



SERVICE CHARTER



Taldumande Youth Services is a not-for-profit organisation that has been supporting vulnerable and at-risk children, young people aged 12 to 24 years, and their families since 1976.

Based in Northern Sydney and the Northern Beaches, we proudly extend our services across Greater Sydney to reach those in need.

Each night, Taldumande provides a safe haven for over 70 children and young people. We offer a range of services, including residential programs, family support, education initiatives, and community outreach. These programs provide a pathway from homelessness or family breakdown to stability, independence, and a brighter future.

Taldumande is a proud Child Safe Organisation and upholds the values of inclusivity, cultural diversity, and non-discrimination. We are committed to creating a welcoming, safe, and supportive environment for people, regardless of their background or circumstances.

At Taldumande, we empower children, young people and their families to overcome challenges, access vital resources, and build a strong foundation for long-term success



OUR ACCOMMODATION AND SUPPORT SERVICES INCLUDE:



CRISIS ACCOMMODATION



**SEMI-INDEPENDENT
HOUSING**



**SUPPORTED INDEPENDENT
HOUSING**



**BAIL AND ACCOMMODATION
SUPPORT SERVICE**



SHORT TERM REMAND



**FAMILY RESTORATION AND
PRESERVATION PROGRAMS**



**EARLY INTERVENTION AND
PREVENTION OF
HOMELESSNESS SERVICE**



**COMMUNITY CASE WORK
SUPPORT**



AFTER CARE SUPPORT



BEACH REACH

These services are designed to support young people and their families using a client-centred, trauma informed strength-based approach. To give children, young people and families the best possible foundation, our dedicated team of intake officers, youth workers and case managers provide personalised support and guidance every step of the way.

OUR MISSION

Taldumande supports, encourages and empowers vulnerable children, young people and their families through crisis response, residential care and specialised case work

OUR VISION

We are with you

OUR VALUES



Safety



Resilience



Integrity



Inclusivity



Understanding



Excellence



Respect

OUR COMMITMENT TO SAFETY, RISK MANAGEMENT, AND STAFF EXPERTISE

SAFETY AND RISK MANAGEMENT

Taldumande Youth Services is committed to providing a safe environment for all clients and staff. We adhere to stringent safety and risk management practices to ensure that risks are identified, assessed, and mitigated effectively. Our risk management strategies are designed to safeguard the wellbeing of children and young people in our care, as well as the wider community. We follow all relevant legislation and guidelines related to safety and child protection, including the National Principles for Child Safe Organisations. Our staff are trained in emergency response, conflict resolution, and safeguarding practices to ensure that any risks or safety concerns are addressed promptly and appropriately. We have a robust system for managing incidents and accidents, with clear reporting procedures and regular audits to monitor safety standards. Clients, staff and the community are encouraged to report any safety concerns, and these will be taken seriously and handled in line with our policies.

STAFF QUALIFICATIONS AND EXPERTISE

Taldumande Youth Services values the qualifications, experience, and continuous professional development of our staff. We ensure that all employees working directly with children and young people are qualified and trained in relevant areas, including youth work, social services, and child protection. Staff undergo regular training to stay up-to-date with industry best practices, legal requirements, and the latest developments in child and youth services. This training includes topics such as trauma-informed care, cultural competency, first aid, and Therapeutic Crisis Intervention techniques. Additionally, all staff are required to complete mandatory child protection and safeguarding courses. We take pride in ensuring that our team has the necessary skills and expertise to provide high-quality, compassionate care to children, young people and their families. Our staff are committed to maintaining a safe, supportive, and empowering environment for everyone.



EARLY INTERVENTION AND PREVENTION

Our Early Intervention and Prevention programs are designed to address challenges before they escalate into a crisis. These programs provide comprehensive, wraparound support for vulnerable children and young people whose health, safety, and wellbeing are at risk.

Key risks addressed include homelessness, disengagement from education, low literacy or numeracy skills, substance misuse, and mental health concerns.



PHOENIX HOUSE - COMMUNITY CASEWORK

North Shore, Northern Beaches, Northern Sydney, Hunters Hill, and Hornsby regions.

Targeted case management for participants aged 15 to 24 years assisting individuals navigate challenges and connect with resources tailored to their needs. Caseworkers collaborate closely with participants to develop customised plans that focus on their goals, address obstacles, and foster essential life skills.

