

PROBATION SUPPORT

Finding solutions together

WHAT IS THE PURPOSE OF PROBATION SUPPORT?

You and your probation officer work together to prevent you from committing repeat offences that may result in further convictions. This service is provided to help you secure your livelihood and change your life for the better.

WHAT SUPPORT CAN THE PROBATION OFFICER PROVIDE?

Life can be very difficult after you commit a criminal offence, after a conviction or your release from prison. The probation officer is there to support you in your attempts to sort out your own particular problems. In addition to finding work and a place to live, your offence also offers a key to finding better solutions when you face difficult situations in future.

You and your probation officer will sit down and work out the aims of your individual support programme. Together, you will work out ways to achieve these aims and find solutions if there are any difficulties.

In addition to offering you assistance and support, the probation officer is also there to check your progress – especially if there is the risk of you committing a repeat offence.

The probation officer is in regular contact with the court and / or the public prosecutor's office. As well as reporting on the progress of the support programme, he can also suggest further measures he thinks necessary (such as the issuing of a *Weisung* – a judicial instruction). If you have been issued a *Weisung*, your probation officer will help you meet the requirements and report back to the court on how you are meeting the requirements.

WHAT ROLE DOES THE COURT/ PUBLIC PROSECUTOR'S OFFICE PLAY?

The court or the public prosecutor's office can order and withdraw probation officer support. Any early withdrawal of probation support is always based on reports presented by the probation officer.

COOPERATING WITH THE PROBATION OFFICER – WHAT DOES IT MEAN?

You are bound by law to keep in contact with your probation officer. Persistent refusal to maintain contact may have consequences under criminal law. You and your probation officer shall arrange the particular frequency of your contacts with each other depending on your current problems, the support objectives and the risk of re-offending.

Personal contact and cooperation with your probation officer forms the basis for improving your situation. Use this opportunity!

WHEN DOES PROBATION SUPPORT END?

The court and/or the public prosecutor's office sets the period of probation support. It usually ends after the so-called probationary period is over. If the goals of the support programme have already been or cannot be achieved, your probation officer will ask for probation service support to be withdrawn.

SUGGESTIONS AND CRITICISM

We are also grateful for any suggestions, wishes or even complaints which you may have so that we can improve our services. Please call one of our offices or e-mail us at info@neustart.at. Thank you!

ANY FURTHER QUESTIONS?

Please contact your probation officer or the director of your **NEUSTART** office if you have any further questions.

Any personal data disclosed in the course of probation work is electronically processed by **NEUSTART** (registered office: Castellgasse 17 | 1050 Vienna).

Women and men require our support. The balanced mix of male and female staff makes us an expert organisation in dealing with the consequences and causes of crime. For the sake of greater clarity and readability we have used the masculine form for pronouns throughout this leaflet.

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