NEUSTART

## ... AFTERCARE

(offered to persons released from prison)

... lift and integrate

## Release - a hard transition

*„Most important - I'm released; everything is better than being in prison! I want my life to be well-conducted, I want an apartment, a job, a wife ... and a rocking-chair."*
Karl S. (in prison)

Freedom will bring some problems that may not have occured during your stay in prison. Your contacts „outside" will be others and you could miss those who were useful partners in jail. The impact of demands might turn out to be an unbearable burden. Being alone in such a critical situation can lead you to desperation. No accomodation, no job, lacking education, debts - without a structured life and the endangerment of using alcohol or drugs - any of these can risk your good intentions.

*„I could not imagine, how difficult this is!"*
Karl S. (after his release)

## Reintegration has no limit...

... The responsibility of the penal institution ends at the moment of your release.

We offer you individual company before, during and after your release from prison. That requires planning and co-ordination between all institutions concerned. Therefore we have a close cooperation with the social services of the penal institution; upon their work we can build up ours and lead it on, preparing your release.

## Advice and aftercare

... Aftercare is an advisory and aftercare service for persons who will be released from prison within the next six months, who lack perspective for the future and need support.

In case of your release you will be permanently accompanied by a social worker on your way from „inside“ to „outside“.

... In cooperation with the social service of your prison facility

... We develop a personal concept with adequate measures for the time before and after your release. We hereby reconcile with the responsible persons of the penal institution.

... We look after you with special intensity during the critical time after your release from prison.

## Experience

There is a good cooperation with all penal institutions. Usually inmates are fond of our offers. The earlier we can contact the inmates, the better we can deal with the crisis of release.

## How to contact us

... Before your release from prison
If you wish so, you can ask your contact person in the prison facility at any time to contact NEU**START**.

... After your release
Just come to us or call us to make an appointment

... Please bring your release papers (Entlassungs-papiere)

... We'll also give you information on probation assistance provided by NEU**START**.

## What we offer you

Feel free to contact us at the earliest six months before the projected release date or nearer. Especially, when

... you don‘t know what to do

... you find yourself in a state of need or are threatened by an emergency situation, e.g.
- you have no accomodation due to your prison time
- your subsistence is endangered
- you have debts and problems with the law

... when you are looking for a place to stay or you have to move from your place

... you need someone who knows his way with the authorities

... you have problems in the family

... you just need somebody to talk to in private

## What we focus on

... We inform you with „Erstberatung“ and „Kurzberatung“

... We accompany you during your release and support your integration (accomodation, job, education, training courses, documents, security for subsistence, social competence, solving conflicts, keeping immunity)

... We cooperate with the penal institution and co-ordinate our work pursuing your interests

## Advice for the first days following your release

... Don‘t loose your release certificate (Entlassungsschein). It is an important document for the job-centre, welfare office (Sozialamt), Meldeamt etc.

... In the first month you should be economic with your prison money (Entlassungsgeld). Your prison money will be deducted from the amount of your social welfare benefits (Sozialhilfe).

... Don‘t loose your bills for necessary expenses (travel fares, clothing, accomodation etc.), they will support your statement to the welfare office about your expenses.

... Social welfare benefits will be paid to you either at the place where you are registered or at the place where a state of need or an emergency occurs.

... In order to secure and establish your claims you should contact the job-centre immediately upon your release from prison. In the case of unemployment benefits (Arbeitslosengeld) or emergency money (Notstandshilfe) with effect from the day you apply for them you‘ll have social insurance and will receive an income starting the following calendar month.

... When you are looking for a job and are not entitled to unemployment benefits or emergency money you can apply for social welfare benefits (Sozialhilfe).

... Affordable accomodation is not easy to find: Make sure you plan in time.

... Please note that with your release from prison you cease to be insured.

Contact us in time, before your release, so that we can support you.

# Adresses and office hours

Apart from the branches mentioned in the following there are also branches in the country. Please get the information in the branch of the respective federal province.

