



Collaborative artwork created by young people residing at our refuge, which hangs in the office of our CEO, Lisa Graham

ANNUAL REPORT

2021 - 2022



Hannah Rooney and Sam Bell, two of our Case Managers from our Homelessness Services for young people over 16 years.



Contents

Thank You, From a Dad	3
Chair and CEO Report	5
Mission, Vision and Values	7
Our Programs	9
Our Year in Review	11
Our 2021-22 Impact	15
Fundraising	17
Liam's Story	19
Thanking Our Supporters	21
Celebrating Our People	23
Sasha's Story	25
Our Board	27
Our Volunteers	29
Compliance Report	31
Finance Committee Report	32
Financials	33



Thank you, From a Dad

When I was first asked by Taldumande to share my experience as a parent and how they had helped me and my 15-year-old son get back on track, I was left wondering how to share our story in such a way that it would do justice to the support they gave us.

Being a psychologist myself with experience of working in the juvenile justice field I feel I am uniquely placed to tell you just how special this service, and the people who work at Taldumande, truly are.

The journey James and I have been on over the last fifteen years has not been an easy one. At the age of three James was removed from his mother's care by the Family Law Court and came to live with me fulltime. I had a really strong bond with James already but suddenly I found myself a fulltime single dad of a little person that was in desperate need of a loving, safe and happy home.

In 2015 I was awarded full custody when James was just seven. We had a very full life, full of friends, family, sport and holidays. He was happy and we had a really special relationship. Then James turned thirteen and everything changed. As a very active young man with an ADHD diagnosis, I had put a lot of structure and routine around him to create an environment in which he thrived but at thirteen he wanted his independence and from then on nothing was the same. He hit puberty and coupled with ADHD, COVID-19, social isolation and mixing with the wrong crowd things rapidly declined.

He went from a straight A student at school where he was the athletics champion, was winning awards from the headmaster and being a fun, popular and engaged young adolescent to a person who participated in exceptionally high-risk behaviours such as drug taking and petty crime and who demonstrated oppositional behaviours both at home and at school. He would disappear for up to eight days at a time and when he came home, he was drug affected, malnourished, sleep deprived, oppositional, and very abusive towards me. We regularly had smashed windows, broken doors and too many holes in walls to count.

I find it hard to express how I was feeling at this point. I am a person who is used to being the one others come to in times of crisis.

I had dedicated my life to lovingly supporting James and for thirteen years we had laughed, cried, and grown together - we were inseparable. That's why it was so devastating to lose him the way I did.

My everyday was filled with pain, fear and helplessness. We were at the point where every time he left home I feared I was never going to see him again. We had gone to doctors, psychologists and psychiatrists. I had spoken with parents, teachers, and friends. I had read every book, watched every parenting/teen podcast I could find. I was doing everything within my power to just slow the trainwreck...but nothing I did even touched the sides. James seemed to be hell bent on wiping away every support structure, every person, every part of the village I had built around him. Then he developed a generalised anxiety disorder and became suicidal. I was at my wit's end.

Then I discovered the special family at Taldumande. I spent countless hours with James's case manager just trying to explain our journey together. There was never any judgement from him or any of the staff I met at Taldumande. After a month of working with them James went into fulltime respite care at Taldumande's Emmett House for just over three months. They helped him get off the drugs, disconnect from the toxic friendship group he had developed and gave him a safe place to find himself. They also helped me with his school, his medication journey and even helped me get him to engage with the clinical psychologist that I had been seeing for some time.

The simplest way I can describe it is that they created a sense of 'family' for both James and I... without them I'm not sure where we would be.

James is now back at home and the caring and support hasn't stopped. He is not oppositional, he is off the drugs, is reconnecting with some old friends and is going to school. I know there will be other challenges ahead for our family and I'm not certain what the next chapter looks like for James and me, but I am certain of one thing, it would not be as positive as it is now without the very unique help we received from the beautiful people at Taldumande. As I used to regularly say to all the staff, "I wake up every morning thanking the universe for special people like you" ... feeling profoundly grateful.




92%

of 12-15 year old children and young people within our Family Restoration and Preservation Program returned to their family home



Chair and CEO Report

The last year certainly has been challenging but also very successful and Taldumande continued to deliver services of high quality while achieving three long-term strategic aims.

We successfully tendered for the National Security and Criminal Justice Program to Combat Modern Slavery. Our program titled Honour My Choice is an innovative early intervention response that builds on the accommodation program already delivered by Taldumande for young girls aged 16–21 years at risk of or experiencing forced marriage. Through this program we have developed education resources and a curriculum unit for teachers, so we are able to work with secondary schools across south-west Sydney to combat Modern Slavery. Taldumande receives referrals for girls at risk of or experiencing forced marriage from organisations such as the Australian Federal Police (AFP) and the Australian Red Cross. Collaboration with these organisations creates an exit pathway for young girls into Taldumande specialist accommodation.

Our expansion into the Greater Parramatta Region progressed with the purchase of a property in Granville. This was made possible due to the generosity of the Chappell Foundation and a number of other private donors including the Neilson Foundation and the Kennard family. Renovation and approval for a group home from Cumberland Council are proceeding and we hope to be offering this much-needed accommodation for homeless young people early in 2023. In August 2022 we successfully secured funding from the Department of Premier and Cabinet for homeless young people in Western Sydney.

The new initiative to build on current relationships with our major donors was successful mainly due to offering “Coffee with a Case Worker and the CEO”. Lisa met with over eight groups and the informality of the meetings, allowing donors to ask questions, chat with staff and see inside one of our houses, resulted in a significant increase in funding with the extra money raised covering the COVID-19 related loss from the cancellation of the Gala Dinner in the previous financial year.

Given the growth of Taldumande and the number of staff, there was a need to have all staff based at one office rather than divided between two and we moved into bigger premises at St Leonards. We were also lucky to have secured IT funding from the NSW government and now have a fully operational hybrid head office. The office is a versatile space allowing training to occur onsite for all staff.

The load placed on all staff was considerable due to COVID-19 causing sickness amongst them, amidst the need to help do the work of those who were on sick leave. Young people under 16 who were staying with us and contracted COVID-19 were moved into hotel quarantine, requiring staff to work in partnership with the Department of Health to adequately meet the young people’s needs. Supporting young people 16 and over was often challenging as the majority remained in our care and staff were required to move clients between houses or work with them while in isolation. Taldumande, like so many organisations, also was short-staffed due to an inability to fill vacant positions with properly qualified people. Our most grateful thanks go to all staff who worked so hard and coped with so many unusual situations in an uncertain year. There would be no Taldumande without them. They do magnificent work caring for so many young people.

"The last year certainly has been challenging but also very successful and Taldumande continued to deliver services of high quality while achieving three long-term strategic aims"

Virginia Howard OAM | Taldumande Chair

Chair, Virginia Howard OAM
and CEO, Lisa Graham



Hilary and Don Hannam did not stand for re-election to the Board at our November 2021 AGM due to their many other commitments. Taldumande thanks them both very much for their strong support of Taldumande over the last five years. They generously contributed their respective excellent legal and medical expertise to the organisation and Taldumande is very grateful to them.

