

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
 - Note:
 - Only available at a Canterbury office location in Sydney

- ✓ Travel and Accommodation assistance
 - Eligibility:
 - Must be a member of the inmate's immediate family, support network, friend or have a kinship relationship
 - Must be over 18 years of age
 - On a low income such as Centrelink or are experiencing financial hardship
 - Live a significant distance from the Correctional Centre e.g. over 100km
 - Has a family member is in a NSW correctional facility (except Junee)
 - Have not claimed assistance for a visit 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

Website: www.crcnsw.org.au

For more information you can visit the FPI intranet page: [FPI Intranet](#)