



SHINE for Kids®

THIS IS Shine

2019-20 Annual Review



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**Names have been changed throughout this report to protect the privacy of our clients*

shineforkids.org.au

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SHINE for Kids®

Who we are

We are passionate about transforming the lives of children and young people affected by the criminal justice system.

What we do

We work together with children, young people and families to break the cycle of intergenerational offending and disadvantage through innovative programs and service delivery.

In a year that will go down as one of the toughest on record for so many within our community, I am proud that throughout it, SHINE for Kids' commitment to transforming the lives of children, young people and families affected by the criminal justice system remained stronger than ever. If we had not seen it before now, all SHINE team members, employees, and volunteers alike, rose brilliantly to the challenges presented by the COVID-19 pandemic.

In so many ways, it seems like the whole of 2020 has been about the pandemic. However, if we were to look at the year through this narrow lens, we would overlook so many other SHINE achievements during that time. Not only did SHINE transform its programs to deal with the COVID environment, but even before then much planning work had been done for more SHINE services that were introduced during the year. These services included growing our highly valued support for mothers and their children in Queensland, where we have now expanded into all five women's correctional centres and increase our delivery of the RISE Education program into 11 locations across Australia. Additionally, we are now poised to reach more children through our newest contract at Australia's largest facility, Clarence Correctional Centre in Grafton.

As I have already noted, COVID-19 presented a significant challenge to SHINE. Since March this year, all professional, family and friends prison visits were suspended throughout Australia for the safety of inmates and their families. Only recently have these visits started to resume. At a time when family contact was even more crucial to families and inmates, we were precluded from providing our services in the customary fashion.

However, when presented with this new reality, we were able to rapidly move our employees to a working from home

environment and to an online service delivery platform. Our strong relationships and ongoing conversations with our government and philanthropic funders provided us with the opportunity to adapt and adopt innovative and creative models of service delivery. These adapted programs included establishing a national phone line, online RISE@home education mentoring, and a successful 'Donate Your Device' campaign. The latter strategy was targeted at providing children and their families with the hardware and connectivity to enable them to maintain a vital connection with their parent in custody through audio visual prison visits. Throughout this period, the Executive and the Board met weekly to set policy and procedures to mitigate the risks posed by the pandemic to the health and wellbeing of all of our team, and our many vulnerable clients. At all times, the health of all involved was at the forefront of and paramount in SHINE's thinking. While at all times we adhered to the public health guidelines and legislations set by Federal and State Governments, we thought deeply beyond those guidelines to consider and deal with all possible threats to the health and safety of all in SHINE.

Despite these challenges, we are immensely proud to have delivered services to 5,134 children and 1,736 families. Of these more than 30% are Aboriginal or Torres Strait Islander and 15% are from culturally and linguistically diverse backgrounds. During the pandemic we delivered 4,504 activity and letter writing packs and 704 one to one online mentoring sessions to 956 children and young people. These activities were significant enablers of child and inmate parent communication during the pandemic.

Our experienced, talented and highly committed people very ably led by Andrew Kew, are, without doubt, our greatest resource. I would like to thank each and every one of them from staff and

volunteers to Board members, for their dedication to SHINE's vision and purpose. All of us remain committed to providing parents and carers with the support and skills they need to be responsive to their child's needs. We will continue to listen to the voices of children whose parents are in custody, as we walk beside and advocate for them, in their best interests.

I would also like to take this opportunity to thank our government and philanthropic funders, for their continued support throughout the year, and in particular, throughout the pandemic. They were not only highly responsive to our requests to continue funding the new and innovative programs we delivered due to the pandemic, but also provided us with the means to expand our programs during a very turbulent year.

During the year SHINE continued to benefit from the support provided by our two Joint Vice Regal Patrons her Excellency the Honourable Margaret Beazley QC and Mr. Dennis Wilson and our Vice Patron, Helen Wiseman. Their enthusiasm for and dedication to the vision of SHINE is invaluable and we are grateful for it.

Finally, I would like to thank Sue Woodward our former Chair for her leadership, commitment, and passion over the past two years. I am grateful that Sue will remain as a Director of SHINE for Kids. I would like to also extend my thanks to Stan Johnson, who, due to a range of other commitments, resigned from the Board earlier this year. Stan made a highly innovative contribution to SHINE's activities.

Together with our CEO, Andrew Kew, Andrew's team, and my fellow Board members, I look forward to leading SHINE into a very bright future.

Peter Ricketts
Chair and Treasurer



From our Chair

Despite a challenging external environment SHINE for Kids has been able to deliver on our Strategy, grow our services and continue to develop new and innovative approaches to support children and their families.

This year SHINE for Kids has adapted to the 'new normal' that has impacted work places worldwide. Throughout this period SHINE has been able to adapt and change our service delivery so children, young people and families can maintain connection even though face to face visits to Correctional Centres have not been possible.

SHINE continues to advocate on the adverse impact of COVID-19 on children of prisoners while maintaining the focus of our vision of being passionate about transforming children's lives who have contact with the criminal justice system.

SHINE for Kids' long-term Strategy – which we launched in 2019 – includes the commitment we have to working together with children, young people and families to break the cycle of intergenerational offending and disadvantage through innovative programs that connect young people to family, community and education. We will work together to build a better future for and with children.

Despite a challenging external environment SHINE for Kids has been able to deliver on our Strategy, grow our services and continue to develop new and innovative approaches to support children and their families. This growth puts us in a good position as we work towards our target of being in 33 Correctional Centres across the country by 2022. Currently we operate in 26 Centres, a growth of 78% against our target, meaning SHINE has been able to deliver services in an additional 11 complexes in the last two years.

The organisation is financially solid with the capacity and capability to work alongside children and families to achieve their goals and aspirations. Much of this capability and capacity comes from our team who continue to demonstrate dedication, passion, innovation and professionalism in their endeavours. It has been pivotal to SHINE's growth and development.

There are still significant challenges ahead, including continuing economic uncertainty, a tough fundraising environment and the battle to have the children we work with seen as a priority when it comes to funding and breaking the cycle.

It has been my privilege this year to work with a committed and passionate Board and I thank them for their continued support and encouragement. I also want to thank my dedicated and skilled Executive team who have worked tirelessly for better outcomes for the children and families we support. I am proud that we are a charity that believes in children regardless of their circumstances, gender, race, disability or behaviour.

I look forward to a future where rehabilitation and restoration is a focus of the criminal justice system. It's a privilege to work at SHINE for Kids and to see the difference we can make in the lives of these children.

Andrew Kew
Chief Executive Officer



CEO Message

Building a brighter future

This Annual Review highlights and celebrates SHINE for Kids' continual progress towards improving the educational outcomes for children of prisoners. Our programs give children with a parent in prison, parents in custody and families on the outside opportunities to develop the tools they need to break the cycle of intergenerational offending and build a brighter future for themselves and their family.