After eight years as a director Liz Summers also left the Board in May 2022 due to work commitments. Liz joined the Board at a time of great uncertainty at Taldumande and helped guide the organisation through that pivotal period, paving the way for significant subsequent expansion in terms of both the depth and breadth of our services. Her professional knowledge of the human services sector was always a great benefit to us.

Virginia Howard OAM | Chair

Taldumande welcomed Phil Damp to the Board in March 2022. He brings with him a strong background in business, human resources and law and he is already chairing the Risk Committee.

Our very grateful thanks go to all the other directors: Susan Gosling (Deputy Chair and Chair of the Finance and Audit Committee), Ken Hyman (Deputy Chairman of the Finance and Audit Committee), Jane Jeffes, Mark Wallis and Philip Wallis (Chairman of the Governance Committee). It was also a challenging year for the Board with COVID-19 and staffing issues but dedicated directors with teamwork and goodwill made all the difference.

Lisa Graham | CEO



Kaos Ludovic is one of our Case Managers from our Family Restoration and Preservation Program (FRAPP), and Young Offenders Diversion Program



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
Respect
Excellence
Inclusivity
Integrity
Resilience
Understanding**



Our Programs

Homelessness Services

Crisis Accommodation Program

Our Crisis Accommodation Program is a short-term emergency accommodation service for young people. The service accommodates up to 7 residents at any time, providing a range of intensive daily supports aimed at meeting the individual needs of each young person.

Medium Term Accommodation Program

Provides flexible accommodation for young people who are not yet ready to move into community housing and still require 24/7 care.

Semi-Independent Accommodation Program

This program offers semi-supported shared housing for young people who are transitioning to community housing. Specific properties have limited staffing hours to encourage independent living. All homes accommodate tenants of mixed gender, as well as room to accommodate day and overnight staff.

Community Housing Program

When our young people are almost ready to make it on their own, they can move into our supported independent housing which could be within shared houses, shared units or single bedroom units. Community housing programs are designed for tenants who have demonstrated they are capable of living on their own with casework support.

Family Services

Family Restoration and Preservation Program (FRAPP)

This program provides specialist case management services for families with children and young people aged 12-15 years experiencing crisis. Individualised support is targeted at strengthening key relationships, developing healthier communication, and providing specific family strategies to promote positive change. The program can also provide emergency and respite accommodation for children and young people aged 12-15 years who are homeless or at-risk of homelessness.

Young Offenders

Young Offenders Diversion Program

The Young Offenders Diversion Program is designed to support children and young people aged 12-17 years who come into contact with the criminal justice system to meet bail conditions, and thereby be diverted from custody. We also provide intervention for young people who are assessed as having a medium to high risk of offending. Accommodation and support is provided for young people who are unable to return home due to legal orders or unsafe environments.



children, young people and families supported

Support Services

After Care Support Program

This program supports young people in the community once they have left our accommodation services. Maintaining contact with their case manager for a further period of time enables the young person to have greater confidence in transitioning into the community.

Beach Reach

Beach Reach is a night mobile youth outreach service in support of the NSW Police Force, servicing the Northern Beaches. Our role is to positively engage with young people and free up valuable police resources.

Freedom and Equity Programs

Honour My Choice

This is a community-based program that is designed to combat modern slavery in Australia. This program provides education to schools and the community around the issues that are faced by victims/survivors of forced marriage. This program provides education, workshops, case management and a pathway to a new life.

A New Pathway

This accommodation program offers crisis response and community integration, tailored to young people aged 16 to 21 who are victims/survivors of forced marriage. There is a particular focus on independent living skills and ensuring young people remain connected with their culture.





Our Year in Review

Homelessness

The last year saw our Specialist Homelessness Service face an overwhelming demand from young people in need of skilled crisis response, case management and intensive residential care.

The leading cause of referral to our Specialist Homelessness Service was domestic and family violence (DFV), with young people experiencing some level of conflict exacerbated by poor family relationships and psychological distress. These factors were seemingly heightened in the family home due to the pandemic, compounding an already stressful situation, leaving more local, vulnerable young people homeless and reliant on the services of Taldumande.

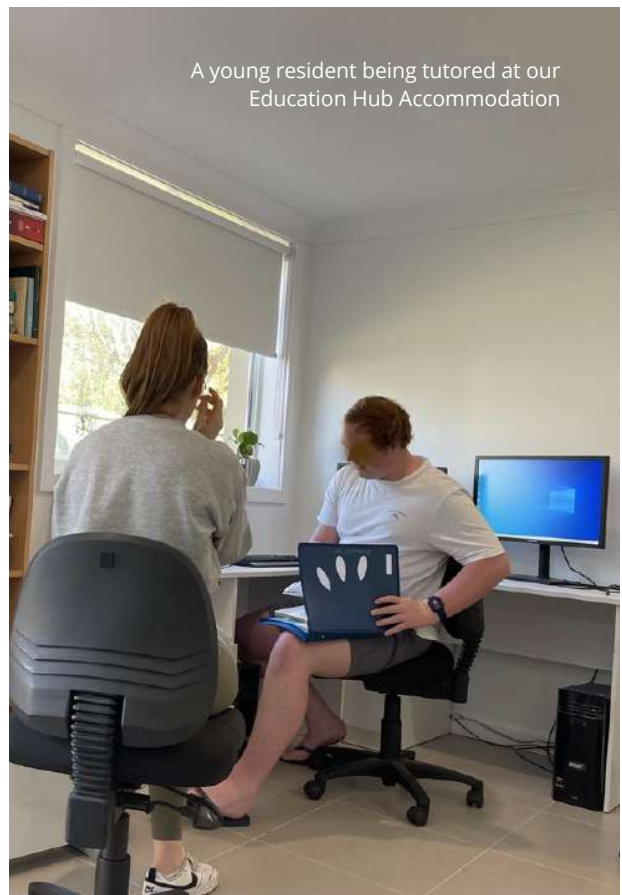
All young people who engaged with our homelessness service presented with mental ill-health, many with complex unaddressed mental health conditions and with the majority not receiving any service intervention prior to entering Taldumande. In response to this, our staff worked collaboratively with external service providers to increase specialist intervention and community support networks. Proudly, our team supported young people to attend over a thousand mental health appointments this year. Positively, our client feedback reflects that the majority of young people are happy with how they were connected to their external supports despite the restrictions enforced by the pandemic.

While this was a challenging year for our organisation, we continued to operate with the uncertainty of the pandemic. Despite having to temporarily compress programs, sudden mass staff shortages due to COVID-19 illness, isolation, lockdowns and social distancing, the team and our young people adapted to the evolving NSW Health guidelines.

We implemented creative strategies to continue to provide support, develop help-seeking behaviours of young people and maintain positive engagement. The team adjusted to hybrid work environments which saw an increase in online case meetings, health appointments, education platforms, social media connection and of course, Uber Eats!

As valuable as our team is in the residential space, we also excelled in our outreach work this year. We responded quickly to vulnerable young people with case management intervention commencing at point of initial referral, fast tracking each young person's transition from instability and precarious living to safety and security.

