



ANNUAL REPORT

2022 - 2023

Young people enjoying
Northbridge Rotary Community Fireworks

Taldumande staff participate in Cultural Awareness Training at our offices



ACKNOWLEDGEMENT OF COUNTRY:

Taldumande Youth Services acknowledges Traditional Owners of Country throughout Australia and recognises their continuing connection to lands, waters and communities.

We pay our respect to Aboriginal and Torres Strait Islander cultures; and to Elders past, present and emerging.



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Thank you, From a Parent



We will never forget the compassion and support from Taldumande for our son Jake and for us, his parents."

Jake was raised in a loving, stable family in Sydney's lower North Shore. As Jake progressed through primary school, learning difficulties and disruptive behaviour in class led to Jake's diagnosis of autism, ADHD and anxiety. Jake's increasingly challenging behaviours saw him experience four different primary schools. Our hopes were high heading into high school that Jake would have a fresh start having finally found a settled medication pathway.

How wrong we were. Jake's downward spiral accelerated early in high school. A toxic combination of poor friendship choices, increasing school refusal and a desire for attention on social media fuelled the fire. Drug and alcohol use and increasing interaction with police soon followed, as did Jake's isolation from a more positive peer group.

At the age of 13, Jake would go missing for days at a time. His street "friends" would actively mislead police and us as we desperately searched the streets for him. When at home, we would try and keep him safe but would wake to find window and door locks broken and Jake missing. Jake was recruited by older people to sell drugs and we felt powerless to intervene.

We received calls in the middle of the night from police to collect Jake from police stations from Hornsby to Chatswood. We had police return him home in the middle of the night - violent, abusive and drug affected. We worked relentlessly with schools, GPs, psychologists, psychiatrists and other medical professionals, trying to turn the tide. And we did everything in our power to protect our younger children from the disaster unfolding in our home.

After yet another intervention to try and stop the drug use in our home, Jake assaulted his father with a knife. We had no option but to call police, Jake was arrested and taken to juvenile detention. Police made the decision it was no longer safe for our family for Jake to live in our family home.

We were physically, mentally and emotionally exhausted, and out of options. At our lowest point, Taldumande and its amazing family team swung into action.

They were incredible.

Getting Jake out of juvenile detention and into a safe home at Taldumande was the just first step. Taldumande supported Jake to return to school and also to work through his various criminal charges with the police and at Children's Court.

As the intensity subsided, Jake started to engage with the Family Restoration and Preservation Program at Taldumande. On our side, Taldumande supported us to process what had been happening over the past few years, to focus on preparing for Jake's return to the family home and the future. This was an incredibly emotional time because we started to see glimmers of hope return as Taldumande worked with Jake to help him turn his life around.

There are often profound feelings of shame, failure and isolation as a parent of a young person who has lost their way. But there was no judgment from the team at Taldumande - they were focussed on helping us find a path forward with hope and humour. Their wise counsel and experience helped us through an unbelievably scary and difficult time. We know there will be challenges ahead for Jake, but we also know we are much better placed to navigate them with the skills the Taldumande team have equipped us with.

Jake's life has been profoundly impacted for the better by Taldumande. We know this because from time to time he has asked us to stop by at Taldumande so he can update the staff he got to know so well on how he is doing, and to thank them.

We cannot thank Taldumande and the team enough for all their compassion and tireless support for our family. We would not be where we are today without them.




96%

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 past year has been very successful as Taldumande substantially increased its geographic spread by scaling up both our family preservation and justice services to meet the needs we had identified. Our success with clients and identified need in both those areas led to this decision to take our experience well beyond northern Sydney.

We were well aware that we had a 73% success rate in restoring children and young people aged 12 – 17 years in contact with the youth justice system to their family home, or longer term internal and external accommodation programs. As a result of this we were successful with several Juvenile Justice tenders that now see us working in western, south-western, and south-eastern Sydney.

In recent years Taldumande has seen significant demand for family services across Sydney and we receive a considerable volume of referrals outside of the Northern Sydney area, notably a particularly high demand from the Parramatta region. Given the success of our Family Restoration and Preservation Program (FRAPP) that has seen a large majority return home, we looked for funding to establish the program in Western Sydney.



Taldumande continues to work with extremely vulnerable and complex clients placing incredible pressure on staff who endeavour to reach the heart of the issues and work toward gaining outstanding results for our children and young people."

