

# 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)

## Victoria office

Level 1, 38-40 Byron Street  
(PO Box 2645)  
Footscray VIC 3011  
phone (03) 9687 6571  
[vic@shineforkids.org.au](mailto:vic@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 [vic@shineforkids.org.au](mailto:vic@shineforkids.org.au)
- Phoning our office on (03) 9687 6571

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 Victoria



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



# How SHINE for Kids helps families with parents in the Victorian criminal justice system



## Prison Invisits Program

This program operates within the various visit areas at some Victorian correctional centres, 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.

## Children's Supported Transport Service

Visits are really important for both children and their parent in prison. But some children just simply can't get to visit their parent at all.



In this program, we transport and accompany children to safely visit their imprisoned parent(s) or carer(s). Our qualified Transport Workers and trained volunteers can negotiate the prison system and ensure the child's visit to their parent is enjoyable and positive.



## Education Program

This program assists children with a parent in prison who need educational support. Our Education Support Worker and volunteers work in the child's primary school providing individual assistance with reading, homework and assignments, incomplete class work, and any areas identified as needing improvement.

We communicate weekly with the child's school to address any other issues such as behaviour, bullying or any other social concerns.

## Bike Smart Kids

Children and young people with parents in prison often don't have the money, resources or access to transport that helps them get about in their community. This can leave them feeling isolated and disengaged.

In this program, participants are trained in road rules and road safety, and attend a workshop on bike maintenance and basic repairs with experienced bike technicians. They are then given a quality restored second-hand bicycle, a new helmet, lights, bell, lock and a certificate of attendance.

## Carers Group

This support network for carers of children with a parent or relative in the criminal justice system has regular meetings. Information is presented on issues anywhere from financial management to cooking, educational improvement and parenting. Because they've had similar experiences to you, the other group members will understand the problems you're facing.



Between the group sessions, one-to-one sessions focus on individual needs, which could mean a referral for assistance with housing, counselling or other matters.

## 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.

Find where all our current Victorian programs and services are offered at [www.shineforkids.org.au/vic](http://www.shineforkids.org.au/vic)

# 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.

We provide 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 and services are made possible by qualified, experienced staff, generously supported by over 300 volunteers who have undergone specialised training and strict security checks.