A young resident being tutored at our Education Hub Accommodation



Families

Our Family Restoration and Preservation Program (FRAPP) supported a total of 32 children and young people and their families this year. Prior to engaging with our service, families reported they were experiencing extreme breakdown, with many of the children and young people reported to be running away from home, presenting with problematic substance misuse and disengaged from education.

Heartbreakingly, over half of children and young people in our care had battled with suicidal ideation and/or self-harming behaviours, and all young clients experienced mental ill health. The majority had difficulties with emotional dysregulation resulting in acts of violence and aggression in the family home. Over half were under Apprehended Violence Orders to protect their family members from them.

To address these multifaceted challenges FRAPP remains fluid with initial engagement and anticipates that the young client is not usually open to intervention. Persistence and good humour are key. Ensuring that parents are well supported, our case managers gradually build rapport and trust with the child and young person in a way that is meaningful and purposeful for them.


92%

of 12-15 year old children and young people within our FRAPP program were returned home

We are delighted to report that of the families who completed their support goals, the majority of children and young people were restored to their homes. We saw improvement of relationships within families, as well as enhancement in accommodation stability and safety. 100% of parent feedback reported that the FRAPP improved their relationship with their child.

Children and young people showed an overall positive improvement with their mental health including maintaining engagements with mental health professionals. Many showed a reduction in substance misuse and the same reduction in risk-taking behaviours. Engagement with education or training was enhanced, and our intensive FRAPP interventions overall supported improvements in all psychosocial areas.





Our Year in Review

Freedom and Equity Programs

Honour My Choice received grant funding through the Australian government's National Security and Criminal Justice Program to support the outcomes of the National Action Plan to Combat Modern Slavery 2020-2025.

Taldumande's Honour My Choice resource pack includes a leaflet and educational booklet specifically for children and young people, as well as a leaflet and educational booklet for schools and services, providing comprehensive guidance and support pathways for victim/survivors of forced marriage. A unique element of the Honour My Choice program is a tailored and well-designed syllabus unit for high schools on "Modern Slavery, Forced Marriage and Healthy Relationships" that can be delivered in the English curriculum for Years 9 through 12, and can also be adapted to correspond to other curriculum learning areas.

Honour My Choice has provided essential support and guidance to high schools and community service organisations who are working in the front line with children and young people who may be at risk of or experiencing a forced marriage in Southwest Sydney. This year, 14 community services have actively engaged with the Honour My Choice program through presentations and workshops that were specifically tailored to each service, with very positive feedback on the usefulness of the information and guidance provided to services on forced marriage issues. Honour My Choice will continue to engage up to 43 high schools in the designated local government areas that have been deemed by the Australian government to be high-risk areas for forced marriage and slavery-related offences against children and young people.

The Honour My Choice program is currently supporting young victims/survivors of forced marriage, five of whom are currently residing in Taldumande's tailored accommodation for these clients, "A New Pathway Program."



Support Services

Aftercare Support

We continued to support the children and young people who exited our services for agreed periods of time that suited their individual needs.

Case managers provided this further support for up to 6 months which enabled each young person to have greater confidence in their transition into the community, assisted in helping them manage their responsibilities, and also to maintain their new residence.

Beach Reach

With the ongoing grant funding from Northern Beaches Council and in support of the NSW Police Force, our Beach Reach program continued to expand its reach throughout the year. Whenever we had the opportunity, we increased our presence across the Northern Beaches community to assist young people out and about at night in known “hotspot” areas.

Despite the lengthy periods of COVID-19 stay at home orders and extreme weather events, our Beach Reach youth workers were impressively able to interact with 864 young people and practically support 286 vulnerable youths.

Young Offenders

Our Young Offenders Diversion Program continued to accommodate vulnerable children and young people aged between 12-17 years old this financial year, with the majority of the cohort aged between 12-15 years old.


Upon entry, all young people had mental health concerns, all were disengaged from education or employment, often presenting with substance misuse. Additionally, the vast majority had neurodivergent cognition, predominantly ADHD and/or autism spectrum disorder, and were not receiving appropriate interventions.

Intensive and holistic case management is provided to the young person over the 28-day crisis placement to address challenges and offending behaviours. Case managers supported these young people at local children’s courts, attended court diversionary programs such as police youth cautions, and worked collaboratively with stakeholders including Youth Justice, Police and Youth Legal Aid, to achieve sustainable therapeutic outcomes for each young person.

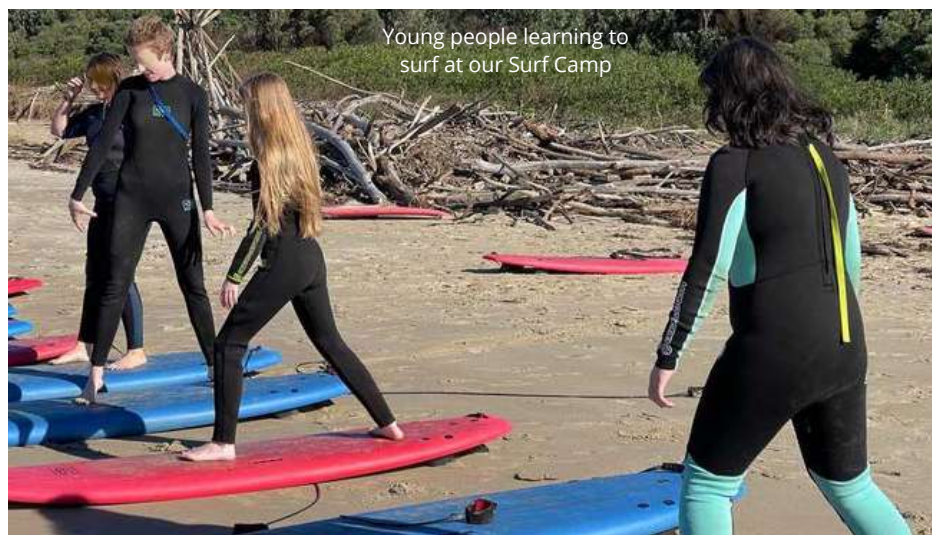
We assisted young people to attend mental health related appointments during their placement. The team also supported young people to re-engage with secondary education, vocational studies or commence employment. Upon completion of the program, many had re-engaged with or been referred to, external and local services, providing them with appropriate ongoing support.

The vast majority of the 12-15 year old cohort were successfully restored home or were referred to their local accommodation service with the short-term goal of returning to the family home. Of the over 16s cohort, many transitioned into alternative accommodation programs within Taldumande, and the remainder were supported into external accommodation programs.

The overall success of the program is reflected in our client feedback surveys, with people in this program often reporting that they were less likely to reoffend and all young people securing safe accommodation after engaging with this program.