Support Provided:

- Comprehensive assessments and individualised planning
- Crisis intervention
- Referrals to specialist services
- Emotional support and advocacy
- Guidance for navigating complex service systems
- Capacity building for independence
- Post-crisis aftercare to sustain stable housing



EARLY INTERVENTION AND PREVENTION

PHOENIX HOUSE - INDIVIDUAL, GROUP WORK & EDUCATIONAL PROGRAMS

North Shore, Northern Beaches, Northern Sydney, Hunters Hill, and Hornsby regions.

Skills-based workshops and flexible education programs tailored for children and young people. These sessions, conducted at the Phoenix House Hub or within schools, focus on preparing participants for work, learning, and independent living. Facilitated by Education Specialists and Social Workers, these programs equip young people with practical tools for personal growth, employment readiness, and life skills.

Support Provided:

- Building motivation and confidence
- Resume writing and interview preparation
- Budgeting and time management
- Emotional awareness and conflict resolution
- Strategies for re-engaging with education

Eligibility Criteria – Community Case Work and Education programs :

- **Age:** 15 to 24 years
- **Parental Consent:** Required for participants under 16 years
- **Geographic Coverage:** Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Ryde, and Willoughby LGAs
- **At Risk of Homelessness:**
 - Disengagement from education or employment
 - Low literacy or numeracy skills
 - Substance misuse
 - Mental health challenges
 - Transitioning from SHS (Specialist Homelessness Services)
 - Risk-taking or antisocial behaviours

Fees: Free

Length of Service: Support is typically offered for 3 to 6 months, depending on individual needs and circumstances.

A silhouette of a person with long hair, looking out over a body of water at sunset. The person is wearing a dark jacket. The background is a warm, golden sunset over water.

ACCOMMODATION PROGRAMS

Taldumande's range of accommodation programs provide essential support to children and young people who are at risk of homelessness or are experiencing homelessness. Through immediate assistance, emergency response, and access to vital resources, these services empower residents to develop the skills needed for independent living and stable housing.

CRISIS ACCOMMODATION

North Sydney Region

Our 24/7 Crisis Accommodation offers short-term housing, supporting up to 7 young people of mixed gender at a time. Each young person receives tailored daily support to address their unique needs. Located in a home environment with private bedrooms and shared spaces, the service provides a safe, nurturing space for residents.

Staff work closely with residents to explore long-term housing options, including returning to family, applying for social housing, accessing semi-independent or independent accommodation, or entering the private rental market. This service promotes personal growth in a supportive environment, emphasising the development of independence and community connections.

Support Provided:

- Personalised case management
- Emotional and youth work support
- Living skills development and assessment
- Social and communication skills training
- Education and employment assistance
- Financial support and referrals to specialist services
- Recreational activities
- Advocacy and family relationship support
- Transition planning

Eligibility Criteria:

- **Age:** 12–21 years
- **Parental consent:** required for under 16s
- **Geographic Coverage:** Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Ryde, and Willoughby LGAs
- **Experiencing or at Risk of Homelessness**
- **Length of Accommodation:** Up to 3 months

Fees: \$80 per week (includes accommodation, utilities, food, and activities). Special arrangements are available for those without an income.



ACCOMMODATION PROGRAMS

SEMI-INDEPENDENT ACCOMMODATION

North Shore, Northern Beaches, and Northern Sydney Regions

This program serves as a bridge between crisis accommodation and fully independent living. Young people reside in shared housing with 4–5 tenants, fostering a sense of community while encouraging independent living. Properties have limited staffing hours.

Support Provided:

- Personalised case management
- Emotional and youth work support
- Living skills and social development
- Education and employment assistance
- Financial support and referrals to specialist services
- Recreational activities
- Advocacy and family relationship support
- Transition planning

Eligibility Criteria:

- **Age:** 16–21 years
- **Geographic Coverage:** Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Ryde, and Willoughby LGAs
- **Experiencing Homelessness**
- **Income:** Reliable source of income (\$500 per fortnight)
- **Day Program:** Actively engaged in or seeking education, vocational training, or employment
- **Life Skills:** Demonstrates age-appropriate abilities in:
 - Domestic duties (e.g., cooking, cleaning)
 - Financial management
 - Personal hygiene
 - Transport
- **Length of Accommodation:** 3–12 months, depending on individual needs
- **Fees:** Rent is determined by NSW Housing and capped at 25% of the tenant's income. Additional fees may apply for utilities and property maintenance. A bond equivalent to 4 weeks' rent is required.



ACCOMMODATION PROGRAMS



INDEPENDENT ACCOMMODATION

North Sydney, Northern Beaches, Hornsby, and Ryde Regions

For young people ready to live independently, this program offers subsidised housing paired with continued case management. Tenants sign a lease under the NSW Tenancy Act and can stay for up to 18 months while preparing for long-term housing stability. Taldumande partners with property management services to provide safe, affordable housing, ensuring tenants receive practical guidance during their transition to full independence.