Our practice is grounded in the need to support the whole family impacted by incarceration. We not only support children on the outside with educational support but provide an evidence-based parenting program for parents in prison. We continue to place children, connection and education at the centre of all we do.

At SHINE this year we delivered a number of programs, campaigns, and activities highlighting the specific challenges that children and young people face when a family member is in prison and the solutions we can provide to support them more effectively.

In addition to our core programs supporting families directly and through training and policy development, we continue to create new and innovative ways to support families when someone goes to prison, always in response to the needs families identify, and in partnership with other community organisations. This has been particularly evident during the COVID-19 pandemic which resulted in the suspension of face-to-face visits for families across Australia. As an organisation SHINE responded to innovate and adapt our programs to support children in crisis during the pandemic and beyond.

Through such work, SHINE has influenced support for children and families throughout the country and consolidated a

reputation for excellence that increases our opportunities to develop this critical work further. We do this in partnership with community, government and the private sector.

Three years ago SHINE was in 15 prisons. We have grown our reach and impact to be in 26 prisons nationally while also scaling our RISE Education program. We are hugely grateful to all our donors and to the organisations that contract with us for the provision of services. We remain grateful for our government and philanthropic partners that recognise the importance of maintaining family connections during incarceration.

SHINE continues to advocate from a child rights perspective when a parent is imprisoned to ensure that government policies for children address the rights and needs of the estimated 77,000 children separated from a parent in prison.

Parents in prison have very good relationships with their children and many were part of that child's daily life before imprisonment. Children have a right to family life, a right that has been disrupted during COVID-19. Acknowledging the importance of minimising face-to-face contact for the sake of virus management, we draw attention to the mental health implications of the removal of visiting rights at this time of heightened anxiety both for children and for their parents. Children of prisoners experience a deep sense of abandonment when a parent is incarcerated. That sense of abandonment has been amplified by COVID-19 and has lifelong impacts.

Digital contact should be used to enhance face-to-face contacts but should not be the pinnacle of contact. We are working with our government partners to safely resume face-to-face visits in each state and territory.

As the programs and staff numbers have grown, the management of the organisation has had to adapt. We joke at SHINE that most staff are wearing two or three hats, but in all seriousness, it is our people who make SHINE the dynamic and influential organisation it is. Their commitment and dedication means we continue to achieve excellence and 'punch above our weight'. It is thanks to their efforts that the issues of families affected by imprisonment are increasingly understood and acknowledged by the wider public sector.

We could not have come this far without a team that is committed to heading in the same direction. We remain committed to Project 33, our Strategic Goal of being in 33 prisons nationally by 2022.

Most importantly we thank the families we work with for their trust. We continue to walk beside you and place the best interest of your children at the heart of our work together.

April Long
**National Operations
Manager**



Most importantly we thank the families we work with for their trust. We continue to walk beside you and place the best interest of your children at the heart of our work together.

STRATEGIC DIRECTIONS

2019-2022

1 OUR PRACTICE

We work together with children, young people and families to break the cycle of intergenerational offending and disadvantage through innovative programs that connect young people to family, community and education. We will work together to build a better future for and with children.

CHILD-FOCUSED

1. Act in the best interest of the child at all times
2. Continue our hands on approach by consulting children and young people and advocating for their participation in decision making
3. Respond to the specific needs of Aboriginal children and families affected by the criminal justice system
4. Respond to the specific needs of culturally diverse children and their families affected by the criminal justice system
5. All programs will connect, reconnect and strengthen the child-parent relationship
6. Safeguarding children is everyone's business

COLLABORATION AND CO-DESIGN

1. We recognise that change cannot happen through working alone. We ensure our services are co-designed with local stakeholders to enable and sustain the impact of our work and our organisation
2. Create and participate in innovative cross-functional multidisciplinary research, practice and advocacy teams to highlight the impact that the criminal justice system has on children
3. Continue to contribute to nationally significant research that informs our advocacy

EVIDENCE OF OUR IMPACT

1. Create outcomes based accountability frameworks for all programs
2. Engage and partner with criminologists and other research experts to externally evaluate the outcomes of our programs
3. Grow and share our evidence-based service with key stakeholders to achieve the greatest social impact
4. New and existing programs and services are informed by evidence and client voice

2 OUR CULTURAL COMPETENCY

We acknowledge the disproportionate impact that the criminal justice system has on Aboriginal children, families and communities and continually work to be culturally competent and learn from Aboriginal and Torres Strait Islander families and communities.

CULTURALLY COMPETENT PRACTICE

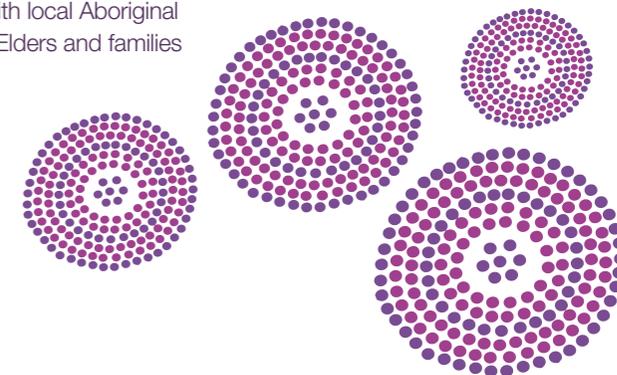
1. Implement a Reconciliation Action Plan
2. Strengthen our programs through local cultural knowledge
3. Follow community protocols and seek to develop partnerships with local Aboriginal and Torres Strait Islander communities and organisations when delivering culturally specific programs and services
4. Review and strengthen our Aboriginal and Torres Strait Islander Employment Strategy to attract and retain Aboriginal and Torres Strait Islander employees

STRONG RELATIONSHIPS

We acknowledge that trusting relationships are essential, as Aboriginal and Torres Strait Islander communities are based heavily on relationships. We commit to developing relationships at every level of our organisation wherever our work is based.

1. Ensure all SHINE employees are culturally competent and have relationships with local Aboriginal organisations, Elders and families

2. Partner with Traditional Owners, and Aboriginal organisations locally and nationally to co-deliver programs and services
3. Create peer support opportunities for non-Aboriginal and Torres Strait Islander staff to partner with their Aboriginal and Torres Strait Islander colleagues in other locations and roles to encourage cultural understanding



3 OUR VOICE

As the leading Australian charity focused on children affected by the criminal justice system, we use our knowledge and expertise to influence government, business, other non-government organisations and the wider community.

LEADING VOICE

We will lead program design, policy and wider public discussions about the needs of children and young people affected by the criminal justice system and influence policy directions about vulnerable children, carers and families.