96%

of young offenders were restored to home or transitioned to an external service close to family with the short-term goal of returning the child to family home





Our 2021-2022 Impact



849

Children, young people and families supported



3336

Case work sessions



13

Case work sessions per day



80%

Children and young people are happy with our services



78%

Children and young people met their goals with a Case Worker



82%

Children and young people satisfied with their Case Worker



92%

of 12-15 year old children and young people within our FRAPP program were returned home



96%

of young offenders were restored to home or transitioned to an external service close to family with the short-term goal of returning the child to family home



86%

12-15 year old children and young people re-engaged in education

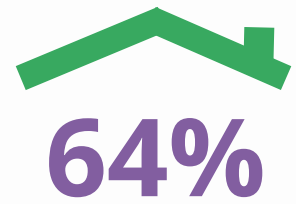
Why We Need More Funding

224

Number of children, young people and families who were turned away from our services due to no program vacancies



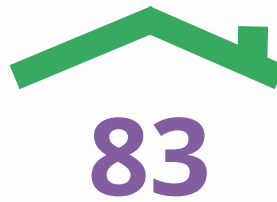
Increase in children and young people with mental health issues since the beginning of COVID-19



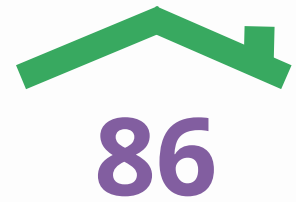
Percentage of children and young people referred to us due to family breakdown as a result of violence, abuse, and/or lack of family and community support

"Think about how hard it has been for adults navigating the past two years - the pandemic, the isolation, the natural disasters. And it's all been so much harder for our children and young people."

Lisa Graham | Taldumande CEO



Number of children and young people who were turned away from our crisis refuge due to no available beds



Families seeking support were turned away at point of need

3x

per week, we have a client admitted to hospital

2x

per week, we have a client admitted to hospital for mental health issues

1x

per week, we have a client admitted to hospital for substance misuse



Fundraising

The 2021-22 financial year saw Taldumande face another year of COVID-19 related uncertainty in relation to our fundraising initiatives.

Although we continued to be challenged with obstacles such as lockdown, government ordered restrictions, and the cancellation of a Gala Dinner for the second time in three years, we remained successful in our fundraising efforts. This was partially due to shifting our focus from standard events fundraising to personalised meetings with our CEO and a Case Manager, applying for and being successful in receiving a higher number of community grants, and receiving additional generosity and ongoing support from our dedicated donors through our campaign efforts.

This year, Taldumande exceeded budget expectations amounting to almost 18.5% of total revenue from individual giving, community and corporate donations, fundraising activities, events, and grants.

We were fortunate to be able to hold a Golf Day Fundraiser in December. In addition, community groups, schools, church groups and clubs helped us raise funds or donated goods by hosting tailored events such as afternoon teas, school sleepouts and sporting events, with proceeds kindly donated.

Our donor community supported us through our regular campaigns such as our winter and tax appeals and were particularly generous to our lockdown crisis appeal which helped us provide much needed assistance to young people financially affected by the restrictions. We were able to assist our young people by providing essentials grocery cards while they were in financial crisis due to loss of work.

Our Christmas campaign also ran a little differently this year, as we encouraged donations of gift vouchers so our young people could experience gifts of choice. This was much appreciated and many of our young people were able to go with a youth worker to the Boxing Day sales to pick their own gifts.

Jean Kittson, one of our Ambassadors and a wonderful long-time supporter of our cause, appeared on Celebrity Apprentice during the year with Taldumande as her chosen charity. Although she has worked in almost every format on television, Jean believes this was the most difficult show she has ever done. Her aim was to raise money and awareness of the work Taldumande does, both of which she achieved. A big thank you to Jean for bravely taking on this challenge.

We launched our new and improved website and refreshed our marketing collateral so that we can put our best foot forward in our community and corporate approach.

Reflecting on our past financial year, Taldumande is incredibly grateful for the support shown to our young people and our cause, which enables us to continue our vital work in the community.



Taleh Holland
Community Engagement
and Fundraising Coordinator

Taldumande Youth Services is endorsed by the Australian Taxation Office (ATO) as a Deductible Gift Recipient (DGR) and holds a Charitable Fundraising Authority from the New South Wales (NSW) Government.



A young person receives their personalised Christmas Gift.



Attendees enjoying the sunshine during our Fundraising Golf Day in Cromer.



Amy Craig is one of our Case Managers from our Homelessness Services for young people over 16 years.



Liam's Story

Liam was referred from custody at a Juvenile Detention Centre to our Young Offenders Diversion Program at 16 years of age. Liam was legally prevented from returning home as there was a current Apprehended Violence Order (AVO) in place protecting his mother and the family home. Upon referral Liam was experiencing ongoing and deteriorating family breakdown.

Liam was going through the juvenile court system for multiple criminal offences including Destroy or Damage Property, Common Assault, Armed with Intent to Commit Serious Indictable Offence, Grievous Bodily Harm, Assault a Police Officer in the Execution of Duty as well as Armed Robbery in Company. As a result, Taldumande provided assistance for him to comply with court ordered bail conditions and subsequent Good Behaviour Bonds.

Liam presented with aggression, violence, substance misuse and homelessness. Liam was also experiencing significant mental health issues, alongside the historical trauma of being the victim of a sexualised assault.

Taldumande Youth Services provided Liam with 28-days initial crisis accommodation, which was later extended. This provided access to basic necessities (a comfortable bedroom, toilet and shower, healthy food) as well as other comforts (internet, social interaction, recreational activities, and transport). Liam also developed independent living skills through the program's use of a chore roster, supported cooking and cleaning activities, budgeting, and cultural awareness activities. Liam was provided with practical, emotional and social support by appropriately trained staff members 24 hours a day, 7 days per week.

Liam was allocated a Senior Case Manager who provided him with intensive support on a daily basis, as well as designing and implementing a tailored case plan. Together, Liam and his Case Manager developed a specialised safety plan to be applied in relation to supporting his mental health, reducing his substance misuse and anti-social behaviours. Behaviour management strategies were also identified and shared during team meetings and via handovers, so all staff were aware of how to correctly identify and manage aspects of misconduct.

Liam's Case Manager collaborated closely with other stakeholders regarding Liam's progress, limitations, risk factors and achievements. This involved liaising with Liam's appointed Youth Justice Officer, key staff at his school, and the team at Westmead Children's Adolescent Outpatient Unit for his court ordered psychotherapy and trauma counselling. His primary and extended family were also involved in discussions around Liam and how best to support him.

Liam continued to be involved with Taldumande for nearly two years following the initial placement. Taldumande assisted Liam with our continuum of supported internal accommodation through the specialised crisis placement, then medium-term stay and later transitional accommodation. During this time, Liam attended all required court ordered appointments and hearings.


As a result of Liam's active engagement and collaboration with Taldumande, he has overcome many hurdles. Through the use of educational programs, harm minimisation tools and safety plans, Liam was able to significantly reduce his substance misuse. With new strategies, Liam decreased his risk of future addiction and dependency. Liam's negative peers, offending and offending-linked behaviours have declined. This overall support and positive experiences stabilised Liam's mental wellbeing which helped Liam to successfully complete his Year 11 studies at school.