Virginia Howard OAM, Taldumande Chair

Taldumande was delighted to be awarded a grant by the well-respected Balnaves Foundation to work in western Sydney. Through a mix of outreach and non-residential services, the program ensures access and support for young people and their families in the 12-16 years age group. The service directly reduces the likelihood of family breakdown and youth homelessness.

There were celebrations when one of Taldumande's long-term goals to own a house in the Greater Parramatta area was achieved last year at Granville, which has one of the highest numbers of homeless people in Sydney. Taldumande is so grateful to the Chappell Foundation and John Singleton for their great generosity which kick-started a fundraising campaign to achieve this. We would also like to thank Todd Buncombe who volunteered his time to project-manage the renovation of the property. The accommodation service is now operating with 4 beds for young people 12 to 16.

We were honoured to have the house officially opened in May by the NSW Minister for Homelessness, The Hon. Rose Jackson MLC, with the Mayor of Cumberland, Lisa Lake, also attending as well as John Singleton and directors of the Chappell Foundation.

In a further step, Taldumande won a national modern slavery tender which has allowed us to deliver community-based projects that combat modern slavery across Australia. Our existing Honour My Choice (HMC) service will be expanded beyond NSW and be used with schools, services and stakeholders to ensure that support and adequate follow-up is delivered in a timely manner. This approach will also endeavour to build capacity for communities to directly support victim-survivors.



Chair, Virginia Howard OAM, The Hon. Rose Jackson MLC, John Singleton AM and CEO, Lisa Graham celebrate the official opening of Taldumande's new refuge in Granville

Our incredible success continued when we were awarded our first national contract for Modern Slavery. The new contract will allow Taldumande to further expand services to identified Specialist Homelessness Services across Australia and develop a training package to support case workers to strengthen their awareness and understanding of forced marriage, and related trauma. In addition to providing information on the risks for young people escaping forced marriage and supporting the establishment of support pathways across Australia, this new resource kit and training program will also highlight the types of issues and behaviours that homelessness service providers might confront whilst working with these young people.

Big thanks go to our government and non-government partners which have allowed us to continue to operate evidenced-based services with proven outcomes.

This year more of our big donors have attended a personal "coffee with a case worker and the CEO" so they can see first-hand and ask questions about how their donation is used to look after vulnerable and homeless young people.

A huge thanks must go out to all our frontline staff, corporate services staff, and management.

Taldumande continues to work with extremely vulnerable and complex clients placing incredible pressure on staff who endeavour to reach the heart of the issues and work toward gaining outstanding results for our children and young people.

We also thank our donors and partners as well as our wonderful volunteers – including our Board of Directors – for their dedication, time and the expertise they give to help make Taldumande the success that it is today.

Virginia Howard

Virginia Howard OAM | Chair

L. C. Graham

Lisa Graham | CEO





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 Year in Review


Specialist Housing & Homelessness – A Pathway to Stability

Taldumande delivered a range of supported housing solutions and case management tailored to children and young people experiencing homelessness or those facing imminent risk. This commitment was provided through our crisis, medium-term and community housing options combined with our unique in-house tenancy maintenance and living skill initiatives.

These initiatives ensure that the properties we provide are well-maintained, safe, and conducive to our residents' well-being. This includes regular inspections, repairs, and improvements to address any issues promptly. These programs encompass a range of services, including helping our residents manage essential tasks such as paying rent, budgeting for groceries, and maintaining their living spaces. Our dedicated staff work closely with residents to ensure they develop the necessary life skills for independent and sustainable living.