1. Be a trusted, respected and influential voice in the community on what is right for children and young people affected by the criminal justice system
2. Provide advocacy to children and families to assist them to navigate the criminal justice system
3. Establish the Practice, Research, Advisory Meeting (PRAM) to provide expert advice and to help develop policy positions and papers on critical issues related to children and families affected by the criminal justice system
4. Influence public policy relating to the criminal justice system and its impact on children

5. Initiate, contribute to, participate in and learn from conferences and other justice sector opportunities
6. Raise community awareness on the adverse impact the criminal justice system has on children

AMPLIFY OUR INFLUENCE

Strengthen and grow our positive and effective relationships with government, the non-government sector, other funders, donors and corporate partners, and the wider community.

1. Develop and resource relationship management strategies with all levels of government, donors, philanthropists, corporate sponsors and stakeholders
2. Develop effective internal and external communications and marketing strategies to position the organisation as a national and international leader

4 OUR PEOPLE

Our people are passionate, engaged, valued, empowered and effective in working towards our vision, values and outcomes.

ENABLE HIGH PERFORMANCE

Support our team to be skilled, engaged and effective, focusing on employee empowerment, innovation, continually improving the way we work, and building individual and organisational resilience.

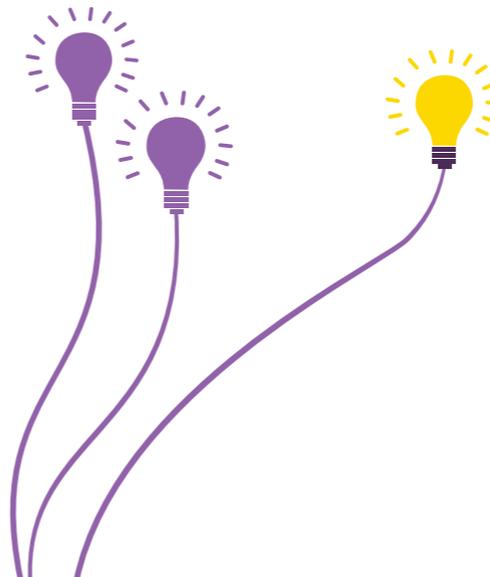
1. Develop a people and culture strategy to help position the organisation as an employer of choice
2. Develop an employee engagement strategy, including an engagement survey, sharing the results with our people, and acting to improve capacity to deliver on our vision and values
3. Improve workforce development, succession planning, professional development opportunities, coaching and mentoring, and focus on building leadership capacity across the organisation
4. Develop a culture of continually improving the work we do, challenging ourselves to be better every time



SCALE UP OUR TEAMS

Attract, recruit and retain our people, including our pool of casuals and volunteers.

1. Utilise various targeted recruitment channels including our networks to attract a skilled and qualified workforce
2. Maintain a pool of employees and volunteers who understand our programs and are able to deliver
3. Develop and implement an Employee Value Proposition (EVP)
4. Develop an organisation-wide approach to recruiting, training and recognising our volunteer workforce



5 OUR SUSTAINABLE FUTURE

Grow a sustainable funding model with systems that enable and support our programs and services.

DEVELOP A SUSTAINABLE FUNDING BASE

Develop a sustainable funding model that includes government, corporate, philanthropic and private funders.

1. Diversify our funding streams, increase donor numbers and contributions and target multi-year funding opportunities
2. Increase our capacity to attract significant funding from philanthropists and corporates
3. Investigate and pursue diverse funding models including social benefit bonds
4. Target a sustainable split between government and other funding sources
5. Develop and maintain our reserves to meet the growing demand for our programs and to build organisational capacity

PURSUE GROWTH

Develop and actively pursue growth opportunities that align with our expertise and vision.

1. Identify and grow in areas of strength, including placed-based programs that have a proven success rate

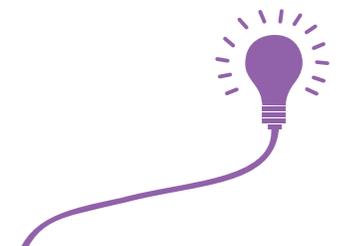


2. Develop innovative programs that are evidence-based and outcome-focused
3. Partner with like-minded organisations to help our growth to achieve a truly national reach

TECH SAVVY

Develop and use digital systems that support the seamless delivery of services, help evaluate outcomes, measure our social impact and make our organisation more effective and efficient.

1. Review and develop systems, including technology, recognising the diverse locations of our workforce
2. Continually improve our case management systems to meet the needs of children and increase efficiency for staff
3. Develop quality systems for relationship management, business development and monitoring organisational risk, to position the organisation to ensure future growth



41,060

prisoners in Australia at 30 June 2020.

A fall of 5% and the first decrease since 2011*



29%

of all prisoners are Aboriginal or Torres Strait Islander



2%

increase in the number Aboriginal and Torres Strait Islander prisoners since June 2019



180+

Correctional Centres across Australia



77,000

estimated number of children in Australia with a parent in custody

**There have been various government restrictions implemented across states and territories as a result of COVID-19 since March 2020. These restrictions may have had an impact on criminal activity and the justice system.*

impact in 2020



SHINE for Kids®

\$3.4 million annual operating costs

4 States and Territories ACT, NSW, QLD, VIC

Presence in 26 Correctional Centres growth into 5 new centres since 2019

3 Youth Justice Centres

48 employees

208 volunteers and 6000 hours of volunteering across all programs

5,134 children supported through prison visits and in-community programs

1,736 families on the outside supported

SHINE's adaptive service delivery during COVID-19 pandemic

March – June 2020

All family and friends visiting suspended to all Australian prisons



448 Mother's Day packs for children to send to their mum in custody

Audio visual (AVL) video visits implemented across correctional centres



1,620 Pen Pal Packs for children to send to their mentors



More than 40 tablets and smart phones donated to SHINE for children to maintain connection with parent in custody and online mentoring programs



42 supported video visits

1,732 Activity packs delivered to children



704 online mentoring sessions



956 individual children supported



Five years of birthdays for Ashley

It was Ashley's 16th birthday and she was excited that she and her little brother Jack would be spending four hours visiting their Dad. This was not like other kid's birthdays - Ashley and Jack were visiting their Dad, Scott in prison. Ashley has been visiting her Dad at Silverwater for the past five years but she'd never celebrated her birthday with Dad, so she was hoping the Child and Parent Day would be fun.

There was definitely a lot of people for Ashley to share her birthday with. There were 12 other children, eight Dads including her own, and a number of SHINE for Kids staff and volunteers.

There were cool activities available for the children and fathers to enjoy, to help them spend quality time together catching up on missed times. Basketball was a hit with Ashley and Jack. Together they played with Dad as they chatted about the Christmas School Holidays.

Knowing it was Ashley's birthday, Scott was able to make a special birthday cake. He had used all of his buy-up money to buy the ingredients including the chocolate and the lollies to decorate it. After they'd eaten their sausage sizzle for lunch, Scott brought out this incredible chocolate cake for Ashley. Everyone sang 'Happy Birthday' as they wondered how they would cut this enormous cake which looked more like a giant Rocky Road.