Liam developed a greater wrap-around support network and formed a more positive relationship with his family. As Liam's support networks are of great importance to him, Taldumande ensured Liam was living locally in relation to his friends and family, building Liam's social inclusion. Liam's growth and development has been substantial. He now recognises and understands the impact his personal trauma has on his behaviour, mental health, and cognition.

Not only has Taldumande had a major positive impact on Liam, it has also resulted in a reduction of crime in the community due to the decrease in Liam's anti-social and dangerous behaviours.

Liam has enhanced his lifelong learning, proceeding with further education through TAFE NSW. Liam is not facing imminent homelessness and he no longer believes homelessness will be in his future. Liam's time with the program has resulted in an improvement in Liam's quality of life and most importantly, Liam feels an immense sense of achievement.




96%

of young offenders were restored to home or transitioned to an external service close to family with the short-term goal of returning the child to the family home



Thanking Our Supporters

We are thankful to all the groups, businesses and organisations that have supported Taldumande's vital work over the past year. Their financial support, donations in-kind, and time volunteering with our staff and clients have made a real impact on the lives of vulnerable children and young people in our care.

Our Patron

Her Excellency the Honourable Margaret
Beazley AO KC
Governor of New South Wales

Our Ambassadors

Jean Kittson
Ciaran Lyons
Peter FitzSimmons AM
Matt Ballin

Foundation Support

Grosvenor Burfitt-Williams Foundation
Halstead Foundation
Macquarie Group Foundation
Neilson Foundation
Rawson Foundation
The Chappell Foundation
The Orgill Family Foundation
Waratah Education Foundation
Westpac Foundation
VGI Partners Foundation

Corporate and Community Support

4WD Tours R US
AIA Insurance
Alfredos
Anglican Parish of St Luke
Archie Rose Distilling Co
Arrowfield
Aunty Sammy
Australian Ballet
Bakers Delight Neutral Bay
Balgowlah RSL Memorial Club
Bell Shakespeare
Ben & Jerry's Chatswood
Bluedog Signs
Brokenwood Winery

Bunnings Artarmon
Cammeray Golf Club
CBRE North Sydney
Chatswood RSL Club
Chiosco
Chuan at The Langham
City of Ryde
Clonakilla
Commonwealth Bank
Cooley Auctions
Crows Nest Community Centre
Curamoir HR
Days for Girls
Dee Why Gardens Knitting Group
Dee Why RSL Club
Eastern Suburbs Piecemakers
Elanora Country Club
Ensemble Theatre
Escape Hunt
Ethos Beath Chapman
Ferndale Gardens
Fluid Building Services
Folk and Decorative Artists Association of Australia
FoodBank
Gai Waterhouse
Glow Church Sydney
Greenhill
Grill'd Chatswood
Grill'd Crows Nest
Grill'd Neutral Bay
Hornsby RSL Club
Hotel Mosman
Huntington Gardens
Ikea
Inner Wheel Club of West Harbour
Johnson Winter & Slattery
Justice Connect
JW Corporate Uniforms
Kennards

Koala Furniture
 Lander & Rogers
 Lane Cove Council
 Lauren Smith
 Lendlease
 LifeSource Community Care
 Lions Club of Manly
 Luna Park
 Manly Drug Education and
 Counselling Centre
 Manly Kayak Centre
 Marilyn Rabionowitz
 Marriott Lane Real Estate
 MinterEllison
 Microhire
 MLC
 Monica Gyoery Photography
 Mosman Municipal Council
 Mosman-Neutral Bay Inter-Church Council
 Multiplex
 National Australian Bank
 Nafisa Naomi
 Neutral Bay Public School
 North Sydney Council
 Northern Beaches Council
 Northern Sydney Random Acts of Kindness
 NORTHS Sydney Leagues Club
 Opal Minded
 Orpheum Cremorne
 OzHarvest
 PCYC Hornsby
 PCYC North Sydney
 PCYC Northern Beaches
 Piecemakers
 Pins & Needles

PwC
 Ravenswood Junior School, Gordon
 Ray White Northern Beaches
 Red Line Productions
 Redlands
 Rotary Club of Beecroft
 Rotary Club of Chatswood
 Rotary Club of Crows Nest
 Rotary Club of Epping
 Rotary Club of Lane Cove
 Rotary Club of Manly
 Rotary Club of Mosman
 Rotary Club of Northbridge
 Rotary Club of West Pennant Hills
 and Cherrybrook
 Share the Dignity
 St John's Anglican Church Dee Why
 St Peter's Anglican Church Cremorne
 Stefan Tuionetoa, PGA Golf Pro
 Street Smart Australia
 Sydney Kings
 Sydney Male Choir
 Sydney Restaurant Group
 Sydney Swans
 Sydney Theatre Company
 The Barn Quilters
 The Folk and Decorative Artists' Association of Australia
 The Oaks Hotel
 The Property Agency
 Wenona School
 Westpac
 Wildscape Adventures
 Willoughby City Council
 Wrap With Love
 YFoundations



Communities
& Justice



Link
Wentworth
Formerly Link Housing

MISSION
AUSTRALIA

Marist 180





Celebrating Our People

Our Staff

We greatly value the variety of skills and abilities of all our staff. With their combined talents over the whole organisation we strive for innovation of shared ideas on how to deliver the best possible outcomes for the young people in our care. The continued COVID-19 pandemic during the year has been very testing for our staff. We are so proud of our people for their resilience, continued efforts, and flexibility around a constantly changing work environment. Their constant vigilance around workplace health and safety has ensured that the young people under our care have been looked after in the safest possible conditions.

We are committed to provide flexibility in our workforce and as a result the majority of our staff work on either a part time or casual basis at their request. This ensures that we can address any staffing requirements while at the same time our staff are able to balance their work and lifestyle obligations.

As an organisation, we place high importance on people and culture, and build on the capacity of our workforce to achieve the best outcomes for young people and their families. A comprehensive training and development program is in place across the organisation to ensure our staff continue to upgrade their skills and knowledge. The program includes Cultural Competence, Child Safe Practices, Assertive Outreach, Therapeutic Crisis Intervention, Mandatory Reporting, Brief Solution Focused Therapy approaches and self-management strategies to list a few.



Lisa Graham
Chief Executive Officer



Alison Clentsmith
Senior Program Manager
Justice and Families



Greg Soames
Senior Manager
Compliance and Housing



Nikki Thomson
Operations Manager
Homelessness Services



Helen Fehon
Manager
Finance and Administration

Wellbeing

The difficult nature of the work undertaken by Taldumande can often prove challenging for staff members. In recognition of this, the organisation has a wellbeing program.

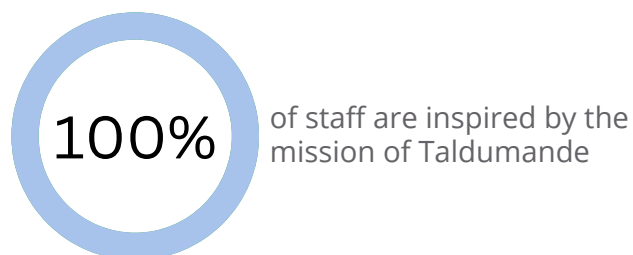
Our wellbeing program includes:

- Access to the Employee Assistance Program (EAP). This service ensures that all staff have access to a range of counselling and support services which they are encouraged to use;
- Access to online wellbeing programs that practice mindfulness techniques and exercise;
- Provision of relevant educational resources;
- Availability of flu shots and COVID-19 vaccinations to all staff.