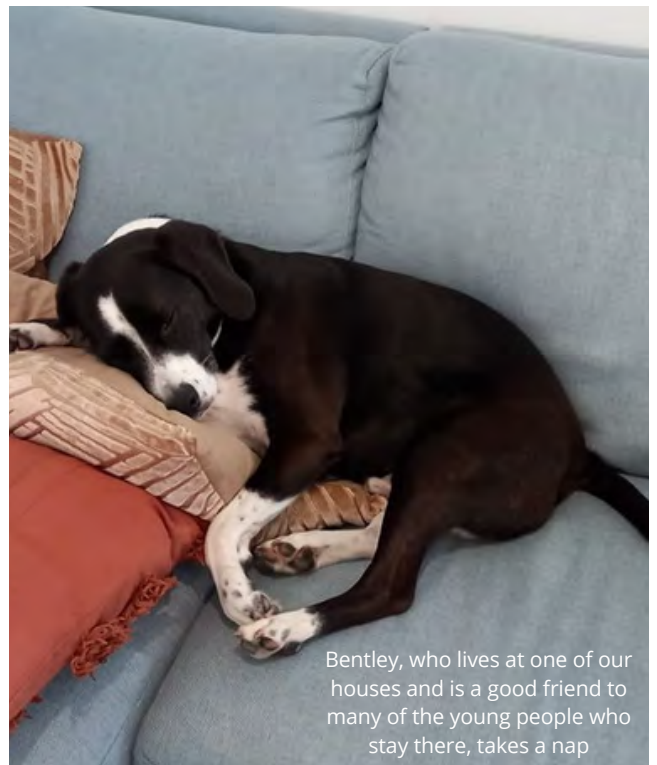

73% of Taldumande referrals who secured accommodation were female

We witnessed firsthand the residual impacts of COVID-19 in the community as housing increasingly became less affordable and homelessness rates quickly began to rise, with young women fleeing domestic violence considered to be the most vulnerable. This heightened demand in our local community for supported accommodation.


 *The last year has seen an alarming increase in young people experiencing difficulty transitioning into private rentals due to the current lack of affordable housing."*

Nikki Thomson, Service Manager, Homelessness Services

Children and young people faced a myriad of modern emotional and psychological challenges which were exacerbated by limited access to much needed mental health intervention causing long wait times to address child emotional and psychological distress.



Bentley, who lives at one of our houses and is a good friend to many of the young people who stay there, takes a nap



97%

of accommodated young people identified domestic and family violence (DFV) as a primary reason or a contributing factor to their seeking assistance

We are seeing an increase in the complexities of youth presentation, particularly for those needing access to the National Disability Insurance Scheme (NDIS).

A significant number of children and young people from our Northern Sydney and Northern Beaches community received short term and emergency responses from our team and were safely housed for immediate intervention in our crisis refuge. Staff worked with residents to identify longer-term housing solutions, whether that be returning to family, applying for social housing, accessing medium-term, and community housing, or entering the private rental market. These children and young people received 24/7 support nurturing personal growth in a safe environment and were successful in building independence at home and connection to the local community.

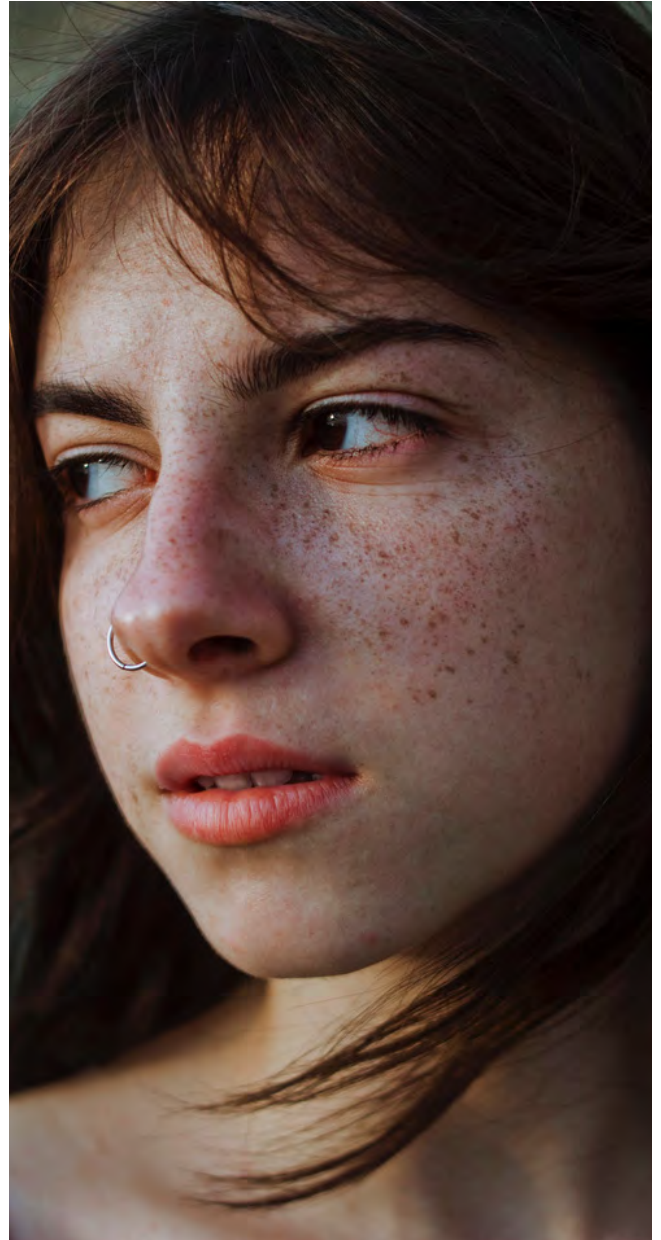
The harmonious collaboration between our case work and youth work teams was the cornerstone to the success of the program. The collective efforts of these teams paved the way for goal setting, life skills, vocational milestones, nurturing mental well-being, management of substance abuse, and the transition to longer-term housing options. 45% of crisis refuge placements were successful in progressing through our internal continuum of care where they received support to sustain their tenancies and to access employment, education, or training opportunities with 18 young people achieving their HSC this year.