Support Provided:

- Personalised case management
- Emotional support and life skills development
- Social and communication skills training
- Education and employment assistance
- Financial support and referrals to specialist services
- Recreational activities
- Advocacy and family relationship support
- Post-crisis aftercare for sustainable housing

Eligibility Criteria:

- **Age:** 16–21 years
- **Geographic Coverage:** Hornsby, Hunters Hill, Ku-ring-gai, Lane Cove, Mosman, North Sydney, Northern Beaches, Ryde, and Willoughby LGAs
- **Experiencing Homelessness:**
 - Overcrowded housing
 - Sleeping rough
 - Couch surfing
 - Unstable or unsafe environments
 - No available kinship placement
- **Income:** Stable income (minimum ~\$650 per fortnight)
- **Day Program:** Actively engaged in or seeking education, vocational training, or employment
- **Life Skills:** Managing most daily living tasks, such as:
 - Domestic duties
 - Financial management
 - Personal hygiene
 - Transport
- **Length of Accommodation:** 3–18 months, depending on circumstances
- **Fees:** Rent is capped at 25% of income, with additional costs for utilities and property maintenance. A bond equivalent to 4 weeks' rent is required.



ACCOMMODATION PROGRAMS

BAIL AND ACCOMMODATION SUPPORT SERVICE PLACEMENTS

Greater Sydney

In partnership with Youth Justice NSW, we provide 24/7 crisis accommodation for children and young people in contact with the Police or Youth Justice system who cannot return home due to legal orders or safety concerns.

The program places young people in accommodation who are held inappropriately in custody.

Support provided:

- Case management and youth work support
- Advocacy and referral pathways for individual needs
- Family and relationship support
- Culturally and linguistically diverse service provision
- Internal pathways for housing or referrals to external accommodation services
- Exit planning
- Recreational activities
- Access to transport and brokerage

Eligibility Criteria

- **Age:** 12 – 17 years
- **Parental Consent:** Required for young clients under 16 years and sought by YJ BASS team prior to referral to TYS.
- **Geographic Coverage:** Sydney Metropolitan areas and Regional NSW.
- **Length of Accommodation:** 28 days
- **Fees:** Free



OUTREACH PROGRAMS

COMMUNITY CASEWORK

This program actively engages at-risk children, young people aged 12–24, and their families in the community, offering access to essential resources, education, and mentorship. This service is designed for those who may not be connected to traditional support systems but face challenges that jeopardise their health, safety, or wellbeing.

Through flexible, person-centred casework, our Outreach team provides practical assistance, emotional support, and tailored guidance to address underlying issues, prevent crises, and create pathways to stability and independence.

Support Provided:

- Assessments
- Crisis Intervention
- Access to Resources
- Skill Development
- Mentorship
- Advocacy
- Family Mediation

Eligibility Criteria:

- **Age:** Young people aged 12–24 years.
- **Geographic Coverage:** Northern Sydney, North Shore, Northern Beaches, Hornsby, Hunters Hill, Ryde, Lane Cove, Mosman, Ku-ring-gai, Willoughby, and surrounding areas.
- **At Risk of:**
 - Homelessness or unstable housing.
 - School disengagement or unemployment.
 - Mental health challenges or substance misuse.
 - Family breakdown or unsafe living environments.
 - Social isolation or antisocial behaviours.

Fees: Free



OUTREACH PROGRAMS

BEACH REACH

Location: Northern Beaches

Service Type: Mobile youth outreach supporting NSW Police

Beach Reach is a seasonal program operating on Friday and Saturday evenings during summer and peak holiday periods. The service engages directly with young people in the community, working alongside NSW Police to ensure their safety, encourage positive choices, and reduce unnecessary interactions with law enforcement.

Support Provided:

- Youth Engagement: Building trust and positive relationships between young people, police, and the community.
- Safety Promotion: Supporting young people to make safer decisions in social and public settings.
- Anti-Social Behaviour Reduction: Encouraging responsible behaviour through mentorship and guidance.
- Safe Transport Assistance: Ensuring young people can return home safely after community activities or events.

Eligibility Criteria:

- Age: Young people aged 12–24 years.
- Geographic Coverage: Northern Beaches region.
- At Risk of:
 - Anti-social behaviour or unsafe decision-making in public spaces.
 - Conflicts with law enforcement or other community members.

Fees: Free

Beach Reach fosters a proactive and collaborative approach to keeping young people safe while strengthening community ties.