Our Employment Assistance Program provides free support and mental health services to our staff who work in an incredibly difficult field with young people who are in crisis and regularly coming to us with backgrounds of abuse and trauma.

As with most organisations, COVID-19 conditions made it difficult for us to physically get together on and off throughout the year for work and socialising, however we had several social get-togethers, worked and collaborated together in our head office as often as we safely could, and had virtual staff meetings when necessary.

What Our Team Says





Sasha's Story

Sasha is a long-standing client who came into our care early in 2018. As a homeless 16-year-old girl, Sasha had lived through a multitude of complex traumas.

Sasha came to Taldumande suffering with depression and she had a history of suicide attempts. Her background sadly included a multitude of adverse childhood experiences. Sasha witnessed her biological parent's acrimonious divorce, her mothers' substance abuse and subsequent neglect of her and her younger sibling, domestic and family violence, her father's incapacity to be emotionally connected, and her stepmother's daily emotional abuse towards her.

Despite the hardships, Sasha utilised and thrived with Taldumande's support over the four years she was in our care. Sasha successfully transitioned through the Taldumande program continuum, from homeless refuge, semi-independent, to long-term accommodation.

Studying full-time, a double degree in Psychological Science and Criminology, as well as maintaining part-time employment in sales, Sasha demonstrates her incredible capabilities, determination, and strength of character.

Sasha truly epitomises the extent to which the holistic support from Taldumande allows young people to reach their potential and recover from hardship.

Sasha holds the team at Taldumande dear to her heart and describes us as her 'pseudo family' over these crucial years of her development.

Reaching this fourth year of support, Sasha recently moved into private rental and, with bitter-sweet emotions, said good-bye to Taldumande. Sasha is an astounding young person, guided and supported by our incredible staff, she is testament of the work we do and the drive and resilience a young person gains from having the support and care they deserve.

Sasha's own words, upon exiting our services

"My name is Sasha, and I have been in the Taldumande program since 2018.


I remember my first meeting with Taldumande. I was so stressed not knowing where I was going to sleep and how I would stay at school. I was immediately comforted, and it felt like I finally had someone on my team who cared about my needs and knew how to help me. I then moved into one of their refuges, they made sure that I was nearby my school, but I was super nervous to meet the other housemates.

The overnight staff made sure that my transition into the refuge was smooth and they all became a huge support system for me. The weekly chore routine and fun outings gave me the structure I needed and I met some amazing young people during my stay. I was honoured when I was offered to move into Taldumande's transitional housing program which further developed my independence, and I really grew as a person from the experience.

I have learnt so many important skills from my case managers' support and will always remember those who have helped me. I was able to complete my HSC, enter university to study psychology, enter the workforce and work on my mental health all thanks to Taldumande.

I would not be where I am today without this amazing organisation and I am truly grateful for the incredible staff who have given me the opportunity to achieve all that I have. I am sad to leave but entering private rental has been a dream of mine and I couldn't have done it without you all! Thank you for believing in me when I didn't believe in myself."




64%

of children and young people are referred to us due to family breakdown as a result of violence, abuse and/or lack of family and community support



Our Board



**Virginia Howard OAM BA, MA (Hons), Dip Ed, MAICD
Chair**

Virginia has a background in local government, charity administration and education. She served on Mosman Council for 16 years, including three years as Mayor and one year as Deputy Mayor. She is currently also the Chair of Dougherty Retirement Village and Care Home at Chatswood and a Director Mosman Community Services. Virginia was previously the Executive Director of the Wenona Foundation and has been the Administrator of Mosman Meals on Wheels, School Projects Officer for Australian Red Cross in NSW, taught English at Loreto Kirribilli and was Director of Community Relations at Queenwood School. Virginia was awarded North Shore 2018 Local Woman of the Year for her work with Taldumande, and in 2019 Virginia received the Order of Australia award.



**Dr Susan Gosling BSc, MA, PhD, GDipEM GAICD
Deputy Chair and Chair of Finance and Audit Committee**

Susan has extensive investment management industry experience and has held a number of senior positions in the Australian funds management industry. She has been a hands-on portfolio manager for over 30 years with a focus on portfolio strategy, risk management and scenarios analysis. She has wide investment management and leadership experience within leading financial services firms. Susan is a non-executive director of Mercer Investments (Australia) Limited and a member of their Remuneration & Nominations Committee. Prior to 2020 Susan was Head of Investments at MLC and remains a member of MLC's Private Equity Investment Committee. She has worked in both the public and private sectors in Australia and the UK. She commenced her career in London as an economist with the Economist Intelligence Unit and was an Economic Adviser with the National Economic Development Office.



**Phil Damp BA Ec & Ir, Dip Bis, JD
Director and Chair of Risk Committee (appointed March 2022)**

Phil is an experienced lawyer and manager, whose diverse career brings a unique mix of skills in managing people and restructuring organisations to improve their efficiency. He has held senior executive roles in Human Resources with functional responsibility for more than 3,500 award and executive employees, as well as in logistics and operations with national responsibility. Phil has worked in large public companies and small private organisations in the media, aircraft manufacturing and cosmetic industries. As a lawyer, Phil practised as a commercial litigator in both the Federal and State jurisdictions of Australia (including being the lead solicitor on a High Court Special Leave application) and criminal lawyer.



**Dr Donald Hannam MB, BS. (Hons 1), FACEM
Director (resigned November 2021)**

Don is an Emergency Medicine Specialist at Royal North Shore Hospital. He has nearly 25 years' experience as a General Practitioner and is a Fellow of the Australasian College for Emergency Medicine having trained at Royal Darwin Hospital. Don has a keen interest in Aboriginal Health and has previously worked in central Australia as a District Medical Officer and Aeromedical Coordinator with the Royal Flying Doctor Service (RFDS).



**The Hon Justice Hilary Hannam BA, LLB (Hons)
Director (resigned November 2021)**

Hilary's background is in the law, especially as it relates to young people and children. She was first aware of Taldumande and its reputation in providing services for young people at risk of homelessness when presiding as a Children's Court magistrate over ten years ago.



Ken Hyman B Com, Grad Dip Fin
Deputy Chair of Finance and Audit Committee

Ken founded Antares Fixed Income in 1990, a specialist funds management business within the MLC Group, now managing over \$27bn. He has over 50 years' experience in financial markets and investment management, specialising in fixed interest and money markets. He began his career in South Africa but has spent the last 30+ years in Sydney. Ken is a keen supporter of wildlife and land conservation and is a committed member of the Australian Wildlife Conservancy, Wires and Bush Heritage. Ken sits on the investment committee of the Jewish Communal Appeal.



