

Funded Partnership Initiative

Contact Coordination and Support Service

The Contact Coordination and Support Service (CCSS) is a service provided under the Offenders' Children and Family stream of the Funded Partnership Initiative (FPI).

This service comprises brokerage, family case work and telephone information and referral. Brokerage is available for a range of services to assist people to maintain contact with a loved one in custody.

Contact assistance can include:

- ✓ Video visits

Eligibility:

- Families must be able to attend CRC's Broadway (Sydney) office in person for a video visit.

- ✓ Travel and Accommodation assistance

Eligibility:

- They must be a member of the inmate's immediate family, support network, friend or have a kinship relationship and be over 18 years of age.
- They are on a low income such as Centrelink or are experiencing financial hardship
- They live a significant distance E.g. over 100km from the Correctional Centre.
- Their family member is in a NSW correctional facility (except Juneei)
- They haven't claimed assistance for a visit made in the last 12 weeks.

Family case work involves:

- ✓ Support, information and counselling for families of prisoners in NSW

Telephone information and referral involves:

- ✓ Specialist information for anyone affected by the criminal justice system, including prisoners, people on release from prison and family, friends and service providers.

How can family and friends access these services?

Contact: Community Restorative Centre (CRC)

Telephone: 02 9288 8700

www.crcnsw.org.au

For more information you can visit the Partnership and Community Engagement Unit (PACE) intranet page: [PACE Intranet](#)

ⁱ CRC cannot accept applications for visits to Juneei as they have their own assistance scheme. Contact Juneei's Families Liaison Officer on 02 6930 5562 for more information.