This day was a special day leaving children and fathers smiling at the end. Although it was hard for the kids to say goodbye to their fathers after four hours they had all just made some lovely memories together. Some will see Dad sooner than others but some have said they can't wait for the next Child and Parent Day.

Knowing it was Ashley's birthday, Scott was able to make a special birthday cake. He had used all of his buy-up money to buy the ingredients including the chocolate and the lollies to decorate it.



2 Child and Parent Days each year at 15 Correctional Centres in NSW, VIC and ACT



758 children attended Child and Parent Days



345 parents in custody attended Child and Parent Days

Melinda travelled for 2 hours to keep her children connected to their Dad

Sam and Natalie's Dad is in prison. Every weekend, the children's mum Melinda travels two hours to South Coast Correctional Centre so the family can visit him. Melinda is stressed, tired and really struggling to cope with two young children in a single parent household. She is trying her best to keep the household running, parent two children alone and deal with the issues the children are having at school.

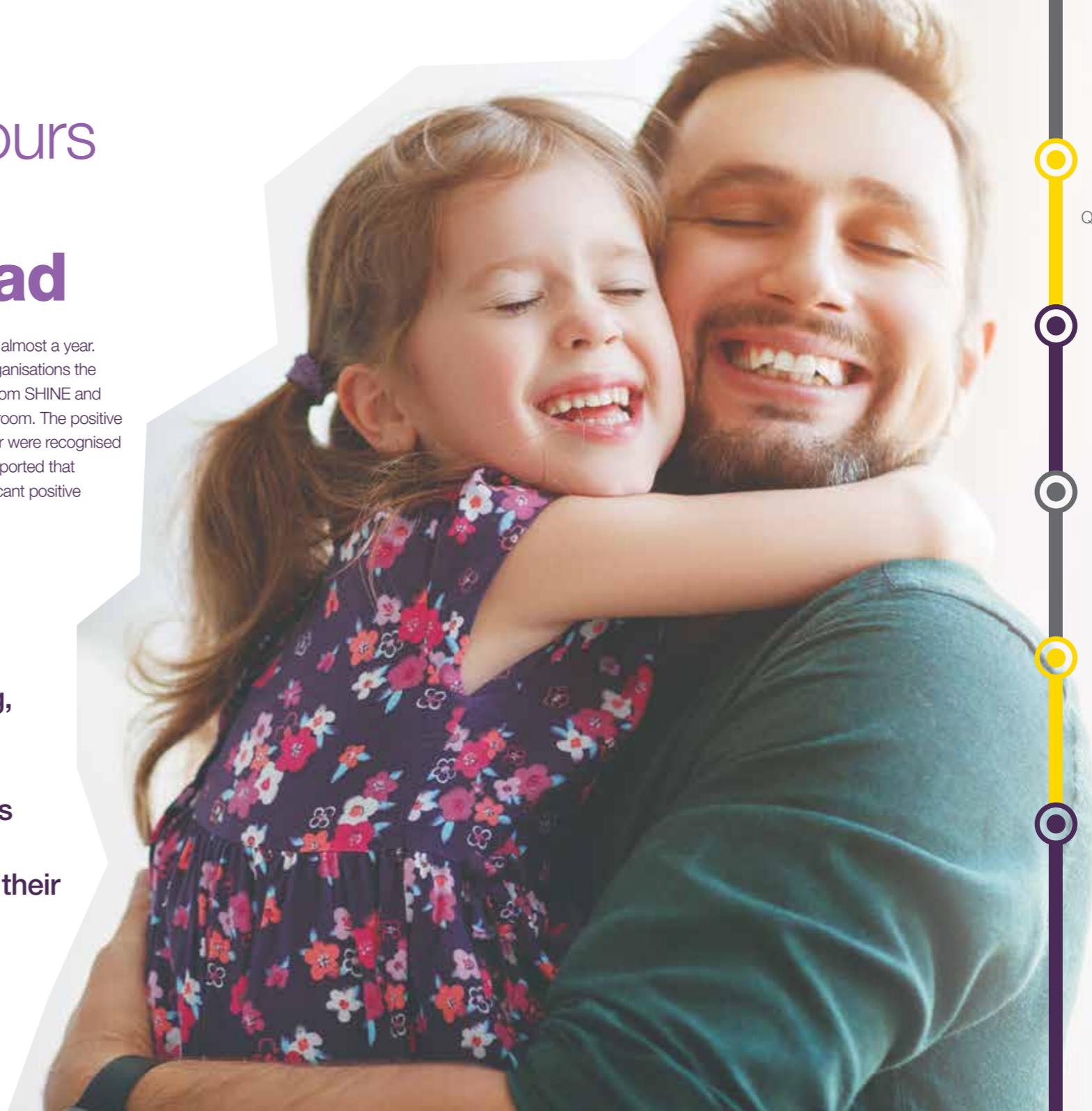
The children are well supported through the SHINE for Kids' Prison Invisits and Drop-In program. After travelling for two hours, the Drop-In Program enabled Melinda to arrive early for the visit and wait with her children in the safe, welcoming environment of the SHINE Child and Family Centre. It was here she was able to speak with the experienced SHINE team and also to other parents about the challenges she was facing while her partner was in prison. It was also a time when her kids could relax and feel more at ease.

Sam really struggled to play with other children, and was very angry when he first came to the Centre. Knowing the family's challenges, the SHINE Child and Family Coordinator was able to work one-on-one with Sam using activities to help him learn to play in a positive way.

Over time, Sam's behavior turned from negative to positive. He loved coming to SHINE's prison In-visit activities and was engaged in play with other children and the SHINE team and volunteers.

The family attended the Centre for almost a year. Thanks to donations from local organisations the children received Christmas gifts from SHINE and the smiles on their faces lit up the room. The positive changes in the children's behaviour were recognised by the SHINE staff, and Melinda reported that the school had also noticed significant positive changes in each of the children.

SHINE for Kids has been amazing, I could not have asked for such wonderful services when it is so hard to also be visiting their dad in prison.



supported child visit program at **19** Correctional Centres in NSW, QLD, VIC and ACT during prison visiting sessions

3,442 children attended prison invisits

1,473 families attended prison invisits

1,130 Aboriginal and Torres Strait Island children attended prison invisits

778 children from culturally and linguistically diverse backgrounds attended prison invisits

After 10 years, Marty's life comes full circle

At first Marty was sceptical about participating in yet another program while he was in custody and wondered how doing so many programs on the inside was actually beneficial to him. He'd heard about the Belonging to Family program and imagined it was just more of the same but thought he'd give it a go. Marty joined the program while he was still in custody three months before his release and was also supported for 12 months while he was transitioning back into the community.

It wasn't an easy road for Marty. He has had to make many choices to keep himself on track to meet the goals he set for himself - stable housing, education and work opportunities. He also relocated to the Hunter Region to give his family every opportunity for a better lifestyle.

