?

Call Gambling Help on 1800 858 858 to find a counselling service near where you're going to live and arrange an appointment. Will do counselling over the phone 24 hours/seven days a week.

For more financial assistance numbers see *Who to Call: Finances*, page 55.

## Finances

## Family & Community Support



YES

## Family & Community Support

☐

### Have you told your family and friends about relevant support groups?

Support groups may include: Al-Anon Family Groups/Alateen, Narcotics Anonymous, Hepatitis Infoline, Gamblers Anonymous, SHINE for Kids, Be SMART, etc. See *Who to Call* on page 51 for contact details.

☐

### Do you have a support person upon your release?

A support person can help you prepare for release and be key contact on the outside. They could be a family member, community representative, or trusted friend. They can act as a mentor or sponsor to help you adjust to life after release.

You can arrange a visit with your support person and a facilitator who could be the Chaplain, Aboriginal Client Service Officer, SAPO, Parole Officer, Case Officer, Psychologist, Restorative Justice facilitator, CHS Project Officer, or other worker.

Some issues you might want to talk about in the meeting are:

- your expectations about post-release living and the expectations of your support person
- what has changed (e.g. family, work) and how your roles have changed
- what might go wrong
- dealing with financial issues such as debt and gambling
- coping with relapse and where to find help
- what to do in a crisis and who to call.

☐

### My support person is:

## Family & Community Support

YES

☐

### Have you thought about Victim-Offender Conferencing or Mediation?

You can help your victims recover from your crime by letting them ask you questions or tell you how they have been affected by what you did, or by offering to write them a letter of apology.

You may get some closure on your crime by meeting with your victim/s or their family to apologise, explain, or reassure them.

Victim-Offender Conferencing or Mediation is voluntary. A facilitator can come and meet you to see what you want to do. They can make sure it's a positive meeting for everyone.

Contact the Restorative Justice Unit:  
(02) 8346 1054

☐

### If appropriate, have you contacted your Public Guardian and/or the NSW Trustee and Guardian?

If a Public Guardian has been appointed to assist you with making decisions, they should be involved with your pre-release planning.

If your finances are managed by the NSW Trustee and Guardian, you need to tell them when you will be released so that they can arrange for you to collect your money. Ask a SAPO to contact them.

Public Guardian:  
(health and welfare decisions)  
(02) 8688 6070 or 1800 451 510

NSW Trustee and Guardian:  
(financial decisions)  
(02) 8688 2600 or 1300 360 466



YES

## Family & Community Support



### Do you receive services from a disability service?

If you are a client of Ageing, Disability and Home Care (ADHC), the Community Justice Program (CJP) or Integrated Services Program (ISP), speak to a SAPO or your Parole Officer. They can check that you are still able to get services. They will also contact ADHC, CJP or ISP and let them know when you are getting out of prison. Your case manager from ADHC may be able to visit you in prison and help you get ready for your release.

If you have a disability which could be vision, hearing or physical impairment, or if you have an intellectual disability or a cognitive impairment, you may be eligible for National Disability Insurance Scheme (NDIS) funding. Ask your SAPO to go to the State-wide Disabilities Services intranet page (in the Offender Services & Programs section) and click on NDIS. Then go to the MyAccess Checker to see if you are eligible.

If you are already receiving funding from NDIS, pre-release planning can be arranged with the SAPO.

## Health



YES

Health

### NOTE:

#### Gaols are smoke-free!

Contact the Quitline, 10# on the inmate phone system, or contact the Clinic about Nicotine Replacement Therapy (NRT).

#### Have you contacted the Clinic Nurse about your Health Summary?

This is really important, so contact the clinic for a *Health Summary* and referrals (Long Term Health Plan) to help you look after your health needs on the outside (e.g. diabetes, heart disease, Hep C, HIV, continuing with medication such as methadone and buprenorphine).

#### Do you have a referral to an AOD treatment service?

There are different types of AOD treatment services. Talk to the Clinic Nurse or a SAPO about the type of treatment that would be most suitable for you. Ask the Nurse, SAPO, or your Parole Officer for a referral or call the Alcohol and Drug Information Service (ADIS).

Health

Ph: (02) 9361 8000 (from Sydney) telephone counselling and referral  
1800 422 599

#### If you've been exercising while in custody, do you know how to keep fit when you get out?

Call Fitness Australia,

Ph: 1300 211 311 (to find out how to become a qualified gym instructor or where your local gym is)

To find a sports group or cheap gym near you contact Sport and Recreation.

Ph: 131 302

#### Do you have information about SMART Recovery meetings in the community?

Self-Management and Recovery Training (SMART) Groups offer self-help and support meetings for people with alcohol and drug problems. SMART Recovery Groups can help you identify your triggers for alcohol and drug use, analyse the costs of use and identify helpful strategies to prevent relapse.