Despite the highly competitive nature of the current rental market, the team were able to assist 17% of our young people to secure private accommodation while 30% were reunited with their families and were supported to return home.

We are extremely proud of our young people and the outcomes they achieved this year.

Aftercare - The Next Chapter

Taldumande keep keeps in touch with our young people to offer practical advice and to be a mentor as they transition back into the community. Our aftercare program provided continued support and guidance to ensure a successful re-integration into society.



Beach Reach: Empowering Youth - Strengthening Communities

In collaboration with the NSW Police Force and with generous support from the Northern Beaches Council, we proudly relaunched Beach Reach as we entered the warmer season in September. Our after-hours response team had contact with 520 at-risk teens, providing food, water, emotional support, safe supervision, and useful information.

Additionally, almost 50 children and young people were safely transported home, received first aid or were sourced paramedic assistance when medical attention was required because of intoxication. Beach Reach represents our commitment to proactive community engagement by creating a safer and more inclusive environment for Northern Beaches youth.

Our Year in Review

Bringing hope and stability to children, young people and their families

Our highly reputed and long-standing family programs provide specialist case management services for families with children and young people aged 10 - 17 years experiencing crisis.

This year we continued to see the complex negative impacts from the peak COVID-19 lockdown year and our cohort aged 11-15 years each experienced significant disruption during their transition from Primary to High School.



of children and young people were disengaged from education and/or struggling academically at point of referral

We have seen an exacerbation in existing issues for children and young people including mental ill health, high risk drug and alcohol misuse, and family breakdown contributing to their risk of homelessness.



of children and young people supported came to us with both undiagnosed and diagnosed mental health issues

More than ever before we had self-disclosures from parents in relation to their own mental ill health, long-standing stress and financial insecurity, feeling isolated and unable to cope with the demands of parenting.

"I keep thinking how all your words of encouragement and faith in me has led me to this point. I'm actually in Year 11 and doing well...who would have thought I would make it this far!"



of parents supported were first generation migrants from birth countries such as South Africa, China, Japan, Brazil, Nepal, Taiwan, and the UK

Our skilled team have worked their magic throughout the year and developed strong therapeutic alliances with all family members. They provided practical individualised family strategies and plans to promote positive change, consistently 'hurdle helped' the child and parent to build stronger connections to each other, alongside support to navigate and make progress with other complex systems such as education, youth criminal justice and mental health.

Sadly 82 families were turned away at point of need due to a lack of resources.



Youth Justice Diversionary Programs

Vulnerable children and young people need specialised support to prevent them from becoming entrenched in the youth justice system

Taldumande's youth justice diversionary programs offer 28-day crisis accommodation and intensive case management to children and young people, aged 12-17, referred through our partnership with Youth Justice. We provide support and holistic interventions that involve the child or young person and when appropriate, their families. Our case work is focussed on attaining suitable longer-term accommodation when needed, restorative practice, connecting to culture and developing capacity.

All children and young people referred had been inappropriately incarcerated due to their homelessness.


In most cases, prior to engaging with our programs, the children and young people had not received any support or were engaged with ineffective interventions.

82% were not engaged in study or employment. Sadly, most young people had been disengaged from education for over 2 years.

This year we saw more placement periods extended than in previous years to ensure the multifaceted and complex needs of our over 16s cohort were adequately met. Lack of suitable accommodation options combined with young people's complexities and financial hardship, posed barriers for their independent accommodation goals. All of the over 16 cohort were supported to transition into longer term refuge placements with ongoing case management support.

We are proud to report the impact of our support and advocacy continued to provide valuable and long overdue interventions to children and young people.

43% of young people in our justice programs were connected with appropriate mental health supports during their placements.



