

SHINE for Kids Co-operative Ltd

ABN 60 662 072 775

ACT locations

act@shineforkids.org.au

Hume Alexander Maconochie Centre
phone (02) 6207 2572 fax (02) 9714 3030

Kenny Bimberi Youth Justice Centre
phone (02) 6205 9051

Head office

enquiries@shineforkids.org.au

PO Box 67, Ermington NSW 1700
phone (02) 9714 3000 fax (02) 9714 3030

New South Wales locations

nsw@shineforkids.org.au

Silverwater Silverwater Correctional Complex
phone (02) 9714 3000 fax (02) 9714 3030

Parklea Parklea Correctional Complex
phone (02) 9626 0088 fax (02) 9626 1015

Windsor John Morony Correctional Complex
phone (02) 4582 2642 fax (02) 4572 0052

Bathurst 64 Vittoria Street (Mitchell Hwy), Bathurst
phone (02) 6332 5957 fax (02) 6332 1633

Cessnock Cessnock Correctional Complex
phone (02) 4991 7417 fax (02) 4991 7418

Wellington 6703 Mudgee Road, Wellington
phone (02) 6845 4666 fax (02) 6845 2622

Junee Junee Correctional Centre
phone (02) 6924 3222 fax (02) 6924 3197

Kempsey Mid North Coast Correctional Centre
phone (02) 6561 3800 fax (02) 6561 3833

Nowra South Coast Correctional Centre
phone (02) 4423 4185 fax (02) 4421 5517

Goulburn Goulburn Correctional Centre
phone (02) 4821 2300 fax (02) 4821 1100

Victoria locations

victoria@shineforkids.org.au

Melbourne office Level 1, 38-40 Byron Street, Footscray
PO Box 2645, Footscray VIC 3011
phone (03) 9687 5200 fax (03) 9687 5977

Lara Barwon Prison,
Metropolitan Remand Centre

Ravenhall Dame Phyllis Frost

Giving us feedback or making a complaint

SHINE for Kids wants to give you the best-quality service possible. If you have found our service helpful or have any ideas on how something can be done better, please let us know. We also want to know if you are not happy or have concerns about any part of our service.

Our complaints process

- 1 If you can, talk first to the person concerned.
- 2a If you do not feel comfortable about this, you can speak to or write to their supervisor, **or**
- 2b Contact our CEO – details at right.
- 3 Your complaint will be recorded in a separate file so that the problem can be dealt with sensitively and quickly.
- 4 Within **14 days** of making your complaint, you will receive a letter from us which should:
 - restate your comments to ensure SHINE for Kids understands your complaint
 - give the name of the person managing your complaint and how they may be contacted
 - state the time and the steps the worker will take to deal with your concerns.
- 5 Once you have received your letter the SHINE for Kids worker handling your complaint will contact you to talk about what you want to do and the next steps.
- 6 If we have not been able to resolve the complaint within the 14 days we will ask you to formalise the complaint in a letter (if you have not already done so).
- 7 Within a further **28 days** of receipt of your written complaint, SHINE for Kids will aim to investigate and resolve it. All complaints will be dealt with seriously, quickly, confidentially, and without stopping your right to use SHINE for Kids services.
- 8 If this is not possible we will write to you explaining why.

Can I have someone to help me?

Yes! It is OK to have a friend or person you trust to help you in any of your dealings with us. This person can help you put your comments in writing, be with you when you put forward your comments or attend any meetings.

What if I need an interpreter?

SHINE for Kids will assist you if you need an interpreter. There will be no cost to you for this service.