Contact SMART Recovery:

Ph: (02) (02) 9373 5100

or phone ADIS to find out where SMART Recovery meetings are held:

Ph: (02) 9361 8000  
1800 422 599

You can also ask a SAPO for help. The SMART Recovery website has all the meeting dates and times:  
[www.smartrecoveryaustralia.com.au](http://www.smartrecoveryaustralia.com.au)

☐**Do you have information about Alcoholics Anonymous (AA) meetings?**

Contact AA,

Ph: 1300 22 22 22

(02) 9799 1199 (24hrs support line)

or call ADIS.

Ph: (02) 9361 8000

1800 422 599

You can also ask a SAPO for help.

☐**Have you checked with the Clinic whether you are eligible for Justice Health's State-wide Connections Program?**

The State-Wide Connections Program helps you continue to access AOD or medical treatment following your release.

☐**Do you have information about Narcotics Anonymous (NA) meetings?**

Contact NA,

Ph: 1300 652 820 (recorded message with national list of meetings)

or 9519 6200 for local groups

or ADIS,

Ph: (02) 9361 8000

1800 422 599

☐**Do you have Mental Health support information?**

Contact the Mental Health nurse. To find support near where you're going to live, call the WayAhead Mental Health Association between 9am and 5pm, Monday - Friday:

1300 794 992 (referrals, accommodation, mental health team)

1300 794 992 Anxiety Disorders Information

1800 011 511 Mental Health State Access Triage  
(choose option 2 and say your suburb where you live to be directed to your nearest mental health clinic)

1800 648 911 toll-free or 9912 3851 Trans-Cultural Mental Health Centre and Multi-Cultural Problem Gambling (a mental health assessment service and gambling treatment. 1800 856 800 for gambling)

**If you need to, have you confirmed your AOD treatment arrangements?**

Call ahead and check the details of where and when to go to your AOD treatment service. This can be done through a SAPO at your correctional centre.

☐

## Notes

## Property, Clothes, Transport



YES

## Property, Clothes, Transport

☐

### Is your Property Record up to date?

You need to check that your *Offender Properties Report* is up to date. Ask your Case Officer to give you a copy from OIMS. Check and sign this report, which will go on your case file.

Notify your Case Officer about any items on loan from Statewide Disability Services or Justice Health. These should have the codes SDS or JH. These need to be given back to the correctional centre who will return them to the owners when you are released.

☐

### Do you have OK clothes for release?

A SAPO may be able to help you with clothes and a bag for your property, or refer you to a local clothing provider.

☐

### Have you arranged a property inspection?

Arrange an inspection with the Wing Officer or Area Manager. They will tell you if anything needs to be given back to the correctional centre. Complaints about property can be put in writing to the Wing Officer, and if you are not happy with their decision you can appeal to the General Manager for a review.

☐

### Do you have enough money to get home?

You can get a voucher or money to pay for public transport to the place where you are going to live after your release. Talk to a SAPO about this assistance. If you need more, you can apply to the General Manager/Manager of Security. You will have to prove that you need it (e.g. with a printout of your account). See page 23 for more information on gratuities (gate money).

## Property, Clothes, Transport

YES

☐

### Do you have public transport information?

- to get home
- to get to the parole office
- to get to an AOD Treatment Service
- to get to a methadone clinic or medication supplier

Call the Transport Info Line for timetable, route, and fare information for trains, buses and ferries in the greater Sydney area (bounded by Port Stephens, Dungog and Scone, Bathurst, Goulburn, and Nowra).

Ph: 131 500 (6am to 10pm, 7 days)

See page 72 for information on getting around.

☐

### If someone is picking you up, have you confirmed this?

Contact that person and confirm the date, time and where you will be released.





### **Will you be on parole supervision when you are released?**

- Check with your Parole Officer that reports required by the State Parole Authority are being completed.
- Discuss your proposed accommodation with your Parole Officer to ensure an assessment is being completed.
- Ask your Parole Officer to explain your parole order and parole conditions. Make sure you understand what is expected of you. Ask the Parole Officer to clarify anything you are not sure about.
- Check what arrangements have been made for you to report to a parole office.



### **Has your proposed accommodation changed?**

Your Parole Officer will have to undertake some checks before you are released, mainly about where you are going to live. Check that your proposed accommodation is still available.



### **Will you be on supervised parole?**

You will be given a copy of your parole order and details of where and when you have to report.

You will usually have to report on the day of your release or the next working day.

Make sure you keep to your reporting arrangements. If, for a good reason, you are unable to report, make sure you telephone the parole office to make other arrangements.

Remember your Parole Officer is there to help you complete your period of parole and avoid further imprisonment. Discuss any problems you may be having with him or her.