82%

of young people in our Youth Justice Diversionary Program were disengaged from education and/or employment

This year, we continued to see a high prevalence of neurodivergent children and young people, both undiagnosed and diagnosed. Predominantly, Attention Deficit Hyperactivity Disorder and/or Autism Spectrum Disorder. This is in line with external research that has identified a strong representation of people with an intellectual and psychosocial disability in the criminal justice system.

54% needed critical neuropsychological assessments.



94%

of 12 - 15-year-olds were either restored home or transitioned to their local under 16's service with short terms goals of returning home with ongoing family support, or were appropriately placed under the care of The Minister.



Our Year in Review

Modern Slavery Programs

Australia's national response to modern slavery and human trafficking sits under the Australian Government Attorney-General Department which supervises a rigorous nation-wide response, including supervision of Taldumande's Honour My Choice program, funded by the Australian government to support the outcomes of the National Action Plan (NAP) to Combat Modern Slavery 2020-2025. Our success in this area saw Eleni Argy, Coordinator of Taldumande's modern slavery and multicultural programs, invited to be on the NSW Anti-Slavery Commissioner, Dr. James Cockayne's Modern Slavery Advisory Panel for 2023-24.

Honour My Choice

The Honour My Choice (HMC) program has provided community outreach by engaging with 100+ government, NGO, education sector and community service stakeholders this year to support young survivors of modern slavery. HMC has engaged with 73 schools across the Sydney region, including both high schools and primary schools, delivering tailored training for school staff, fully incorporating our resources on modern slavery and forced marriage to educate and support their students. Our Honour My Choice syllabus unit for high schools on "Modern Slavery, Forced Marriage and Healthy Relationships" has been effectively delivered in Sydney schools, with excellent feedback through our surveys.

Expert guidance has also been provided to 100+ community service organisations, whose frontline workers are now better equipped to identify the indicators of forced marriage and to respond swiftly and appropriately.

A New Pathway

Since 2015, Taldumande has provided the only accommodation in NSW specifically for young people affected by forced marriage between the ages of 16 and 21 through A New Pathway program, which offers safe and secure housing and specialised case management for victims and survivors. This individualised assistance has offered stability to our young people, so that they continue with their HSC studies, commence university or TAFE, and attain sustainable employment.







Our 2022-2023 Impact



1078

Children, young people and families supported



2265

Case work sessions



70%

Children, young people engaged in education and/or employment



97%

Children and young people are happy with our services



78%

Children and young people met their goals with a Case Worker



91%

Children and young people happy with their Case Worker



100%

of children and young people supported came to us with both undiagnosed and diagnosed mental health issues. By close of the support period 60% of children and young people were supported to engage, or to re-engage, with appropriate mental health services for ongoing care in the community



96%

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



73%

of young offenders aged 12-17 were restored to family home or exited to residential rehab and more appropriate internal specialist homelessness services, and external long-term placements including out-of-home care

Why We Need More Funding

324

Number of children, young people and families who were turned away from our services at point of need



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



Number of children and young people turned away from our Family Restoration program due to no vacancies

"This year we supported over 1000 children and young people as demand for our services continues to grow. With turn away numbers at 324 we urgently need to scale up our resources to ensure we can help more 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



Total number of hospitalisations

13x

per month, we have a client admitted to hospital

8x

per month, we have a client admitted to hospital due to mental health issues

5x

per month, we have a client admitted to hospital due to alcohol and drug (AOD) misuse

Fundraising

The 2022-2023 financial year finally saw a return to normality for our fundraising initiatives following the past few years of uncertainty, cancellations, and postponements.

We continued to receive strong support from our major donors with individual meetings with Lisa Graham alongside a Case Manager continuing to gain momentum, giving donors the opportunity to see the direct value of how their donation benefits the vulnerable young people in our care.

One of the major factors contributing to our fundraising success was the extensive market research we conducted during the quieter fundraising months of COVID, which allowed us to optimise our approach to finding and securing suitable grant opportunities.

One of the biggest challenges in providing residential care to an increasing number of children and young people is the ongoing maintenance and general wear-and-tear within the properties. We have put emphasis on improving our residences and are delighted to have secured grant funding to provide two new kitchens, replace flooring, install fitted wardrobes and more.

We have also put into place partnerships with furniture providers such as Koala and Relove which, along with other successful grant funding, has allowed us to revitalise internal areas offering our young people a modern and welcoming environment.