Your privacy is important to us

At SHINE for Kids your privacy is our absolute priority. Read our entire Privacy Policy online at www.shineforkids.org.au/privacy

Contacting SHINE for Kids

Phone Ask to speak to the Chief Executive Officer
(02) 9714 3000

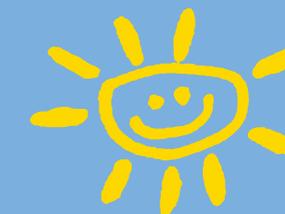
Email Chief Executive Officer
ceo@shineforkids.org.au

Mail Chief Executive Officer
SHINE for Kids
PO Box 67
ERMINGTON NSW 1700

If the complaint is about the CEO or a member of the SHINE for Kids Board, please contact the Chair of the SHINE for Kids Board by emailing feedback@shineforkids.org.au

www.shineforkids.org.au

There's a lot of material on our website that may help you in many ways.



SHINE for Kids®

support - hope - inspire - nurture - empower

How we can help you in the ACT



SHINE for Kids recognises the Traditional Custodians of Australia and the local Aboriginal communities where we provide our services.

How SHINE for Kids ACT helps children and young people affected by parental incarceration

Prison Invisits Program

This program runs several days a week in the visits area of the Alexander Maconochie Centre, staffed by a SHINE for Kids worker and several trained volunteers.

Visiting a parent in prison can be very confusing and stressful for a child. We want kids to have a fun, positive association with seeing their parent, so in the SHINE for Kids area our staff and volunteers may engage with them in a board game, puzzle or construction set, perhaps art and craft, or simply playing with our toys. The adults get some time alone to have grown-up conversations, or they can join their children in the activities.



Child/Parent Activity Days

Child/Parent Activity Days are held at the Alexander Maconochie Centre, usually during school holidays. Children and young people spend four hours of special relaxed time just with their detainee parents, engaging in outdoor play, art and crafts, various games, face painting and other activities. They also share morning tea and lunch.

It's a very special opportunity to strengthen the bond so vital to the wellbeing of both parent and children.

Children's Supported Transport Service

This service helps children who have no other way of maintaining personal contact with their imprisoned parent. Regular supported transport allows the child or young person to gain a better understanding of their situation and maintain positive parent-child relationships.

Our trained transport volunteers are skilled at negotiating the prison system so the visits are more positive for the children and their carers.

'Story Time' Program

In this program the inmate parent reads a story from a children's age-appropriate recordable book which is then sent to the child so that they can enjoy reading the story and/or listening to their parent reading it out.

With the side benefit of engaging the child's literacy skills, 'Story Time' allows the child and parent to bond in a very special way.



'Stand as One' mentoring program

SHINE for Kids provides mentoring to young people being released from the Bimberi Youth Justice Centre back into the community. Prior to release, the detainee is matched with a suitable volunteer mentor. Their support through this big transition helps the young person to rebuild their life and avoid returning to prison.

Casework

SHINE for Kids' centralised intake, referral and assessment system allows effective case management for children and families. Our sustained, individualised care and support of children and families deals with common issues such as drug and alcohol dependency, domestic violence, parenting skills, educational limitations and homelessness. We may provide counselling and/or advice; offer advocacy support; or link you to other services in your community for specialised assistance.

SHINE for Kids is about children and families

SHINE for Kids is a not-for-profit organisation supporting children, young people and their families affected by parental involvement in the criminal justice system by providing a range of proven programs that focus on building resilience in children to give them the foundations for a healthy future.

The services offered by SHINE for Kids have been developed since 1982, always in answer to the question: "What is in the best interest of the child?"

Our programs employ qualified, experienced staff and are generously supported by volunteers who have undergone specialised training and security checks.

Accessing our services

Access to our programs and services is via our referral form, which is obtained by:

- Downloading the PDF from www.shineforkids.org.au/parents_and_carers/referral.htm
- Emailing act@shineforkids.org.au
- Phoning our Child and Family Worker on **(02) 6207 2572**

Your personal information will be treated in accordance with our Privacy Policy which you can read online at www.shineforkids.org.au/privacy and which will be provided to you when a referral is posted out.

Our supporters

Our programs are funded through a variety of means including:

- ACT Government
- The Snow Foundation
- Matana Foundation for Young People
- Community fundraising initiatives
- Donations