That was 10 years ago. Fast forward to 2020 and Marty is an inspiration to his family especially his young son. He gained full-time employment with Sydney Trains and he was supported to tell his story of family reconnection at the Reintegration Puzzle Conference.

This year Belonging to Family celebrates 10 years. And this year Marty's life has come full circle. He has joined the Belonging to Family Team to pass on his knowledge and lived experience to others who are also transitioning from custody back to community. One of the first projects Marty worked on was a video called "Top tips for Dads" that will be played at Parklea Correctional Centre and we are working to have it played in other Correctional Centres in NSW.



Belonging To Family operates at Kempsey on the Mid North Coast and is funded by National Indigenous Australians Agency

69 children participating in Belonging to Family

“You guys made me see my worth as a human being and my worth as a mum.**”**

A message from Natalie

Hi aunty barb and uncle lloyd. How are you going? Yeah I'm doing great. I'm still off drugs, I've got my babies full time and most of all I'm crime free... loving life now and my daughters are glad they got their mum back with huge help and guidance from yourself and uncle lloyd. You guys made me see my worth as a human being and my worth as a mum even when I was in jail and on drugs I had nothing but the program. I felt welcomed. I felt like someone never gave up on me. I felt I can do this. I felt something for the first time in a long time and Shine made me feel I can have everything back and that its right in front of me. All I had to do was put the hard work into me and my kids. As you and uncle lloyd taught me, you gotta go through the hard yards. And as I'd say before walking into the sessions even though I had damaged my life, I can sure as hell repair and rebuild positive relationships... I appreciate everything I was taught and guided as I have gained my life and gained my children back thanks to you and uncle lloyd and the SHINE program... I will give U guys a call tomorrow aunty barb. I'm just busy with kids and I'm also caring for my sick 67 year old ex-mother in law.

Thanking you kindly and much love Natalie

23 parents in custody participating in Belonging to Family

23 families participating in Belonging to Family

18 Elders involved as mentors

50 supported child visits

A lesson in patience and persistence

Mikayla and Maya have been moving around quite a bit living with their grandparents and other family members since their Dad began serving his life sentence when they were just 6 and 7 years old. Now 11 and 12 years old, Mikayla and Maya are living with their Aunt Jen and their three cousins in Sunbury, Victoria, which is about an hour and a half on public transport from the prison where their Dad is incarcerated. This means that door-to-door including a two-hour visit is a five-hour round trip. Taking Mikayla and Maya to visit their Dad is too difficult for Jen on public transport as she also has her own three young children to consider.

Mikayla and Maya joined the Ride By Your Side Program in October 2019 and were matched with their Volunteer Transport Mentor, Bridget, who began transporting them to visit Dad in Barwon each month. Maya and Bridget immediately got on very well. Although there were many general conversations on pick up and drop off between Bridget and the family, Mikayla was noticeably withdrawn and refused to acknowledge or speak to Bridget during the transports to and from Barwon.

Although happy to see her father each month, Mikayla often presented with outbursts of anger and would refuse to communicate with her sister or her mentor. Bridget patiently continued to attempt conversation with Mikayla whenever possible but with little success. She even consulted with Jen to see if they was anything she could think of to help the situation.

After several months of Sundays spent in the car together, Mikayla paused before leaving the car, smiled at Bridget and said thank you. Needless to say Bridget was left speechless.

After so many struggles with Mikayla, the change in her behaviour made Bridget feel really positive about volunteering with SHINE. She felt she was really making a difference.

When prison visits were suspended because of the COVID pandemic, SHINE and Bridget have continued to support Mikayla and Maya delivering activity and letter writing packs to them, establishing contact with the prison and setting up virtual Zoom visits with Dad. The girls and the family are now comfortable booking and attending the Zoom visits with Dad on their own. When family visits resume, Mikayla and Maya will recommence their face-to-face visits and their participation in Ride By Your Side. Patience and persistence has been the key to supporting these two young sisters to stay connected to their Dad.



It was the **best day**

With everything that is going on right now we had an amazing win for the children in our Ride By Your Side (RBYS) program. Two new families with children under the care of the Minister were scheduled to have their very first court-ordered RBYS visit on the first day family visits were suspended in NSW correctional centres because of the COVID-19 pandemic. After a week of advocating for the visits to go ahead SHINE was informed there would be no face-to-face contact but they would allow us to have a video visit. All we needed was an iPhone or tablet for this to happen. On Saturday morning Allirra, our RBYS coordinator picked up two young boys aged four and six from their carer's house. The boys had not seen their Mum since she was incarcerated five months ago. They were so excited. Allirra explained how due to COVID-19, it would be just like a Facetime call which they understood.

We arrived at SHINE National Office, and had no technical issues with the video call. Mum showed up on the screen just like she was in the room with us. The boys wanted to play Monopoly and Mum helped them play by counting out the money and helping them move their icons the right number of spaces according to what was rolled on the dice.

Nothing can take away from physical contact and a hug and kiss from your Mum, but this visit showed how technology can help us in these times. The children had lots of space and more things to do and Mum got to have one-on-one time with the boys too. As we were getting ready to leave the brothers were drawing on the office whiteboard and the eldest wrote 'It was the best day', he was going to wipe it off but Allirra asked him to leave it so she would be able to see it on Monday morning and show it to the SHINE team.



Ride By Your Side is a 12-month transport and mentoring program operating in Western Sydney, NSW and Geelong, VIC. It is funded by Perpetual Trustees in NSW and Geelong Community Foundation in VIC.



Cory can't wait to kick a football with his mentor when COVID restrictions are lifted

Watching the relationship develop between Cory and his mentor Michael has been so beautiful. These two have never met as Michael came on board as a SHINE volunteer for the RISE Education program just when COVID-19 hit. Their first session was via zoom back in May but instantly they had a great rapport. Both are AFL fans and that is the hook used by Michael in his RISE sessions. One great example of Michael's creativity was using footy stats in numeracy to create a game to keep Cory engaged. Cory loved the game and did not even realise he was learning at the same time.

Like many of the children we work with, Cory's Dad is incarcerated and his Mum has mental health and addiction issues. Cory and his two brothers live with their grandma, who is in her eighties and finds caring for the boys difficult.

Being from Melbourne, Cory has been unable to attend school for a large part of the year because of the COVID pandemic. This has added to the challenges faced by Cory as he has been isolated from his friends and support networks in the school community. During this time Cory spent his nights playing X-Box and his days sleeping,

barely leaving his bedroom. He often told Michael during his RISE@Home sessions that he normally goes to bed at 3 or 4 in the morning and sleeps until early afternoon. His only social interaction outside of his family was his weekly one hour mentoring with Michael and he would log onto Zoom with great enthusiasm.

Michael's passion for becoming a volunteer mentor for the RISE program is conveyed to everyone he comes across. SHINE has since contacted another potential volunteer, who after hearing Michael talk about his experience has been motivated to want to volunteer as well. She has extensive experience as a teacher dealing with challenging behaviours so is going to be a valuable addition to the RISE team.