Your Parole Officer may give you directions regarding:

- counselling or other treatment

- programs
- employment
- avoiding certain people or places
- accommodation.

### **Do you have a resume?**

A resume is a document that says what work and study you have done in the past. You need to write a resume to apply for a job. Start collecting information for it, including any courses you have done while in custody.

Education and Vocational Training run courses which can help you prepare for returning to work. For help, speak with a Correctional Education Officer.

### **Have you got a CSI Work Reference?**

Apply for a Work Readiness Reference from the CSI Overseer or Senior Correctional Education Officer.

### **Have you registered with a Job Services Australia provider?**

Job Services Australia providers give various kinds of support for people looking for work. There are many providers across Australia delivering different kinds of assistance.

For information about registering with, or changing your Job Services Australia provider ask a SAPO or contact the Employment Services Information Line on 13 62 68.

- ♦ 1800 numbers are a free call from anywhere in Australia. 13 numbers cost the same as a local call. Because you can't call 1800 numbers in some correctional centres, other numbers have been provided when available. If you are in rural or regional NSW, please use these numbers to find services available in your area.



## Notes

## Visa Issues

### Visa Cancellation

If you have received a letter from Immigration and Border Protection about the possible cancellation of your visa, contact the SAPO or Senior SAPO for help and ask about the Legal Aid Visa Cancellation Kit. The kit is a step by step guide to what you can do in response to Immigration and Border Protection's letters.

## Who to call

### Emergency/General

#### ADIS (Alcohol and Drug Information Service)

Advice, information, and referrals to AOD treatment and health care, 24hrs.

Ph: (02) 9361 8000 (metro)  
1800 422 599 (rural)

#### Credit & Debt Hotline

Referral to a financial counsellor in your area and telephone financial counselling for urgent debt issues.

Ph: 1800 007 007

#### Home for Good (Newcastle)

Home for Good is a hub of services that support people exiting to the Newcastle area from correctional facilities. Home for Good has effective working relationships and referral mechanisms with:

- Centrelink
- Housing NSW
- Compass Housing
- CRC
- Legal Aid
- Hunter New England Health
- Hunter Mental Health
- TAFE
- Reaching Home
- Wesley Mission

Home for Good has become the Central Hub of integrated post-release services in Newcastle.

Ph: 4922 1539  
Email: [hfielder-gill@samaritans.org.au](mailto:hfielder-gill@samaritans.org.au)

## Who to call

#### Homelessness - Link2home

Link2home, a state-wide telephone service for inquiries about homelessness in NSW. Link2home staff will contact specialist homelessness services on behalf of people who need help, to find out what accommodation and support services are available. If no accommodation service has vacancies, limited temporary accommodation may be provided in motel-type accommodation. Call Link2home on 1800 152 152 -24 hours a day, 7 days a week, every day of the year. However, between 10pm and 9am, only information and assessments can be provided.

#### Law Access NSW

Law Access NSW is a free government telephone service that provides legal information, referrals and in some cases, advice for people who have a legal problem in NSW.

Ph: 1300 888 529

From a correctional centre press 02# for Law Access NSW.

#### Lifeline

Free and confidential telephone counselling for anyone who is feeling suicidal or experiencing any personal crisis, 24hrs.

Ph: 131 114

#### NSW Ombudsman

Handles complaints about NSW government agencies & certain non-government agencies.

Ph: (02) 9286 1000 (metro)

1800 451 524 (free from outside Sydney)

Fax: (02) 9283 2911

TTY: (02) 9264 8050

Speak and Listen users: phone 1300 555 727 then ask for (02) 9286 1000

NRS Internet Relay users: connect and ask for (02) 9286 1000.

## Who to call

### **Prisoners' Legal Service (PLS)**

A section of Legal Aid for inmates that provides advice, minor assistance and representation to prisoners.

Ph: (02) 8688 3888

Fax: (02) 8688 3895

TTY: (02) 9687 7538

Prisoners can contact the Prisoners Legal Service on the CADL phone system as a free call. Press 11# (Legal Aid) and ask for the PLS. Prisoners who need an appointment with a solicitor from the PLS should ask their gaol's wing officer to put their name down in the Legal Aid Book.

### **Translating and Interpreter Services (TIS)**

Has interpreters in many languages, over the phone or in person. Can arrange three-way phone calls.

Ph: 131 450

### **WayAhead Mental Health Association**

Advice, information and referrals about mental health and mental illness including anxiety disorders.

Ph: 1300 794 992 (Sydney and NSW) - Monday to Friday, 9am to 5pm - see page 32.

## Who to call

### **Corrective Services NSW**

#### **Chaplaincy Services**

Ph: (02) 8346 1061

0419 994 008

#### **Corrective Services Industries (CSI)**

CSI can assist with work references. It is best to contact the CSI Manager at your correctional centre directly.