OUTREACH PROGRAMS

FAMILY RESTORATION AND PRESERVATION PROGRAMS

*Northern Sydney and Northern Beaches Regions
Parramatta and Western Sydney Regions*

Our Family Programs provide intensive, flexible, and practical support to help prevent family breakdown. Each family is assigned a case worker who delivers individualised support focused on strengthening relationships, improving communication, and developing tailored family strategies for positive change.

If needed, the program may include short-term respite accommodation for a child or young person while intensive case work and safety planning are undertaken to support their transition back home.

Support Includes:

- Case management & youth work support
- Emotional & relationship support
- Living, social & communication skills development
- Assistance with school engagement, education & employment
- Financial support & brokerage for specialist services
- Recreational activities & advocacy
- Guidance on navigating Youth Justice, Mental Health & NDIS
- Solution-focused mediation & referrals
- Exit planning & aftercare support

Eligibility Criteria

- **Age:** 12 – 15 years Northern Sydney and Northern Beaches Regions
- 11 – 16 years Parramatta and Western Sydney Regions
- **Parental Consent:** Required
- **Geographic Coverage:** Northern Sydney and Northern Beaches Regions
Parramatta and Western Sydney Regions
- **Fees:** Free. Families accessing respite accommodation services are required to pay \$60 per week contribution towards accommodation, food and activities.
- **Length of Service:** Generally 3 to 6 months intensive support however service period may be extended depending on circumstances.



OUTREACH PROGRAMS

SHORT-TERM REMAND (STR) PROGRAM

South Sydney

The Short-Term Remand Program provides specialist family outreach casework for children and young people in contact with Police and Courts across the South Sydney Police Area Command Region.

The program aims to reduce avoidable short-term remand, where a young person is refused bail by Police but granted bail by a magistrate within 24 hours. It represents a system-wide shift in responding to young people in the justice system and is delivered through a collaborative partnership between NSW government and non-government agencies.

Eligibility Criteria

- **Age:** 10 – 17 years
- **Parental Consent:** Required for young clients under 16 years
- **Geographic Coverage:** South Sydney
- **Fees:** Free
- **Length of Service:** Generally 3 to 6 months intensive support however service period may be extended depending on circumstances.

WHO CAN ACCESS OUR SERVICES AND MAKE REFERRALS?

You can seek assistance or refer to Taldumande Youth Services if any of the following apply:

- You are aged 12–24 years and are homeless or at risk of homelessness.
- You are seeking independent or supported accommodation.
- You are willing to engage in constructive daytime activities, such as education, employment, personal development, or building relationships with family.
- You are a parent, family member, or caregiver of a child or young person at risk of homelessness and are seeking support or information.
- You are an agency or education facility supporting a young person, family, or caregiver in need of assistance.
- You are a child, young person, family, or caregiver seeking support through community-based outreach or education programs.

HOW TO CONTACT OUR SERVICES

You can connect with Taldumande Youth Services through the following channels:



Phone: Call (02) 9460 3777 and ask to speak with our Intake Officer.



Email: Send us a message at intake@taldumande.org.au



Website: Visit www.taldumande.org.au for more information or to submit an enquiry.



Mail: Write to us at PO Box 61, St Leonards NSW, 1590

Business Hours: Monday to Friday, 9:00 AM to 5:00 PM

WHAT IS THE PROCESS FOR REFERRAL TO OUR ACCOMMODATION PROGRAMS?

STEP 1



STEP 2



STEP 3

INITIAL TELEPHONE INTERVIEW

Children and Young people can be referred by family, another service, or directly themselves. However, our support workers will need to speak with the child or young person directly.

During the phone interview, our Intake Officer will: Collect personal information and assess the child or young person's needs to determine which services may be suitable and if vacancies are available (information is confidential and may be used for reporting purposes).

If no vacancy is available, our staff will provide information and refer the person to other services.

If a vacancy exists and the child, young person or family is interested, an interview will be scheduled generally within one week.

Background checks and verification of provided information will be conducted for accommodation referrals. Emergency accommodation may be arranged the same day if vacancies are available.

INTERVIEW AT OUR OFFICE

The interview is held with one of our support workers who collect further information and will discuss in more detail what services and supports are available, including working within our guidelines and expectations.

The child, young person or family will have the opportunity to decide if our services will meet their needs and discuss any questions they might have. A support person can attend also if you wish.

APPROVAL INTERVIEW AT OUR OFFICE

Following the interview at our office, we will conduct an assessment and make a decision.

If successful:
The young person will be provided with a move-in date and time.

