

SUPPORT FOR RELEASED PRISONERS

Turn over a new leaf. Start a new life.

EVERYBODY DESERVES A CHANCE IN LIFE

The prison care services and members of the prison service will no longer be responsible for you after your release from prison.

We offer you support in your efforts to lead a life without repeat offences. So we're here to help you work out specific plans for your life outside prison walls. Our contacts to public institutions and agencies as well as social welfare facilities enable us to help you access the resources you will need to secure your livelihood.

We're here for you if you need someone to listen and provide you with effective encouragement and support in your efforts to turn over a new leaf and start a new life.

AFTERCARE ON YOUR RELEASE

... We support and offer help to people due for release from prison in the next six months: people who wish to build a new future for themselves without going back "inside". Our social workers can visit you in prison and help you on your way "from the inside to the outside".

We offer the opportunity for you to establish contacts in individual and group talks.

... In the course of our support work we cooperate closely with the prison's own internal care services.

... After an extensive talk to clarify the circumstances of your particular case, we'll work together to establish a series of goals and set out the clear steps you need to take for the time after your release. We'll also coordinate this work with the prison authorities so that you are able to make all necessary preparations.

... We'll also remain your point of contact in the highly challenging period immediately and up to 12 months after your date of release if you wish and need further support.

EXPERIENCES

We have a good record of cooperating well with all the prisons we work at. Some 3,000 prisoners are happy to use our range of services each year. Being well prepared is half the battle, so we've had our best experiences and achieved our greatest success with people who began months beforehand to prepare for the time after their release from prison.

HERE'S HOW YOU CAN CONTACT US

... pre-release aftercare

You can always ask your point of contact at the prison to establish contact with **NEUSTART**.

... post-release aftercare

Simply drop by one of our offices for a private talk: We're here personally for you Mondays to Fridays from 9 am to 12 noon. Alternatively, you can call us to arrange a private appointment; you'll find the telephone number at the end of this brochure.

Important: please remember to take your certificate of release with you.

ADVICE AND SUPPORT IS ALWAYS AVAILABLE

Visit www.neustart.at to find the regional NEUSTART unit responsible for dealing with your case. Alternatively, you can get information about the office you need to contact by calling 01 | 545 95 60.

If you have any questions about our services you can contact www.neustart.at or contact our Online Counselling service.

“I hadn’t realised just how tough this could be.” Karl S. (after his release from prison)

OUR SERVICES

Please contact us if you have six months or less to go before your release from prison. Talk to us about the situation you expect to face on your release.

This is especially important if you

- ... don’t know how you’ll cope in future;
- ... are in, or risk being in, serious distress due to:
 - the threat of homelessness as a result of your imprisonment
 - not having a secure livelihood
 - debt or legal problems, etc.;
- ... are looking for accommodation or have to change your housing circumstances;
- ... need someone who knows their way around official offices and bureaucracy;
- ... have problems with your family; or
- ... would simply like to talk things over in confidence with someone.

KEY ASPECTS OF OUR WORK

- ... We will tell you about the legal basis for securing your livelihood.
- ... We will tell you about the help offered by the social services in your region.
- ... We’ll follow up your release by offering you help and support in your re-integration (accommodation, work, education and training or employment, documents, subsistence needs, social skills, constructive conflict resolution and prevention of repeat offences).
- ... We will coordinate our work with the prison and cooperate with it in your interest.

TIPS FOR YOUR FIRST DAYS IN FREEDOM

... Please ensure you keep your certificate of release in a safe place! It’s a vital document for dealing with the Public Employment Service Austria (AMS), the social services (Sozialamt), the registration office (Meldeamt) and other agencies and institutions.

... By keeping any receipts for necessary costs (such as expenditure on travel, clothing, accommodation or housing) in a safe place, it will be easier for you to prove your outgoings to your social services office.

... You should immediately contact the Public Employment Service Austria (AMS) immediately on your release from prison in order to clarify and ensure your entitlement to benefits. If you have a valid claim to unemployment benefit or emergency unemployment assistance, you will be insured from the date you make your application and have an income as of the start of the following calendar month.

... Low-cost housing / accommodation is not easy to get, so it’s important you make plans for this early on.

... Please note that you are not automatically insured on your release from prison.

“The main thing about being on the outside is that it’s a lot better than being banged up in here. I just want to lead a normal life, to have somewhere to live, a job, a woman ... and a rocking chair.” Karl S. (in prison)

SUGGESTIONS AND CRITICISM

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

ANY FURTHER QUESTIONS?

Please contact us in good time, before your scheduled day of release, so that we can offer you effective support. If you have any further questions please refer to one of our **NEUSTART** offices.

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 brochure.

IMPRESSUM: Medieninhaber, Hersteller: **NEUSTART**, Castelligasse 17, 1050 Wien