#### **CSNSW Multiculturalism Co-ordinator**

For multicultural information.

Ph: (02) 8346 1015

#### **CSNSW Restorative Justice Unit**

Arranges Victim/Offender Conferencing.

Ph: (02) 8346 1054

Fax: (02) 8346 1141

#### **Disabilities - Statewide Disability Services**

Contact through email only preferred: [SDS@dcs.nsw.gov.au](mailto:SDS@dcs.nsw.gov.au)

#### **Education and Vocational Training**

Education and Vocational Training run TAFE and other courses in correctional centres and can assist with Education and Vocational Training certificates and transcripts. For TAFE transcripts and certificates, you must contact the relevant TAFE Institute.

Education and Vocational Training certificates can be requested by emailing [aevti@dcs.nsw.gov.au](mailto:aevti@dcs.nsw.gov.au)

## Who to call

### **Justice Health Mental Health 24 Hour Telephone Service**

A help line for those who have concerns regarding the mental health of an individual in custody. This 24-hour help line is staffed by mental health professionals.

Ph: 1800 222 472

## Who to call

### **Housing**

### **Aboriginal Tenants' Advice & Advocacy Service**

Assists with social housing and private tenancies and tenants' rights. There are four services that can help in different areas.

Ph: (02) 9698 0873 Greater Sydney

(02) 6643 4426 Northern (Newcastle to Grafton)

(02) 4472 9363 Murra Mia (Bateman's Bay)

(02) 6884 0969 Western (Dubbo)

[www.nswats.com.au](http://www.nswats.com.au)

### **Housing NSW**

Public & community housing, Rentstart, Aboriginal Enquiry Service, temporary housing, etc:

Press 16# on the inmate phone system, or

Ph: 1300 468 746 (24 hours, 7 days)

TTY: 133 677 and ask for 1300 468 746

Speak and Listen users: 1300 555 727 and ask for 1300 468 746

Internet relay users: connect to the NRS and ask for 1300 468 746

After hours temporary accommodation:

Call Link2home on 1800 152 152 , 24 hours a day, 7 days a week, every day of the year. However, between 10pm and 9am, only information and assessments can be provided (no accommodation.)

### **Office of Fair Trading**

Assists with rights, responsibilities and complaints concerning private renting.

Ph: 133 220 (8.30am - 5pm Monday to Friday)

1800 500 330 (Aboriginal Enquiry Officer)

TTY: 1300 723 404 (general enquiries)

## Who to call

### **Rainbow Lodge**

Short Term accommodation. Apply before release.

Ph: (02) 96607695

### **Tenants' Advice and Advocacy Services**

Advice on private renting, social housing and tenants' rights. There are 15 local Tenants' Advice and Advocacy Services. Their numbers can be found at [www.tenants.org.au/need-advice](http://www.tenants.org.au/need-advice).

Alternatively, you can call Law Access on 1300 888 529 who will put you through to the Tenants' union who will give you advice.

You can also call 1800 251 101 for initial advice and referrals only (Mondays only 10am - 1pm and 2.30pm - 5.30pm.)

### **Wayback**

Residential program for those on methadone.

Ph: (02) 9633 4800

### **Western Housing for Youth**

Housing for people 16 - 25 in western Sydney.

Ph: (02) 9637 9511

[www.westernhousingforyouth.net](http://www.westernhousingforyouth.net)

### **Youth Emergency Accommodation Line**

Call Link2home on 1800 152 152 , 24 hours a day, 7 days a week, every day of the year. However, between 10pm and 9am, only information and assessments can be provided (no accommodation.)

## Who to call

### **Family & Community Support**

#### **Al-Anon Family Groups/Alateen**

Alcoholics Anonymous self help groups for families and children of alcoholics.

Ph: (02) 9799 1199 (24hrs help line)

1300 252 666

or ADIS 1800 422 599

#### **Blue Knot Helpline**

Telephone counselling and helpline for people who have experienced childhood trauma and abuse.

Ph: 1300 657 380

#### **Child Abuse Prevention Service**

Supports parents and families to stop child abuse.

Ph: 1800 688 009 (9am-5pm Monday to Friday, closed public holidays)

#### **Child Care and Family Information Line**

Information about services relating to children and families.

Ph: 1800 803 820 (outside Sydney)

(02) 8571 9783 (within Sydney)

#### **Child Protection and Family Crisis Service**

Ph: 132 111 (24hr Child Protection Helpline)

1800 000 164 (Complaints Unit for clients)

#### **Community Restorative Centre (CRC)**

Telephone information and referral service for information about CRC's transitional support programs and other post-release resources throughout NSW.

