

What is the Supported Children's Transport Service?

The SHINE FOR KIDS Supported Children's Transport Service is a FREE service. The service aims to assist children maintain positive relationships with their parents whilst the parent is in gaol. SHINE FOR KIDS staff may collect children from their Carer(s) and transport them to attend:-

- Correctional Centres to visit their imprisoned parent(s) / carer(s).
- SHINE FOR KIDS support groups.
- Organised social events
- SHINE FOR KIDS Child/Parent Activity Days.

If you would like to use SHINE FOR KIDS Children's Transport Service you will need to complete a SHINE FOR KIDS referral form. Referral Forms can be obtained from SHINE FOR KIDS and Welfare within Correctional Centres.

When will SHINE FOR KIDS transport a child?

This service is provided to children that show they have no other means of visiting their parent(s), attending SHINE FOR KIDS support groups and social events or attending SHINE FOR KIDS Child/Parent Activity Days. SHINE FOR KIDS work by the principle that the "best interests" of the child are most important. Therefore, before we transport a child, we must be sure it is the child's "best interest". We determine what is in the child's best interests by assessing your referral. A SHINE FOR KIDS Caseworker will visit you and discuss the proposed transport.

SHINE for Kids.

SHINE for Kids (SHINE FOR KIDS) is a community-based organisation. SHINE FOR KIDS was established in 1982 as a result of the "Children of Imprisoned Parents Report".

Our non-biased organisation aims to provide services to children of imprisoned parents from all backgrounds. We endeavour to address the difficulties faced by children, imprisoned parents and outside carers. We can undertake home and Correctional Centre visits to discuss any problems families are facing.

What other services are offered by SHINE for Kids?

- Support Groups
- Casework
- Child/Parent Activity Days
- Occasional Care & Drop In Centre at Silverwater and Bathurst Gaols.
- Community Education.
- Advocacy

SHINE for Kids will accept reverse charge telephone calls.

The SHINE FOR KIDS office is opened Monday to Friday

9.30am - 5.00pm.

What if I have a complaint?

All SHINE for Kids service users have the right to complain. Welcome any feedback that may improve our services. We are committed to providing a quality service.

SHINE for Kids

Supported children's Transport Service.

Service User's Guide.

March 2005

Holker Street, Silverwater.
(first left after entering Silverwater Correctional Complex)

Postal address: PO Box 67 Ermington
1700.

Ph. (02) 9714 3000.

Fax. (02) 9714 3030

Email. inquiries@shineforkids.org.au

Who will transport my child?

A trained SHINE FOR KIDS worker or volunteer will transport your child. All SHINE FOR KIDS staff and volunteers have undergone a criminal

record check by the Department of Corrective Services. Authorised SHINE FOR KIDS staff will carry official SHINE FOR KIDS security clearance. All SHINE FOR KIDS staff and volunteers have satisfactory driving records. Children are transported using approved child safety restraints.

Where will SHINE FOR KIDS transport to?

SHINE FOR KIDS will transport wherever possible within NSW. However, SHINE FOR KIDS transport assistance is dependent upon SHINE FOR KIDS funding and the availability of staff, volunteers and vehicles.

Can SHINE FOR KIDS transport my child immediately?

The SHINE FOR KIDS Children's Transport Service is a popular Service. We try to transport as many children as possible but our resources are limited. We ask for patience and flexibility when requesting this service. At times there may be a waiting list. SHINE FOR KIDS will inform you if there may be a wait when you send us your referral.

Do SHINE FOR KIDS need permission to transport and seek medical assistance?

Yes! SHINE FOR KIDS need the Carer(s) permission to transport the child and permission to seek medical assistance in the case of emergency. The Carer gives their permission on the "Obtaining relevant consent" form, which will be sent to the carer after we have received a referral. Carers complete this form BEFORE SHINE FOR KIDS can offer any transport. The information on this sheet is confidential and will only be used by SHINE FOR KIDS in the event of emergency. SHINE FOR KIDS also need to know the names of any people the

child can be left with when they are returned home. SHINE FOR KIDS will not leave children with any unauthorised people.

What if my child is sick?

SHINE FOR KIDS will not transport any child that may have an infectious disease. Infectious disease includes head lice.

If the child is in the care of SHINE FOR KIDS and it is thought they may have an infectious disease the child will be returned to the Carer as soon as possible. If the child appears sick and it may be an emergency situation SHINE FOR KIDS will seek urgent medical advice.

What if the visit is cancelled?

Visits may be cancelled due to:-

- Child's illness.
- Transport worker's illness.
- Withdrawal of permission
- SHINE FOR KIDS discretion.

Every attempt will be made to inform the imprisoned parent and carer as soon as possible that the visit will not occur. SHINE FOR KIDS will attempt to reschedule the visit if appropriate.

What can the child bring with them to the gaol?

Each Correctional Centre has it's own rules and regulations. The SHINE FOR KIDS worker will discuss with the Carer what can and cannot be brought on the visit. SHINE FOR KIDS suggest Carers send children with a spare change of clothing. It is SHINE FOR KIDS standard procedure to search any bags that are accompanying the child. As this is a voluntary search you may refuse to have the bag searched, however SHINE FOR KIDS have the right

to refuse transport if permission is not given.

If a SHINE FOR KIDS worker finds contraband the visit will not proceed. SHINE FOR KIDS will review the provision of transport to the client. You will be notified of the decision.

What if the imprisoned parent gets moved to a different Correctional Centre?

It is the responsibility of the Imprisoned parent to keep SHINE FOR KIDS informed of their movements. SHINE FOR KIDS will aim to continue transport but assistance may be limited if the parent is moved to a country location.

How does the Transport Service work?

Once SHINE FOR KIDS has offered to transport your child you will be given the following information:

- The name of the SHINE FOR KIDS staff member that will transport the child.
- A letter containing the dates and times that transport will occur.
- Details of whom to contact if the transport is cancelled.

The SHINE FOR KIDS worker will telephone the Carer before the transport to confirm the escort. At the end of each transport the SHINE FOR KIDS worker is required to complete an "Escort Reporting Form". This report lets SHINE FOR KIDS monitor the visits, allowing us to make any suggestions to the family that may help the child. This form is placed in to your confidential client file.

If you would like more information
about our Supported Children's
Transport Service you are welcome
to ask for a copy of the SHINE FOR
KIDS Transport Policy.