

# We are here to help

**Hi!** We know that having mum or dad not with you at home is really hard. That's why we're here. SHINE For Kids will walk beside you during this tough time.

**Visiting mum or dad for the first time can be a bit strange. But don't worry, we'll tell you what to expect.**



SHINE for Kids®



## We are here for you...

We have a special Family Centre at some locations, usually a yellow house in the car park, where you can drop in and say hi to us before or after your visit. You can spend some time relaxing here, play some games, and find out more about how you can stay in touch and send letters and craft to mum or dad. We hope to see you soon!

### NSW locations

- Bathurst Correctional Centre** (02) 6332 5957
- Cessnock Correctional Centre** (02) 4991 1035
- Clarence Correctional Centre** (02) 9714 3000
- Family Support, Western Sydney** (02) 9714 3000
- Frank Baxter Youth Justice Centre, Kariong** (02) 4340 3842
- Goulburn Correctional Centre** (02) 4821 2300
- Francis Greenway Correctional Centre, Windsor** (02) 4574 1542
- June Correctional Centre** (02) 9714 3000
- Long Bay Correctional Centre** (02) 9714 3000
- Macquarie Correctional Centre** (02) 6845 4666
- Mid North Coast Correctional Centre, Kempsey** (02) 6561 3803
- Aboriginal Community Engagement Worker, Kempsey** (02) 6561 3800
- Parklea Correctional Centre** (02) 9837 4397
- Silverwater Correctional Centre** (02) 9714 3001
- South Coast Correctional Centre, Nowra** (02) 4423 4185
- Wellington Correctional Centre** (02) 6845 4666
- RISE Education Support** (02) 9714 3000

### National Office, Sydney

enquiries@shineforkids.org.au or (02) 9714 3000

**Visit [www.shineforkids.org.au](http://www.shineforkids.org.au) for more information**



SHINE for Kids®

# your visit



### First up... an adult will need to book your visit

You can't just turn up for your visit, it needs to be booked first to make sure mum or dad can see you. And you'll need an adult to come with you (someone aged 18 or over).

Sometimes due to COVID outbreaks face to face visits will be stopped to keep mum and dad safe. When this happens, an adult can book a video visit called an AVL so you can still visit your parent over a phone or tablet.

### Next... when you get there

Have you ever been to the airport or a football match? Well visiting a prison has lots of security just like they do.

Sometimes there are dogs at the security gate. While they are friendly, you can't pat them. They are there to smell for any items that aren't allowed in, like cigarettes.

There will be lots of correctional officers at the security area and in the visits room. They'll all wear uniforms and are there to make sure your visit goes smoothly.

Now is also a good time to go to the toilet if you need to as once you are in the visiting room, you can't leave again until you are going home.



### SHINE for Kids works with a number of Aboriginal communities in Australia.

We acknowledge Elders both past and present and the future generations. We also acknowledge the disproportionate impact that imprisonment has had on Aboriginal families and communities.

### Processing in...

You're not allowed to take anything in when you see mum or dad except for some coins for if there are vending machines. It's REALLY important that you remember to put everything you have with you, especially your phone if you have one, into a locker you'll be given.

You will go through a metal detector (it looks like a big gate) and might be asked to put anything you have left on you, like your shoes, into a tray on a conveyor belt. Don't put your hands on this as it can be dangerous. Officers might use a wand to wave over your clothes as well.

They will then show you the way to the visits room which is a large room with lots of chairs and tables. To get to the room you'll need to go through some big doors that will bang and lock behind you. It might sound loud but don't worry, it's safe.



### The Visits Room...

You'll be asked to sit at a special table that's been picked for you and your mum or dad. Mum or dad may not be able to move away from this table.

Then you just need to wait!



### Seeing mum or dad!

When mum or dad arrive, you can finally give them a hug! During COVID this might not be allowed which is really hard we know, but it's to keep everyone safe.

Your parent won't be in their usual clothes, instead they will be wearing the same uniform as many of the other people in the room who are also enjoying a visit with their families.

Sometimes, there will be an activity area set up in the room by SHINE. You can find us by our purple t-shirts! You can come over to speak to us during your visit. You can even draw a picture for mum or dad to put up in their room!

### Saying goodbye and staying in touch...

We know it can feel really emotional when you visit mum or dad, and that you miss them. Saying goodbye for now might be hard but remember, they are safe and you will be able to visit them again and talk on the phone.

You can also write to your mum or dad and send them photos while you're apart. They will enjoy getting them and can write back to you. Maybe you can keep a special box with your art and school achievements to show them when they come home?