Ph: (02) 9288 8700 (Mon-Fri 9am-5pm)

[www.crcnsw.org.au](http://www.crcnsw.org.au)

## Who to call

### Dads in Distress

For men going through separation or divorce.

Ph: 1300 853 437

### Domestic Violence Line

Advice about safety, AVOs, child protection, where to get legal help, etc. Run by Family and Community Services (FACS).

Ph: 1800 656 463 (24hr)

TTY: 1800 671 442

### Family and Community Services (FACS)

Family and Community Services (FACS) can assist with family support and counselling.

Ph: 132 111 (Child Protection Helpline)

TTY: 1800 212 936

DV Helpline: 1800 656 463

### Family Relationship Advice Line

Assists families affected by relationship issues.

Ph: 1800 050 321 (8am-8pm Monday to Friday, 10am-4pm Saturday)

### Gamblers Anonymous (GA)

Helpline to find a support group in your area.

Ph: (02) 9726 6625

[www.gansw.org.au](http://www.gansw.org.au)

### Haymarket Foundation Clinic

Primary health care and welfare services for inner city homeless and disadvantaged people.

Ph: (02) 9331 1969 (doctor available Monday to Friday 8am-12 noon, no appointment necessary.)

## Who to call

### Karitane

24 hour telephone parenting information and counselling.

Ph: 1300 CARING (1300 227 464) (freecall outside Sydney)

### Kids Helpline

Telephone and online counselling for young people aged between 5 and 25.

Ph: 1800 551 800 (24 hours a day, 7 days a week)

<https://www.kidshelpline.com.au>

### Lifeline

Free and confidential telephone counselling, 24hrs.

Ph: 131 114

TTY: 133 677 then ask for 131 114

Speak and Listen: 1300 555 727 then ask for 131 114

Internet relay users: connect to NRS when ask for 131 114

### Mensline

Telephone counselling, information referral for men.

Ph: 1300 789 978 (24 hours)

### Narcotics Anonymous

Contact NA to find a support group in your area.

Ph: (02) 9519 6200

1300 652 820

or phone ADIS:

(02) 9361 8000 (metro), or 1800 422 599 (rural)



## Who to call

### **NSW Rape Crisis Centre**

Sexual assault counselling and support.

Ph: 1800 424 017

1800 RESPECT (1800 737 732), 24/7

### **Parent Line**

Advice for parents and carers of children 0-18 years.

Ph: 1300 130 052 (Monday -Friday 9am-9pm, Sat/Sun 4pm-9pm)

### **Qlife**

Formerly Gay & Lesbian Counselling Line. A peer-based support line for lesbian, gay, bisexual, transgender and intersex people.

Ph: 1800 184 527 (3pm - 12 midnight every day)

### **Relationships Australia**

Provides relationship counselling to couples, individuals and families.

Ph: 1300 364 277 (telephone counselling)

### **SHINE For Kids**

Supports children with a carer in custody.

PO Box 67

Ermington NSW 1700

Ph: (02) 9714 3000

### **SMART Recovery**

Contact SMART Recovery to contact a group in your area.

Ph: (02) 9373 5100

## Who to call

### **Finances**

#### **Banks**

ID requirements vary. As an alternative, think about a credit union.

Ph: 132 221 (Commonwealth Bank)

132 032 (Westpac)

132 265 (National Australia Bank)

131 314 (ANZ)

133 330 (St George)

1300 236 344 (Bendigo Bank)

#### **Centrelink**

For information about looking for work, benefits, etc.

Ph: 132 850 (job seekers)

132 717 (people with disability, sickness and their carers)

1800 136 380 (Indigenous)

136 150 (families)

132 490 (students and trainees)

131 202 (languages - multilingual)

TTY: 1800 819 586

#### **Child Support Agency**

Administers child support payments.

Ph: 131 272

#### **Energy & Water Ombudsman NSW (EWON)**

Help in resolving electricity, gas and SOME water complaints.

Ph: 1800 246 545



## Who to call

### Financial Rights Legal Centre

Free legal assistance with banking issues and referrals to free financial counselling. Also free credit and debt counselling available on the Credit and Debt Hotline:

Ph: 1800 007 007 (9.30am -4.30pm Monday to Friday)

### Gamblers Anonymous

Contact GA for a support group in your area.

Ph: (02) 9726 6625

or G-line below

### Gambling Help

Counselling and referral to help with problem gambling.

Ph: 1800 858 858 (any time)

### NSW Trustee and Guardian

The Guardianship Tribunal can appoint Financial Managers for people who can't manage their own financial affairs.

Ph: (02) 1300 364 103 - for inquiries about Trustee Services (wills, Powers of Attorney, trusts and estate administration)

1300 360 466 (for inquiries about managed clients)

### State Debt Recovery

Contact SDR to find out about non-civil debts (parking fines, fare evasion, etc).

