





Starting again is not always easy. Reintegrating into the community, accessing housing, employment, training, counselling and health services as well as rebuilding family relationships can be a challenge upon exiting prison. If you think that working alongside a Centrecare Housing Support Worker will assist you to meet your future goals, the Accommodation and Support Services Program (ASSP) for people leaving custody can help.

If you wish to be referred to ASSP, please contact the Transitional Manager at your prison.

## About ASSP

- You must be referred to this service and have less than six months until you are due for release.
- To be part of the program you must be willing to complete a support plan and meet with a Centrecare Housing Support Worker on a weekly basis during your tenancy.
- The program can provide you with access to short term accommodation.
- Your short term accommodation will be managed in accordance with the Residential Tenancies Act.
- You would be required to pay rent charges 25% of your gross income or no higher than market rent for the locality that the property is situated in.
- You will be responsible for any damage to the house and maintain property standards.
- Centrecare can also offer you assistance with finding long term accommodation if you manage your short term accommodation successfully.

# when...

# ...you want to make a new start

**Centrecare's Accommodation and Support Services Program (ASSP)** provides holistic and realistic approaches to enable men, women and their families to find their own solutions to problems they face.

Centrecare will accept referrals from Transitional Managers located within the prisons and then assess interested participants. A comprehensive support plan will be developed prior to release from prison.

We can:

- assist you with reintegration back into the community;
- provide skill development in maintaining a tenancy;
- talk to other people on your behalf;
- help you access employment, education and training;
- assist you to access long term accommodation; and
- provide access to a range of counselling services to assist in addressing issues such as relationships, domestic violence prevention, gambling, drug and alcohol use, grief and loss and mental health issues.

The ASSP program is a planned and structured way to restart your life by providing you with access to short term accommodation.

Combined with this is regular support and assistance to make the changes you identify and to meet the goals that are important to you and your family.

***This service is funded by the Department of Corrective Services***



**CENTRECARE**  
"People Making Time for People"

The photographs used in this brochure are for illustrative purposes only; they do not imply any particular attitudes, behaviours, or actions on the part of any person who appears in the photographs.

### **Culturally Appropriate Service**

Centrecare aims to provide a respectful and culturally sensitive service and interpreters are available on request.

### **Is this service private and confidential?**

Our services are confidential and all our staff are bound by our Commitment to Confidentiality and Oath or Affirmation of Secrecy, for Family and Child Counsellors. However, confidentiality will be waived where there may be a threat to an individual's safety or if a serious crime or threat against another person is disclosed.

Centrecare is committed to ensuring that your information is protected and managed in accordance with the Privacy Act 1988 which sets out the standards for the way in which personal information must be handled. If you wish to access the information on your file, please ask the receptionist for the necessary form.

### **Are the staff qualified?**

All our staff interacting with clients are qualified for their job role. They receive ongoing professional development, supervision and meet the requirements of the Family Law Act.

### **How do I provide feedback?**

Centrecare prides itself on providing high quality services. Your comments assist us in maintaining or improving that level of quality and fully meeting the needs of our clients. Recording your feedback is one of the best ways to help us understand what we do well and where we can improve.

If you have a suggestion, compliment or complaint, please complete the Feedback form which is available at reception and place it in the Suggestions Box.

Alternatively, you may also wish to write or speak to the Manager at your branch.