Jane Jeffes BA (Hons)
Director

Jane is a producer, director, writer with over 30 years' experience in media in the UK and Australia. She was Head of Programmes at the UK's largest radio production company, Head of the ABC's Religion & Ethics Unit and Communications and Impact Director for the G20 Interfaith Forum where she created an Anti-Slavery Taskforce. She has produced and directed documentary films for local and international broadcasters and blue-chip organisations such as the Red Cross, NSW Law Society and Unilever. Jane was an advisory board member of Griffith University Centre for Interfaith and Cultural Dialogue. A finalist in the 2020 NSW Premier's Multicultural Communications Awards, she also received a Canterbury Bankstown award for her contribution to interfaith dialogue and harmony in Australia. Her current focus is forced marriage.



Liz Summers BA, MAICD
Director (resigned May 2022)

Liz is a Director of SAL Consulting (Operations and Business Development) and has over 15 years' experience in human services. She specialises in the areas of complexity and vulnerability, working with organisations and individuals to develop clinically-informed strategic management, operational planning, training and development, policy and framework, quality assurance and improvement processes. Liz is a passionate advocate for young people who have experienced trauma in their lives. She is a member of the Neuroleadership Institute and is also a Director of the I AM Fellowship, a not-for-profit organisation that provides therapeutic services for people who have experienced trauma.



Mark Wallis
Director

Mark is a passionate advocate for the rights and welfare of our young people. He is a father of two children and is dedicated to supporting them, advocating for youth rights, working with and for local community, and the global environment. He is a licenced real estate agent and auctioneer following on from his successful Property Development ventures. Mark is well positioned and focused in assisting Taldumande achieve its growth and business plans for the years ahead. Mark is the President of Mosman Rotary, is a committee member of Impact 100 North, and former director of Bendigo Community Bank plus a number of other unrelated board positions and is a qualified Rural Fire Fighter.



Philip Wallis LLM
Director and Chair of Governance Committee

Philip is a Barrister practicing in Sydney principally in corporate and commercial law, equity and wills and estates. He is a member of the Bar Association Professional Development Committee. He was previously both an employed solicitor and a partner in private practice during which time he served on several Law Society committees and was President of the Young Lawyers Section of the Law Society. Philip has also worked as an in-house lawyer and in that capacity served on both the New South Wales and National Boards of the Australian Corporate Lawyers Association (now Association of Corporate Counsel, Australia) and was National President for two years. He grew up on the North Shore and is well aware of the issues surrounding youth homelessness in that area.



Our Volunteers

Taldumande’s volunteer program looked a little different this financial year to previous years. With many of our staff working from home our regular volunteers were unable to help in their usual way. Volunteers who could help from their homes did, whilst those who usually volunteered at head office and our properties, were all placed on hold until restrictions were lifted.

Our dedicated Chair, Board and Board Secretary continued to meet online and volunteer from a distance whilst our graphic designer generously gave of her time and skill to design our 2020-2021 annual report. Our Under 16s refuge gardeners helped when they could.

A new Caretaker volunteer position was created this year to provide an educational and living skills program to residents of the Specialist Homelessness Services Transitional Housing program. The Caretaker is viewed as an integral part of services provided to young people, enabling them to feel safer and secure with an adult on site whilst in their transition to independence.

December brought a renewed energy and our event volunteers and photographer stepped up helping raise funds at our Golf Day and our DJ created a fun afternoon for the Young People’s Christmas Party.

Our regular gardeners from Lodge Southern Cross No. 91 tidied the crisis refuge garden and a group from RailFirst cleaned the under 16s refuge ready for Christmas Day.

January saw a surge in our volunteer recruitment program which resulted in new fundraising administration volunteers, a marketing volunteer, a Beach Reach volunteer and volunteers from ADCO Constructions upgrading the garden at our crisis refuge.

It’s wonderful to see our volunteer program back on track where generous skilled volunteers help us deliver the best possible service to our vulnerable children, young people and their families.

A heartfelt thank you is also extended to the many local community groups, clubs, corporates, and individuals who provide much needed in-kind support.

1212

Skilled
volunteer
hours

28

Skilled
volunteers

3

Teams of corporate
and community
groups

21

Individuals
in groups

Clothing items and non-perishables were donated to our young people throughout the year from members of Glow Church Sydney.



Wrap With Love and Piecemakers are two groups of generous and talented volunteers who knit beautiful warm blankets for our young people.



Our dedicated volunteers returned to help us at our Masons Gardening Day again this year.



Compliance Report

This financial year has seen a lot of work undertaken to ensure Compliance and Quality of service provision is at its highest level across the organisation. Despite the continuity of COVID-19 and staff shortages across the sector, staff have worked extremely hard to ensure we remain open and provide crucial services to young people in need.

Working in partnership with NSW Health and the Department of Communities and Justice we have strengthened the organisation's COVID-19 Management and Business Continuity plan which will provide further guidance for our staff and Board into the future.

Accreditation and Regulatory bodies are now commonplace across many of our programs.

This year we have been successful in:

- Obtaining accreditation renewal with the National Regulatory System for Community Housing (NRSCH) as a Tier 3 Community Housing Provider
- Completing Successful Safe Work NSW review - Return to Work Program
- Completing a voluntary Governance Health Check with Justice Connect which indicated our organisation demonstrated a high level of governance

Additionally, we are currently working in partnership with Cajebi Consulting and the Department of Communities and Justice to finalise accreditation with the Australian Service of Excellence Standards (ASES).



Finance Committee Report

Taldumande is pleased to report that over the 2021-22 Financial Year we recorded a robust financial performance. This is particularly pleasing given the difficult conditions created by the on-going COVID-19 related disruptions. In spite of these difficulties, which meant we were unable to hold our Gala Dinner, Taldumande has had a successful fund-raising year with funds raised exceeding budget expectations and amounting to almost 18.5% of total revenue.

Overall, we have recorded a surplus of \$298,353 which has enabled us to progress our strategic plan. Following several years of fund-raising success and generous support from The Chappell Foundation, Taldumande has taken a major step in purchasing a property to expand our capacity to support young people in need. The support of a number of foundations, individual donations and our fundraising activities have been pivotal to our ability to take this momentous step. The Neilson Foundation in particular requires our acknowledgment. They have not only provided support via generous on-going donations but have also provided invaluable project management support via Todd Buncombe. This acquisition represents a major step in the expansion of our services, and it takes Taldumande into Sydney's west which remains an area of significant unmet need.

In spite of rising price inflation, general expenses have been very tightly managed during the year. COVID-19 disruptions have however impacted costs, resulting in higher employment costs. Additionally, it remained difficult for staff to take leave which resulted in a higher leave liability. Looking forward, we are experiencing increasing difficulties with staff recruitment due to worker shortages. Wage and price inflation are challenges that will need to be carefully managed during the 2022-23 Financial Year.

Taldumande continues to see a significant evolution in the range and volume of services to young people in need. The support of foundations and corporates, individual donations and grants received, as well as our fund-raising events remain crucial to our ability to expand services and care for more young people in need of our support.

Attached to this report is an extract from our financial statements. We have had a complete audit of the organisation for the year ended 30 June 2022 and received an unqualified audit opinion. A complete set of our Financial Reports is available on request.