Press 14# on the inmate phone system, or

Ph: 1300 655 805 (enforcement orders)

1300 138 118 (penalty notices)

## Who to call

### Victims Services & Support

Contact for support services, free counselling and financial assistance if you are the victim of crime. Contact if you are required to pay restitution (ask for the Restitution Section).

Ph: 1800 633 063

(02) 8688 5511 (metro)

If you are Aboriginal and a victim of crime, call Aboriginal Contact Line:

Ph: 1800 019 123

### Welfare Rights Centre

Contact for telephone advice if you have problems with Centrelink.

Sydney (Monday, Wednesday and Friday 9.30am - 1pm)

Ph: (02) 9211 5300

1800 226 028

TTY: (02) 9211 0238

Illawarra (Tuesday 10am-12 noon, Wednesday 2.30pm-4.30pm)

Ph: (02) 4276 1939

TTY: 133 677

### My Credit File (Veda)

Contact to find out about your debts and credit rating.

[www.mycreditfile.com.au](http://www.mycreditfile.com.au)

Ph: 1300 762 207

## Who to call

### Health

#### **Aboriginal Medical Service**

Health care for Aboriginal and Torres Strait Islander people, based in Redfern in Sydney.

Ph: (02) 9319 5823

#### **AIDS Council of NSW (ACON)**

Health promotion organisation based in the lesbian, gay, bisexual, transgender and intersex (LGBTI) communities.

Ph: (02) 9206 2000 or 9283 2088 (hearing impaired)  
(Surry Hills)

(02) 4962 7700 (Hunter)

(02) 6584 0943 (Mid North Coast)

(02) 6651 6017 (Coffs Harbour)

1800 063 060 (Southern and Far West Regions  
outreach)

#### **Albion St Centre**

Community health care centre with services for people with (or at risk of contracting) blood-borne viruses.

Ph: (02) 9332 9700 or 1800 451 600 (HIV Information Line)

1800 009 448 (Gay Men's Health Line)

1800 804 823 (Blood & Body Fluid Exposure  
Phoneline) 24/7

#### **Alcohol and Drug Information Service (ADIS)**

Advice, information and referrals about drugs and alcohol, AOD treatment, detox, needle exchanges etc.

Ph: (02) 9361 8000 (metro)

1800 422 599 (rural)

#### **Alcoholics Anonymous (AA)**

Contact AA for a support group in your area.

Ph: 1300 22 22 22 (National AA Helpline) 24 hours

## Who to call

#### **Association of Relatives and Friends of the Mentally Ill (ARAFMI)**

Provides support and advocacy for families and friends of people with mental illness or disorder.

Ph: 1800 655 198 (information and support line)

#### **Beyond Blue**

24hr information, support and advice about depression, anxiety and related disorders.

Ph: 1300 224 636

#### **Community Health Centres**

Ring NSW Health to find your local Community Health Centre.

Ph: (02) 9391 9000

#### **Hepatitis NSW**

Advice, information and referrals about Hepatitis A, B and C.

Ph: 1800 803 990 (Hepatitis Infoline)

Prison Hep C Infoline available by pressing 03# on the inmate phone system.

#### **Justice Health Mental Health 24 Hour Telephone Service**

Mental Health Helpline available for inmates and their families. 09# on the CADL system.

Ph: 1800 222 472

#### **Kirketon Road Centre**

Needle exchange, methadone, sexual health, dental, detox and specialist AOD services. Located above the Darlinghurst Fire Station, entrance on Victoria St.

Ph: (02) 9360 2766

Fax: (02) 9360 5154

## Who to call

### **Langton Centre**

Specialist AOD treatment service.

591 South Dowling St

Surry Hills 2010

Ph: (02) 9332 8777

### **NSW Rural Mental Health Support Line**

Advice, information and referral, dedicated to rural and remote areas.

Ph: 1800 201 123

### **Narcotics Anonymous**

Contact NA to find a support group in your area.

Ph: (02) 9519 6299

1300 652 820

### **Office of Communities, Sport and Recreation**

Contact Sport and Recreation to find sporting groups in local area.

Ph: 13 13 02

### **NSW Users and AIDS Association (NUAA)**

Peer-based service for people who use drugs.

Ph: (02) 8354 7300

(02) 8354 7343 (NSP direct)

1800 644 413 (freecall across NSW)

### **Opioid Treatment Line**

Formerly Methadone Advice and Conciliation Service (MACS).

Advice and referrals for methadone treatment.

Ph: 1800 642 428 (9.30am-5pm, Mon-Fri)

## Who to call

### **Quitline**

Advice and information on how to quit smoking.

Ph: 13 78 48

### **SMART Recovery**

Contact SMART Recovery to find a SMART Recovery or

Be SMART group in your area.