Michael asked Cory what he was most looking forward to when the COVID restrictions were eased. He expected him to say 'going back to school' or 'hanging out with his mates'. But what Cory said reinforced to Michael how important positive role models are to kids like Corey. Cory wanted more than anything was just to meet Michael in person and kick a footy around together.



Amy is thriving in high school thanks to RISE

Amy is in Year 6, she lives at home with her mum and her older brother who attends university, and was first referred to us when her father was incarcerated in 2016. Amy was included in our school holiday excursions and Child and Parent Day activities for two years until her father was released. She was later referred to our RISE Education program when he went back into custody later that year.

Amy joined our RISE Education program during her final year of primary school to develop her literacy skills and work on some strategies to manage her anxiety with the upcoming transition into high school. Amy has struggled with low self-esteem due to bullying at school, and had developed an anxiety disorder since her father's incarceration.

SHINE matched Amy with a mentor who attended weekly sessions at her school, where together they completed literacy tasks in her classroom and also spoke about her feelings and worked on some strategies to manage her anxiety or when she had intrusive negative thoughts. Amy also received support from an outreach unit at her local hospital which saw her participate in their pediatric weight management program. With the changes that followed from these interventions, Amy reported less bullying instances and slowly built the confidence to form friendships with peers attending the same high school where she was enrolling.

As the school year drew to a close, Amy's literacy skills improved, her teacher reporting that she had progressed up to a more average band in literacy and numeracy, and had developed the skill of self-correcting errors and proof-reading her work, meaning that she

could attend the same classes as her friends the following year instead of being placed in the special education unit as originally planned.

The RISE Western Sydney program achieved some amazing outcomes for Amy. She handed in her first completed literacy assignment that term, and delivered a speech to her class. Much to her mentor's delight, Amy gained enough confidence to attend her Year 6 formal and graduation, and excitedly showed her mentor photographs of the evening. Amy is now thriving in Year 7, and is looking forward to welcoming her Dad home at the end of this year.

Emily's mentor helps her build on her writing talent

Emily lives in rural NSW, with her Mum, Sandra. Her Dad is in custody and so she does not get to do any activities with him like her friends at school do with their Dads. Emily is bright. She loves to write, read and talk about her adventures living on a rural property. Her mother can only do so much alone.

Extra support through the RISE Education program was something that was appealing to the family. Particularly mum who thought that by being matched with a mentor to work on extra school work and expand on Emily's knowledge would be perfect for her.

Emily has many interests and being matched with Janine, her RISE Education Mentor, and connecting weekly, has enabled them to build trust with Emily opening up more and more about her love of literature.

Emily writes stories for her sessions and with a keen interest in writing, reading and books she has built up the confidence to share her stories and expand her creative thinking.

Sandra is so thankful for the extra support. RISE has enabled Emily to build on her talents and skills that transfer into the classroom.

Emily looks forward to her RISE session every week. 'RISE has been one of her favourite things to do this year' Sandra said. 'She is mentioning frequently what she will discuss with her mentor and the things she will be sharing in the session. It's so wonderful to see'.



RISE Education program is funded by Anglicare VIC, Benevolent Society, Collier Charitable Trust, Bennelong Foundation, Raymond E Purves Foundation, Newcastle Permanent Charitable Foundation, Department of Social Services, National Indigenous Australians Agency (NIAA), Financial Industry Charity Aid Program (FICAP)

11 Locations
Townsville, Bathurst, Kempsey, Western Sydney, Cessnock, Goulburn, Grafton, Brimbank, Frankston, Wagga Wagga and Junee

250 children in RISE program

54 children who are Aboriginal or Torres Strait Islander

53 volunteer education mentors

742 mentoring sessions

486 online mentoring sessions during COVID

The Long Road Ahead

Steven last saw his Dad when he was just 10 months old, 10 years ago. Since that time his only contact with his father is through phone calls. Steven and his mum, Tina participated in the Intensive Family Case Management program for eight months. The family first came into contact with the criminal justice system when Steven's father was incarcerated for 30 years. Steven expressed to his mother that he would like to start to have regular contact visits with his dad.

For over five years Tina had attempted to remove the ban that prevented her from visiting her ex-partner. The process was so overwhelming, Tina gave up. SHINE persistently advocated for three months until the ban was finally removed. We were able to help Tina complete the complex paperwork and in January 2020 Steven was able to visit his dad.

During the visit Steven talked non-stop and his dad was so grateful to be able to have the face-to-face contact he has

always wanted. They plan to have regular visits, which will help Steven decrease the negative effects of incarceration. SHINE will continue to offer support and advocate for the family as needed.

The Intensive Case Management program covers Western Sydney, Nepean and Blue Mountain areas, providing long term support to families under the Targeted Early Intervention funding from the Department of Communities and Justice. SHINE provides support to families, children, and young people to prevent the escalation of vulnerability and children at risk of harm. We engage families with services in their local communities to meet their physical, emotional, and social and materials needs and to empower them and encourage them to reach their goals. We encourage their positive self-confidence and self-worth by building resilience and offer a non-judgmental attitude to help decrease feelings of isolation, anxiety, and stigma faced through parental incarceration.

Without SHINE for kids I don't know where I would be. This program has given me perspective of what I am capable of and with the support of Susan I feel that I can open my voice and it has empowered me and I feel like I am worth something. I often feel judged by a lot of people even though the incarceration is not my fault, with this program I have never felt like that. It has given me the strength and character to believe in myself and feel equal. I can get very anxious but with the support I can achieve goals for myself and my kids. *Tina, carer*



37 carers and children from 8 families participated



41% from Aboriginal and Torres Strait Islander backgrounds

100% of parents or carers on the outside say they feel more supported than before they were involved in the Intensive Family Case Management program

100% of parents or carers on the outside say they are a lot or a great deal more confident to set actions and goals with support from SHINE for Kids

100% of parents or carers on the outside say their children feel more supported since participating in the program

Data Source: SHINE database, DEX Portal, Survey Monkey

4 Women's
Correctional Centres
in Queensland

31 playgroup
sessions
between 1 February 2020
and 30 March 2020
(COVID lockdown)

165 children
who attended
playgroup sessions

148 Mums
in custody
who attended
playgroup sessions

Playgroup helps Maria bond with her son

Oliver is a typical three year old boy, very curious and full of energy. Recently he was reunited with his mum, Maria and has been living in Brisbane Women's Correctional Centre with her while she waits to be sentenced. Oliver has settled in to his new environment really well and recently he was approved to join the Stay Together, Play Together playgroups. Maria is always very attentive and spends a lot of time encouraging Oliver during the playgroup sessions. She does however struggle with his behaviour. It was during one of the weekly playgroup sessions that our SHNE team raised concerns about his speech.

