

# Getting in touch with us

SHINE for Kids Co-operative Ltd  
ABN 60 662 072 775

## Head office

PO Box 67, Ermington NSW 1700  
phone (02) 9714 3000 • fax (02) 9714 3030  
[enquiries@shineforkids.org.au](mailto:enquiries@shineforkids.org.au)

## Child and Family Centre Goulburn

c/- Goulburn Correctional Centre  
Maud Street, Goulburn 2580  
phone (02) 4821 2300 • fax (02) 4821 1100  
[nsw@shineforkids.org.au](mailto:nsw@shineforkids.org.au)

# 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](http://www.shineforkids.org.au/parents_and_carers/referral.htm)
- Emailing [nsw@shineforkids.org.au](mailto:nsw@shineforkids.org.au)
- Phoning our Child and Family Worker on (02) 4821 2300

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



# 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](http://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](mailto: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](mailto:feedback@shineforkids.org.au)

[www.shineforkids.org.au](http://www.shineforkids.org.au)

There's a lot of useful material on our website such as resources for Indigenous people and information in Vietnamese, Arabic and Spanish languages.



SHINE for Kids®

support - hope - inspire - nurture - empower

# How we can help you in Goulburn



SHINE for Kids recognises the Gungahlin people as the Traditional Custodians of the Goulburn region.



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

## Prison Invisits Program

This program operates on Saturday and Sunday between 9am and 2pm within the various visiting areas at Goulburn Correctional 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.

## Child & Family Centre

The Goulburn Child and Family Centre provides child-friendly, supportive venues for families, children and all visitors to “drop in” when visiting prisons, to relax and unwind before or after their visit.

- **For families**, the staff and volunteers provide emotional support, assistance and opportunities to connect with others in the same situation.
- **For the child**, the Centre is designed to break up the visit and give them some time out and just be kids, play with others in the same situation and associate visiting their parent with a pleasant experience.
- **For the parent**, the Centre offers some time alone to maintain their relationship while the children are being minded in a safe place.

## Child/Parent Activity Days

Child/Parent Activity Days are held at the Goulburn Correctional Centre, usually during school holidays. Detainee parents spend four hours of special relaxed time just with their children, 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 that's so vital to the wellbeing of both parent and children.

## Community Mentoring

Mentoring offers children with a parent in the criminal justice system a supportive, caring and non-judgmental relationship with an adult role model. Together they participate in events and social activities which enhance the child's growth and self-esteem.



Mentors are trained volunteers who meet with the child on a weekly, fortnightly or monthly basis. The child has someone who is there just for them, offering support, helping them discover new skills or interests, and encouraging a positive outlook on the possibilities offered by life.

## Education Program

This program assists children affected by parental imprisonment who need educational support. The Education Support Worker and a team of volunteers work in local primary schools providing one-on-one



assistance to children with home reading, homework and assignments, incomplete class work, and any areas identified as needing improvement.

Weekly communication with the school ensures other issues such as behaviour, bullying, or any other social concerns can be addressed with the child.

## Carers Group

This support network for carers of children with a parent or relative in the criminal justice system meets regularly. Information is presented on issues as diverse as financial management, cooking, educational improvement and parenting. In the weeks between group sessions, one-to-one sessions focus on individual needs, which may result in a referral to local agencies for assistance with housing, counselling or other matters. And because they've had similar experiences, group members can also provide emotional and practical support to each other.

## 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. While assisting families to overcome stigma, isolation and disadvantage, we strive to support and strengthen the vital bonds between children and their parent.

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.

## Our supporters

Our programs are funded through a variety of means:

- Corrective Services NSW
- Australian Government
- Community fundraising initiatives
- Donations



Justice



Australian Government