Ph: (02) 9373 5100

### **SWOP (Sex Workers Outreach Project)**

Ph: (02) 9206 2166

1800 622 902 (free call)

### **Victims Counselling Service**

Counselling available to people who have been victims of violence in NSW.

Ph: (02) 8688 5511 (Sydney metro)

1800 633 063 (freecall)

1800 019 123 (Aboriginal Contact Line)

131 450 (interpreter)

### **WayAhead Mental Health Association**

Advice, information and referrals about mental health and mental illness including anxiety disorders.

Ph: 1300 794 992 (Sydney and NSW) - Monday to Friday, 9am to 5pm - see page 32.

## Who to call

## Warning

If you choose to use drugs when you are back in the community be very careful. You are at high risk of accidental overdose because your body's tolerance levels have dropped. If you use don't use alone, and only use a small amount.

## My numbers

## Resources

### Identification

#### Aboriginal Land Council (NSW ALC)

Contact to find a local Land Council for confirmation of Aboriginality.

33 Argyle St  
Parramatta NSW 2150  
Ph: (02) 9689 4444  
1800 647 487

#### AEC (Australian Electoral Commission)

Check your enrolment or enrol to vote in government elections.

Ph: 132 326

#### ATO (Australian Tax Office)

The ATO issues Tax File Numbers which you will need for employment.

Ph: 132 861 (to check if you have a TFN)  
1300 720 092 (to apply for a TFN)

#### Centrelink

For information about looking for work, benefits, etc.

Ph: 132 850 (job seekers)  
132 717 (people with disability, sickness and their carers)  
1800 136 380 (Indigenous)  
136 150 (families)  
132 490 (students and trainees)  
131 202 (languages - multilingual)  
TTY: 1800 819 586

## Resources

#### Department of Immigration and Border Protection

For certificates of citizenship or residency.

GPO Box 9984  
Sydney NSW 2001  
Ph: 131 880 (citizenship), 131 881 (general enquiries)

#### Family Law Courts of Australia

For divorce papers.

GPO Box 9991  
Parramatta NSW 2150  
Ph: 1300 352 000

#### Housing NSW

Call to find out their ID requirements.

Ph: 1300 468 746 (24 hours, 7 days)  
16# on the inmate phone system  
TTY: 133 677 and ask for 1300 468 746  
Speak and Listen users: 1300 555 727 and ask for 1300 468 746  
Internet relay users: connect to the NRS and ask for 1300 468 746

#### Medicare

For Medicare card and number information.

GPO Box 9822  
Sydney 2001  
Ph: 132 011

Indigenous Access Unit

Ph: 1800 556 955

## Resources

### **NSW Registry of Births, Deaths, and Marriages**

For birth certificates, marriage certificates, etc.

GPO Box 30

Sydney NSW 2001

35 Regent St, Sydney (near Central Station)

Ph: 13 77 88

Fax: (02) 9699 5120

Hearing and speech impaired: NRS 1300 555 727

### **Roads and Maritime Services**

For driver's licence renewals, test requirements, etc.

Ph: 13 22 13

## Resources

### **Parole & Legal**

### **Aboriginal Legal Service (NSW/ACT)**

Free legal advice and assistance to Aboriginal and Torres Strait Island people.

Ph: 1800 765 767 (for help with criminal law matters)

(02) 8303 6699 (Head Office in Redfern)

### **Community Legal Centres**

CLCs provide legal advice and assistance with a range of issues including credit and debt. To find your nearest centre, contact the State Office.

Ph: (02) 9212 7333

### **Law Access**

Provides legal information and referral to the Aboriginal Legal Service or a Community Legal Aid Centre near you.

Ph: 1300 888 529

TTY: 1300 889 529

### **Prisoners' Legal Service (PLS)**

A specialist section of Legal Aid for prisoners.

Ph: (02) 8688 3888

Prisoners can contact the Prisoners' Legal Service on the gaol CADL phone system as a free call - just press 11# (Legal Aid) or 2# (Law Access NSW) and ask for PLS.

Prisoners who need an appointment with a solicitor from the PLS should ask their gaol's wing officer to put their name down in the Legal Aid Book.

## Resources

### Property, Clothing, Transport

#### Anglicare

Provides emergency assistance.

Ph: (02) 9895 8000 (Sydney)

(02) 4229 7911 (Wollongong)

#### Mission Australia

Formerly Sydney City Mission. Provide a range of services including assistance with housing, food, property and clothing.

Ph: 1800 269 672 (Mission Australia Helpline)

#### Public Transport Line

Timetable and fare information for public transport in greater Metropolitan Sydney (bounded by Port Stephens, Dungog and Scone, Bathurst, Goulburn, and Nowra). 6am to 10pm, 7 days a week.