We suggested that it would be beneficial for Oliver to see a speech pathologist. Maria promptly asked her mum to book a consultation with a speech pathologist. She was also very interested to learn new techniques to help Oliver develop his speech. Our experienced SHNE team helped her understand the importance of reading, singing and adding new words to their conversation daily.

Maria has recently joined our Keeping Us Together parenting program, to develop her understanding of child's brain development, causes of behaviour and how to cope with stressful situations in a calm way.

With the help of our Shine team and Maria's focus on developing her son's language and social skills, Oliver seems a lot more confident playing with his friends, has learnt some new words, and is showing a big improvement in his communication skills.

SHNE for Kids operates weekly Stay Together, Play Together playgroups for Mums and their children in Southern Queensland Correction Centre, Brisbane Women's Correctional Centre, Numinbah Correctional Centre, and Townsville Women's Correctional Centre.

52
mothers
in custody
supported
by Keeping Us Strong



171
children on the
outside supported
by Keeping Us Strong



52 families supported
by Keeping Us Strong



80%
children supported
are Aboriginal or
Torres Strait Islander



Making a **clean start**

Angela's two older children lived with their grandparents in Cairns while she was in custody in Townsville Women's Correctional Centre. At the time Angela enrolled in the Keeping Us Strong program, she was also heavily pregnant with her third child.

Keeping Us Strong is a cultural mentoring and parenting program for sentenced women at TWCC run by SHNE for Kids. Throughout the 45 hours of course work Angela was always engaged and her art skills and contributions to the group discussion were excellent. She was one of a group of nine that graduated from the program.

One of Angela's life goals was to stay drug free when released. Throughout the Program, Angela discussed not returning to Cairns where her drug problems began, but making a clean start for herself and her children.

Angela was released in November 2019 with her beautiful baby girl named Tarni.

I bumped into Angela just as COVID-19 was impacting on Australia. She and baby Tarni are living in Townsville and have their own unit in a nearby suburb. Her other two children have remained in Cairns so as not to disrupt their care arrangements during the pandemic.

Angela invited Kerry and I to visit and we were surprised and pleased at how well she and baby Tarni were doing post release. This coming Friday is her one year anniversary of being drug free. Such an amazing achievement, we asked if we could celebrate this with her. Kerry and I returned to Angela's home the following week with a small cake to celebrate the milestone and to offer her SHNE's continued support.

Since the first visit SHNE has had numerous contact visits with Angela. She now has her older children with her in the school holidays and is studying Accounting at TAFE. Angela is just one of the Keeping Us Strong participants we have continued to support to turn her life around by encouraging her continued growth and restoring her cultural and family connections.

She is still drug free and hasn't re-offended.



Twelve Months of kicking goals

Khalil is an intelligent, charismatic and talented young man who can achieve incredible things when he puts his mind to it. His early years were fraught with family and domestic violence resulting in the eventual incarceration of his father for violence committed against the family. Khalil was 14 at the time of his father's incarceration, leaving his mother as the sole carer of both Khalil and his 8 year old sister. Although Khalil repeatedly stated that he didn't ever want to be like his old man, he was becoming increasingly angry, resentful and violent. He felt that he had to be the man of the house to protect his mother and little sister, and began channeling his anger by picking fights with boys from his local area and stealing things so his sister could have the same things her friends had. Khalil became involved with a group of older streetwise guys who quickly taught him the tricks of the trade. It was clear to see the inter-generational pattern of anti-social, violent behaviours perpetuating from one generation to the next. Khalil served his first custodial sentence for a violent robbery just before his 16th birthday, leaving his mother and little sister frightened and heartbroken. This was the first of three lengthy control orders that Khalil would serve.

Khalil's custody case worker referred him to the SHINE for Kids Stand As One Mentoring program during his most recent incarceration as she felt that he could benefit from a positive role model who could provide some extra support outside of family and mandated caseworkers. Khalil was matched to a mentor who shared similar experiences of immigrant parents who had come

to make a new life in Australia, while raising their children without the familial, social and cultural supports that they had in their home countries. Khalil and his mentor Zarah met each fortnight at Frank Baxter Youth Justice Centre where they built rapport, trust and a lovely working relationship. Zarah helped Khalil set some goals for his transition back into community. Zarah attended Khalil's case conferences while he was in custody where she articulated the ways she could support him on the outside, including accompanying him to parole meetings, assisting with job seeking activities and keeping him accountable to his gym and fitness regime. During some of their meetings they just hung out and chatted about light-hearted topics, hobbies, music, family and friends.

Khalil graduated from the Stand As One Mentoring program in February, 2020 with an amazing set of achievements under his belt. He has secured a full-time job in his industry of choice – concreting, he has his green P Plates, has saved for and bought a new car, featured in a music video, contributes regularly to the family expenses, and he is staying fit and healthy. Most importantly, he has not reoffended or used illicit drugs during this often difficult time. Zarah has been a constant during Khalil's transition from custody to community, particularly when he was faced with thoughts of resorting to his previous antisocial behaviours and lifestyle choices. Both Khalil and Zarah stayed focused and committed to the mentor/mentee relationship. Congratulations Khalil – you have kicked some awesome goals over the past year.



Stand As One Programs

6 Khalil has secured a full-time job in his industry of choice – concreting, he has his green P-Plates, has saved for and bought a new car, featured in a music video, contributes regularly to the family expenses, and he is staying fit and healthy.

 The Stand As One program is celebrating its 10-year anniversary in 2020

17  young people participating in Stand As One Youth Justice Mentoring program

10  young people are Aboriginal or Torres Strait Islander backgrounds

6  young people are from culturally and linguistically diverse backgrounds

17  mentors trained and matched

664  hours of mentor support provided

14  young people haven't returned to custody

4  young people have found employment

8  young people enrolled in education

2  young people provided court support



As long as I live I will be a light for others who come into my path and I will keep striving for change and keep my passion alive.

Celebrating 10 years of making a difference in Kempsey

This year marks the 10th anniversary of the Belonging to Family Program in Kempsey. Barbie Cohen also celebrates 10 years of working at SHINE for Kids. We interviewed Barbie about her 10 years with SHINE and her dreams for the BTF program.

How did you come to be employed with SHINE?

At the time I was working part-time as a Coordinator providing respite services to children with a disability in the Kempsey area. I saw an advertisement for an Aboriginal Support Worker two days a week at SHINE for Kids and thought this could be an opportunity to work five days a week.

Not really knowing where this would lead, I was ready to take up a new challenge, juggling two jobs and a life full of experiences and being personally affected by incarceration.

Cut a long story short I was successful and was offered the position and have been with SHINE since May 2010.

What do you love about your role at SHINE?

I love seeing the reconnection of families and building rapport with each individual participant - showing respect and being non-judgmental.

What are some of the highlights during your time at SHINE?