**...** NEU**START** Wien 6
**...** 1060 Wien, Gumpendorfer Straße 70/EG/Mezzanin
**...** TEL 01 I 405 35 46 bis 49 **...** FAX 01 I 405 35 46-90
**...** MO-FR 9-13 Uhr **...** E-MAIL wien6@neustart.at

**...** NEU**START** Niederösterreich Nord West
**...** 3107 St. Pölten, Julius-Raab-Promenade 27/I/DG
**...** TEL 02742 I 774 75-300 **...** FAX 02742 I 774 75-199
**...** MO, FR 9-12, MI 13-16 Uhr

**...** NEU**START** Burgenland, Niederösterreich Süd
**...** 2700 Wr. Neustadt, Ungargasse 8/1. Stock
**...** TEL 02622 I 232 94 **...** FAX 02622 I 232 94-199
**...** DI, FR 9-12 Uhr **...** E-MAIL burgenland-noe-sued@neustart.at

**...** NEU**START** Steiermark
**...** 8010 Graz, Arche Noah 8-10
**...** TEL 0316 I 82 02 34 **...** FAX 0316 I 82 02 34-24
**...** MO, DI, DO, FR 9.30-12, MI 14-16 Uhr
**...** 8700 Leoben, Parkstraße 11
**...** TEL 03842 I 451 77 **...** FAX 03842 I 451 77-50
**...** MO 12-15, DO, FR 9-12 Uhr

**...** NEU**START** Kärnten
**...** 9020 Klagenfurt, Fromillerstraße 29/3. Stock
**...** TEL 0463 I 546 80-0 **...** FAX 0463 I 546 80-299
**...** MO, DO, FR 9-13, MI 13-16 Uhr

**...** NEU**START** Salzburg
**...** 5020 Salzburg, Schallmooser Hauptstraße 99
**...** TEL 0662 I 65 04 36 **...** FAX 0662 I 65 04 36-9
**...** MO, DI, DO, FR 9-13, MI 13-17 Uhr

**...** NEU**START** Linz-Steyr
**...** 4020 Linz, Kollegiumgasse 11
**...** TEL 0732 I 749 56 **...** FAX 0732 I 749 56-100
**...** MO, DI, MI, DO 8.30-12.30, FR 8.30-11 Uhr **...** E-MAIL heh-linz@neustart.at

**...** NEU**START** Wels-Ried
**...** 4600 Wels, Gärtnerstraße 9/2
**...** 4919 Ried, Brucknerstraße 33
**...** TEL 07242 I 433 62-0 **...** FAX 07242 I 433 62-111
**...** Terminvereinbarung: Wels 0676 I 84 73 31 401, Ried 0676 I 84 73 31 410

**...** NEU**START** Tirol
**...** 6020 Innsbruck, Andreas-Hofer-Straße 46/3. Stock
**...** TEL 0512 I 58 04 04-300 **...** FAX 0512 I 58 04 04-15
**...** MO, DI, MI, FR 9-12 Uhr **...** E-MAIL offi ce.tirol@neustart.at

**...** NEU**START** Vorarlberg
**...** 6900 Bregenz, Römerstraße 1-3/1. Stock
**...** TEL 05574 I 455 90 **...** FAX 05574 I 455 90-101
**...** MO-DO 9-16, FR 9-15 Uhr

## Online consultation

If there are further questions concerning our offers, please contact our online consultation at www.neustart.at.

## Suggestions and criticism

We look forward to your suggestions, requests or complaints since they help us to improve our work. Please contact one of our branches by telephone or email us at info@neustart.at. Thank you!

**...** LEBEN OHNE KRIMINALITÄT. WIR HELFEN.

www.neustart.at

Oesterreichische Nationalbank

Spenden: P.S.K. 90.101.500

Obwohl Frauen im Vollzug eine Minderheit darstellen, haben wir darauf geachtet, dass wir sie mit unseren Angeboten erreichen. Nur aus Gründen der kompakten Lesbarkeit wurde in diesem Folder die männliche Schreibweise verwendet. Danke für Ihr Verständnis!

Impressum
Medieninhaber, Hersteller: NEU**START**, Castelligasse 17, 1050 Wien
Mai 2010