Ph: 131 500

[www.131500.com.au](http://www.131500.com.au)

#### St Vincent de Paul

Provide a range of services including assistance with housing, food, property and clothing.

Ph: (02) 9568 0262

#### Salvation Army

Provide a range of services including assistance with housing, food, property and clothing. Call Salvation Army Doorways helpline for advice, personal support and referral to social services.

Ph: 1300 371 288

## Resources

#### Wesley Mission

Provide a range of services including assistance with housing, food, property and clothing.

Ph: (02) 9263 5555



## Resources

### Application Forms

Talk to a SAPO or your Parole Officer to get these forms.  
Some can also be downloaded from the websites listed.

#### **ATO (Australian Taxation Office)**

Tax File Number application or enquiry.

[www.ato.gov.au](http://www.ato.gov.au)

Ph: 1300 720 092

#### **Department of Immigration and Border Protection**

Application for Certificate of Citizenship

Application for Evidence of Residency Certificate

[www.border.gov.au](http://www.border.gov.au)

GPO Box 9984, Sydney NSW 2001

Ph: 131 880 (citizenship)

131 881 (general enquiries)

#### **Family Court Registry, Parramatta**

Document Request Form for Divorce Certificate.

[www.familycourt.gov.au](http://www.familycourt.gov.au)

GPO Box 9991

Parramatta NSW 2124

Ph: 1300 352 000

#### **Housing NSW**

Forms for the general register, priority housing, etc.

[www.housing.nsw.gov.au](http://www.housing.nsw.gov.au)

Ph: 1300 468 746

## Resources

#### **Medicare**

Application for Medicare Card Replacement. Medicare Enrolment Application (for a new card).

Ph: 132 011 (or visit a Medicare Service Centre)

Aboriginal and Torres Strait Islander Access Line:

Ph: 1800 556 955

#### **NSW Registry of Births, Deaths and Marriages**

Birth Certificate, Marriage Certificate, Aboriginal and Torres Strait Islander birth certificate, etc.

[www.bdm.nsw.gov.au](http://www.bdm.nsw.gov.au)

35 Regent St

Chippendale NSW 2008 (near Central Station)

Ph: 13 77 88

#### **Roads and Maritime Services**

Licence renewal application form.

[www.rms.nsw.gov.au](http://www.rms.nsw.gov.au)

Ph: 132 213

## Resources

### Other Resources

#### Centrelink pamphlets

For information about looking for work, benefits, etc.

Ph: 132 850 (job seekers)  
132 717 (people with disability, sickness and their carers)  
1800 136 380 (Indigenous)  
136 150 (families)  
132 490 (students and trainees)  
131 202 (languages, multilingual)  
TTY: 1800 819 586

#### Getting Around - Transport

Finding transport to Centrelink, Probation and Parole, health services and other places you want to go to can be a hassle. For important appointments it's a good idea to plan how you are going to get there well in advance.

For information on public transport in and around Sydney, Newcastle, Central Coast, Blue Mountains and Wollongong:

Ph: 131 500 Transport Infoline  
132 232 CountryLink (country train services)

The NSW Government provides subsidised or concession travel to NSW residents in receipt of most Centrelink benefits. The NSW Half Fare Entitlement Card is issued by Centrelink and you need to apply at your local office.

Some councils and community groups run subsidised or free bus services, where public transport is poor. In rural areas they often run from isolated areas to the nearest town. Local community transport groups, community centres and councils are a good place to enquire about these services. You can also call:

Community Transport Organisation

Ph: 1300 679 286  
[www.cto.org.au](http://www.cto.org.au)

## Resources

#### NSW Office of Fair Trading

Advice and information about private renting.

[www.fairtrading.nsw.gov.au](http://www.fairtrading.nsw.gov.au)  
60 Station Street  
Parramatta  
NSW 2150  
Ph: (02) 9895 0111  
133 220  
Fax: (02) 9895 0222

#### Tenants NSW

Advice about your rights in social housing and private renting. Factsheets, sample letters and contact details for tenancy services can be found on the website.

[www.tenants.org.au](http://www.tenants.org.au)

## Planner

### 1st week out

Day	Activities
Monday	* Catch bus number _____ from _____ * Go to Centrelink - remember to take release papers
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

## Planner

### 2nd week out

Day	Activities
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

## Planner

### 3rd week out

Day	Activities
Monday	
Tuesday	
Wednesday	
Thursday	
Friday	
Saturday	
Sunday	

For comments, questions, or updates, please contact the  
Community Restorative Centre (CRC).  
Ph: (02) 9288 8700 (Mon-Fri 9am-5pm)  
[info@crcnsw.org.au](mailto:info@crcnsw.org.au)  
[www.crcnsw.org.au](http://www.crcnsw.org.au)



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