I have had many highlights over the past 10 years and believe I will continue to do so. One highlight in particular stood out - our very first participant in the Belonging to Family (BTF) Program in 2010, was young Marty Ballangary

who we supported in the post release period for a number of years. I am very proud of his achievements and the young man he has become. Marty has recently taken up part time employment with SHINE because he wanted to give back to his Community by sharing his journey.

What is one thing you wish you could improve at SHINE?

To implement the Belonging to Family Program in all our Centres and to be recognised and accredited by Corrective Services NSW as this Program benefits our Mob by encouraging them to make significant changes in their lives and break the cycle for our next generation.

If you could go back in time what word of advice would you give yourself?

To stay focussed and always believe you can help transform someone's life by planting the seed, giving them the tools, guidance and providing support in their transition back to their Communities.

What are positives you have seen in your time here at SHINE?

A family oriented environment and having an opportunity to catch-up with team members to get a better understanding of each other's Programs and relationship building.

Our amazing volunteers continue to help us make a difference

Here at SHINE we are fortunate to have an amazing group of talented volunteers who help us run our programs, and assist us with research and administration activities.

They are passionate about the work we do and make themselves available during the week and on weekends to help make a difference to the lives of young people, their families and carers.

We have more than 200 volunteers across four states with 50% actively volunteering over 6,000 hours. These hours also reflect the 3-months of FY2020 where prison visits were suspended due to COVID-19 and no face-to-face service delivery occurred.

Under difficult conditions in the midst of the COVID pandemic we celebrated National Volunteer Week.

Because our volunteers could not come to us, we went to them with thank you gifts and held virtual events to acknowledge their contribution to our work. We even made a short thank you video.

Since March this year, many of our volunteers have not been able to volunteer with us. Thank you to our RISE volunteers and Stand As One mentors who continued their support during this time. We look forward to having everyone back on board very soon.

Our heartfelt thanks to all our volunteers who share our passion for supporting young people and their families affected by the criminal justice system.



I love volunteering for Shine because I find them truly inspiring and they really bring out the best in me. I feel really honored to be volunteering with them.

Dharmista, Ride By Your Side Volunteer

I decided to volunteer with SHINE for Kids after some university friends told me about the incredible work SHINE was doing. As a criminology student, I understood how important it is to support the families of people in the criminal justice system and I was eager to help out in any way I could.

One of the best things about volunteering at SHINE as an administrative assistant is working with such kind and passionate people! Over the last few months, I have been helping out with a variety of admin tasks at home. I've definitely missed coming into the SHINE office every week.

Jamie, Volunteer North Parramatta

For Abigail volunteering as a mentor is a rewarding experience

I wanted to volunteer with SHINE to make a difference in someone's life, even if it was in some small way such as through SHINE's mentoring program. I have seen firsthand how people are often caught up in unhealthy cycles and children are always the one who ultimately pay the price. So, I really admire and respect SHINE's focus on helping children who are affected by the criminal justice system.

I love the great people that I have met during the course of my volunteering at SHINE. From the special kid that I mentor to my amazing coordinators, every person affiliated with SHINE has been lovely and treated me with utmost kindness.

One of the highlights of volunteering in the mentoring program is experiencing the tangible results from the effort you put in to be a mentor. It honestly feels great to see your mentee thriving and connecting with you on a personal level. Overall, my time at SHINE has been a rewarding experience and it has been a blessing to be able to positively impact the younger generation.

Transitioning from face-to-face to online was not too difficult as we still were able to keep in contact, which I am thankful for! It was definitely a growing experience as it was out of our comfort zone and we had to adapt to communicating through a screen. I had to find new methods to engage with my mentee through a screen and tried to ensure each activity and method was different and exciting each week.

COVID has definitely impacted my volunteering as a majority of my time volunteering this year has been through a screen! It has made me value our face-to-face sessions so much more and I definitely will not be taking face-to-face sessions for granted in the future. However, that being said, our weekly zoom sessions were a nice respite during quarantine, for both my mentee and me.

Abigail is a volunteer RISE Education mentor in Frankston



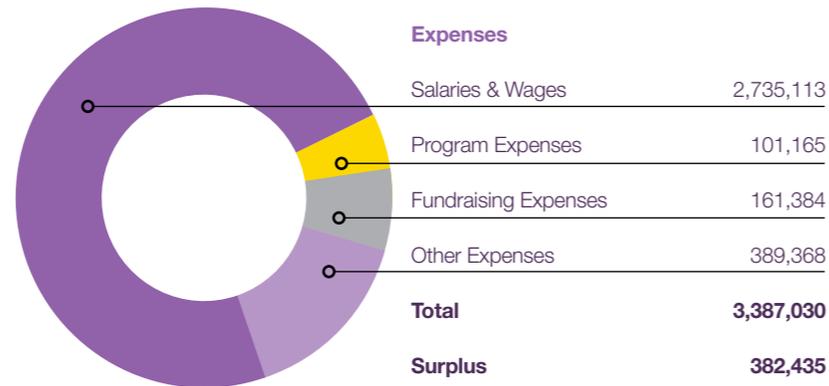
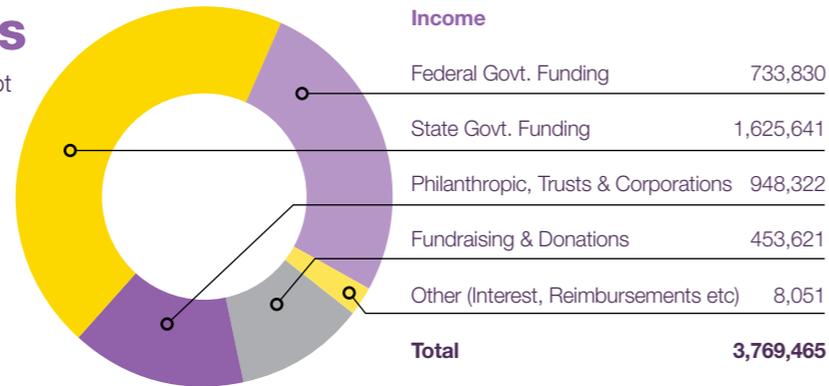
Accountability

Directors' Benefits

The Chair and all other Board Directors did not receive payment or benefit of any kind.

Accountability

A copy of the full statutory financial report for 2019/20 is available on the SHINE for Kids website www.shineforkids.org.au



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Practice Research and Advocacy Meeting (PRAM)

Dr Lorana Bartels, Australian National University | Dr Susan Dennison, Griffith University

Kath Fielden, Fielden and Associates | Dr Catherine Flynn, Monash | Dr Kath McFarlane, Charles Sturt University

Dr Ruth McCausland, UNSW | Peta Macgillivray, UNSW | Dr Catherine Flynn, Monash

Keenan Mundine, Deadly Connections | Dr Juanita Sherwood, University of Sydney

Dr Mindy Sortiri, Community Restorative Centre | Dr Danielle Tracey, Western Sydney University

Thank you



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- Special Kids Events
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