Susan Gosling

Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc. Officers' Report

30 June 2022

Your committee members submit the financial report of Taldumande Youth Services Inc. (the Incorporated Association) for the financial year ended 30 June 2022.

Committee members

The following persons were committee members of the incorporated association during the whole of the financial year and up to the date of this report, unless otherwise stated:

- Virginia Howard (Chair)
- Susan Gosling (Deputy Chair, Chair Finance and Audit Committee)
- Lisa Graham (Chief Executive Officer)
- Philip Damp (Director, Chair Risk Committee, appointed March 2022)
- Donald Hannam (Director, resigned November 2021)
- Hillary Hannam (Director, resigned November 2021)
- Ken Hyman (Deputy Chair Finance and Audit Committee)
- Mark Wallis (Director)
- Philip Wallis (Director, Chair Governance Committee)
- Jane Jeffes (Director)
- Elizabeth Summers (Director, resigned April 2022)

Objectives

The main objective of the Incorporated Association is to provide accommodation options and support services to homeless young people in Sydney.

The Incorporated Association would like to thank the Department of Family and Community Services for their generosity and for continuing to be the primary sponsor.

Principal activities

Results from General Operations

Taldumande Youth Services Inc. continues to increase operations providing a much larger program of accommodation options and support to homeless young people.

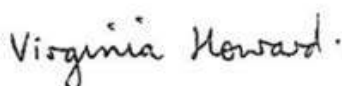
Results for non-government fundraising

The Committee is pleased to report another excellent result from fundraising activities. These much needed funds have enabled Taldumande Youth Services Inc. to continue two important programs: a youth and family program and a going home staying home program.

Performance measures

Taldumande Youth Services Inc. measures its performance on the quantity and quality of youth housing and support services it provides to the community.

Signed in accordance with a resolution of the Members of the Committee:



Virginia Howard OAM
Chair



Susan Gosling
Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc. Officers' Declaration

30 June 2022

In the Committee member's opinion:

- The incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the New South Wales legislation the Associations Incorporation Act 2009, and associated regulations;
- The attached financial statements and notes thereto comply with the Accounting Standards as described in note 1 to the financial statements;
- The attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2022 and of its performance for the financial year ended on that date; and
- There are reasonable grounds to believe that Taldumande Youth Services Inc. will be able to pay its debts as and when they fall due and payable. This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Virginia Howard

Virginia Howard OAM
Chair

Susan Gosling

Susan Gosling
Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc.

Concise Financial Information

30 June 2022

	2022 (\$)	2021 (\$)
Balance sheet		
Current assets	1,680,052	1,958,476
Non-Current assets	1,392,621	99,200
Total assets	3,072,673	2,057,676
Current liabilities	981,348	862,206
Non-current liabilities	814,897	217,395
Total liabilities	1,796,245	1,079,601
Net assets	1,276,428	978,075
Equity		
Accumulated funds	1,276,428	978,075
	1,276,428	978,075
Income statement		
Revenue		
Net Government program funding	3,815,392	3,672,418
Fund Raising activities	884,946	944,826
Rental income	86,376	80,238
Interest received	3,888	6,674
Other income	3,030	-
	4,793,632	4,704,156
Expenditure		
Administration expenses	556,362	470,931
Employment expenses	3,553,051	3,555,877
Motor expenses	50,221	54,471
Other operational expenses	335,645	270,067
	4,495,279	4,351,346
Net surplus/(deficit)	298,353	352,810

N.B. Audited financial statements available on request.



Notes





Recreation and Social Engagement Program



A young resident takes a photo at dusk as part of our photography competition



A young person shares Christmas food with Taldy Santa at our young people's Christmas Party



Young people and youth workers hit the slopes at our annual ski trip



A young person challenges herself on one of our recreational excursions



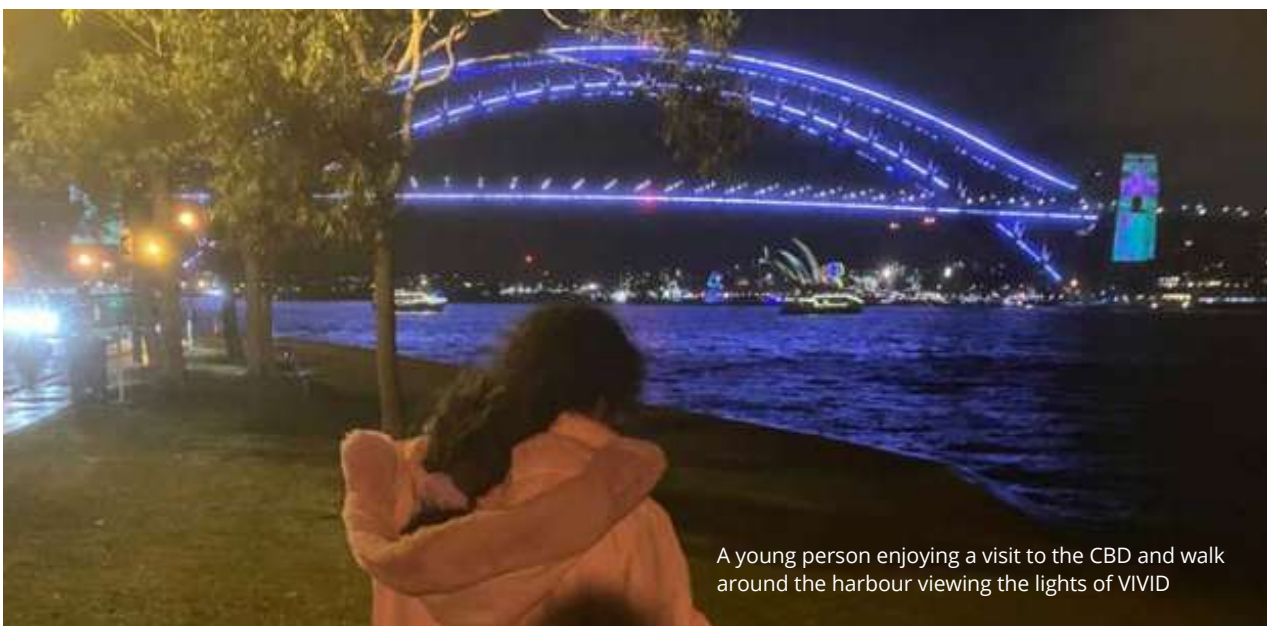
A young person enjoys a golf lesson on one of our recreational excursions



Young people camping and learning outdoor skills as part of our annual surf trip which was held on the South Coast of NSW this year


80%

of children and young people are happy with our services



A young person enjoying a visit to the CBD and walk around the harbour viewing the lights of VIVID

How you can help us

Make a donation

Leave a bequest or gift in your will

Become a corporate partner

Volunteer with us

Join our team

Contact us

02 9460 3777

www.taldumande.org.au

www.facebook.com/taldumandeyouthservices

www.instagram.com/taldumandeyouthservices

www.linkedin.com/company/taldumandeyouthservices

Taldumande Youth Services

Head Office

Level 2, 40 Chandos Street

St Leonards, NSW 2065



WE ARE WITH YOU