Payment of board and bond is required for Independent or Semi Independent Accommodation (processing may take up to 1 week). No bond is required for Crisis Accommodation.

If unsuccessful, the young person will be referred to our Outreach Program and other relevant services for further support.

TIMEFRAMES

General Timeframes for Accommodation Programs (subject to availability)

Crisis Residential Program:

4-48 hours

Semi-Independent and Independent Accommodation:

1-4 weeks (includes interview, signing of a tenancy agreement, and payment of rent/bond).

Family Program:

1-3 weeks (includes interviews with the child, family, and family worker).



WHAT ARE YOUR RIGHTS AS A CLIENT?

We are committed to fostering an organisational culture that upholds the legal and human rights of all clients. We ensure that you are able to exercise these rights as outlined in relevant legislation, including:

Age Discrimination Act 2004

Australian Human Rights Commission Act 1986

Disability Discrimination Act 1992

Racial Discrimination Act 1975

Sex Discrimination Act 1984

Privacy Act, 1988

Young Persons (Care and Protection) Act 1998

As a child-safe organisation, Taldumande Youth Services are dedicated to the safety and protection of all children and young people who use our services. We adhere to the National Principles for Child Safe Organisations and integrate these principles across all our practices.

We are committed to providing services in a manner that supports fairness, human rights, and equality. Our services will be delivered in an environment free from any form of discrimination, abuse, neglect, or exploitation.

For more detailed information on your rights and responsibilities, please refer to our Client Charter, available on our website.



FEEDBACK

Taldumande Youth Services values the input of all service users and their families, encouraging both positive and constructive feedback to help us continually improve our services. This feedback allows us to enhance our support for children, young people and their families.

FEEDBACK CAN BE PROVIDED THROUGH VARIOUS CHANNELS, INCLUDING:

- Client surveys
- Property maintenance surveys
- Individual casework meetings
- Team meetings
- Residential House meetings

We encourage clients and families to actively engage with us, share their thoughts on service delivery, and voice their preferences regarding the pathways that best suit their needs. For clients who do not speak English, we can provide interpreter services with prior notice. Additionally, we offer culturally appropriate strategies and supports across our programs. Please speak with our Intake Officer to learn about the available services.



COMPLAINTS

Taldumande Youth Services is committed to addressing any concerns or complaints promptly and fairly. We ensure that all individuals or organisations using our services have the right to lodge a complaint or appeal a decision, with their concerns being handled with transparency, accountability, and fairness. To make a complaint, you may contact the following, depending on the program you may be in:

- The staff member you were working with
- The Manager/Supervisor of that staff member
- The CEO or Board
- NSW Ombudsman
- Department of Communities and Justice
- Office of the Children's Guardian (OCG)
- Registrar for Community Housing
- Housing Appeals Committee
- NSW Civil and Administrative Tribunal (NCAT)
- NDIS Quality and Safeguards Commission
- Tenants Advice and Advocacy Services

Written complaints can be sent to: administration@taldumande.org.au or PO Box 61, St Leonards, NSW 1590. A Manager will ensure the complaint is directed to the appropriate person, and you will be informed of the expected time frame for resolution.

If you disagree with a decision, you may lodge an appeal in writing to the CEO or Senior Manager. If the matter remains unresolved, we will inform you of other actions you can take with external bodies.

A more detailed complaints management process is available upon request or on our website.



SERVICE CHARTER REVIEW, UPDATES, AND ACCESSIBILITY

REVIEW AND UPDATE

Taldumande Youth Services is dedicated to continuous improvement and ensures that our Service Charter is reviewed annually to stay aligned with current best practices, regulatory changes, and the evolving needs of our clients. The review process involves input from key stakeholders, including clients, staff, and external experts, to ensure that the charter remains relevant and comprehensive.

Any changes to the charter will be communicated clearly to our clients and stakeholders. Our commitment to regular updates ensures that we provide high-quality services that meet the highest standards of care and safety.

AVAILABILITY OF THE SERVICE CHARTER

The Taldumande Youth Services Charter is easily accessible to all clients, families, carers, or advocates. A copy of the charter is provided to clients upon entry to our programs and can also be requested at any time throughout their engagement with our services.

To ensure that all clients can access this important information, the Service Charter is available in multiple formats, including plain language, large print, and electronic versions. We also provide translation and interpreter services for those who need assistance in understanding the document.

Clients can obtain a copy of the Service Charter through:

Requesting it from any staff member Visiting our website: www.taldumande.org.au

Contacting our Intake Officer at (02) 9460 3777 or via email at intake@taldumande.org.au

We are committed to ensuring that everyone has the information they need to fully understand their rights and our services.