We were finally able to hold our Gala Dinner in September 2022 at Luna Park. It was a fantastic fun-filled evening and so wonderful to be able to reconnect with our friends, supporters and community at long last. This event would not have been possible without the generous support of our Gold Sponsor, CBRE, our Master of Ceremonies, Jean Kittson, Auctioneer Oliver Burton and the many other organisations who so kindly donated items for our auction.

We are so lucky at Taldumande to receive such fantastic support from our local community groups, schools, church groups and clubs. From those who donate presents to our Christmas campaign so that young people have something special to open on Christmas morning, to those who knit warm blankets for the winter months, hold winter appeals to donate us new kitchen items or offer us complimentary tickets so our young people have choices during holidays – we are so grateful.

We would like to give a special mention to The Rotary Club of Northbridge which has provided us with long-term fundraising assistance to support young people gain skills that assist them in securing employment and working towards a career, such as accessing short courses or covering the cost of uniforms or textbooks.

The community's need for our services continues to grow and we are so incredibly grateful for all the support and assistance we received last year.

Thank you for helping us to improve the lives of the children and young people in our care.



Seonaid Thomas
Fundraising and Marketing 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.



Construction company, A W Edwards kindly donate laptops for young people in need



Felicity Wilson MP and Minister Natalie Ward met with our CEO, Lisa Graham and Service Manager, Nikki Thomson.



Our wonderful guests enjoy the auction during our Annual Gala Dinner



Blake and Ayden's Story

Blake and Ayden are two brothers who endured a tumultuous upbringing marked by complex trauma. They reached out to Taldumande when they were 16 and 15 years old. Blake, the older sibling, was able to instantly move in to one of our semi-independent properties as he had an existing income, while Ayden found safety in our crisis refuge until he was eligible to receive an income of his own.

Raised by their parents on the Northern Beaches, their lives were forever altered when their father fell victim to an unprovoked attack and tragically passed away when they were young. They were left in the care of their struggling mother, who now grappled with her own mental health challenges and substance abuse problems.

Consequently, the brothers suffered from severe neglect. They were not provided with adequate food, had to walk long distances to and from school each day and were essentially left to fend for themselves. The severity and duration of their situation led to removal from their mother's care with temporary arrangements made under the guardianship of a close family member. Regrettably, this year long arrangement exposed Blake and Ayden to further physical, verbal and psychological abuse inflicted by their relative's partner.

The traumatic experiences and constant emotional instability profoundly affected Blake and Ayden's mental health and overall wellbeing. Upon arriving at Taldumande, both brothers battled with suicidal thoughts and self-harm tendencies.

Blake and Ayden's transformation in Taldumande's Specialist Homelessness Service has been truly extraordinary. Supported by a team of passionate case workers and dedicated youth workers, the boys embarked on a journey of personal growth and empowerment. Blake, with the guidance of his case worker, successfully re-engaged with mainstream school after long periods of disengagement.

He was supported to secure employment and access mental health services, enabling him to learn to self-manage his complex mental health challenges.

It became evident that Ayden's wellbeing was hindered by his schooling experience, and he was supported by his case worker to instead enrol in a TAFE course. This educational pathway ignited his motivation and overall confidence as he reports to be thoroughly enjoying his new course. Moreover, Ayden received support to focus on his cooking skills and engage with specialist services to address his eating disorder.

Alongside these, both brothers were equipped to develop independent living skills, preparing them for self-sufficiency and independence. Blake and Ayden individually progressed through Taldumande's housing continuum and achieved a significant milestone - securing a comfortable 2-bedroom independent unit. Finally, the brothers can live together again.

More recently, connections have been re-established with their extended family on their late father's side. This heartwarming reunion materialised during a memorable Christmas trip where the boys had a wonderful time being surrounded by the love and support of family, something they haven't had since they were very young.

Blake and Ayden are determined to create a better future for themselves. Working diligently, they strive to save for a place of their own in the private rental market. Encouraging and supporting one another, the brothers navigate the occasional setbacks with the knowledge that they can rely on each other and the support of Taldumande.



More than ever before we had self-disclosures from parents in relation to their own mental ill health, long-standing stress and financial insecurity, feeling isolated and unable to cope with the demands of parenting."

Alison Clentsmith, Senior Program Manager, Justice and Families





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

Byora Foundation
Future2Foundation
Griffin Foundation
Grosvenor Burfitt-Williams Foundation
Halstead Foundation
James Kirby Foundation
Neilson Foundation
Rawson Foundation
The Balnaves Foundation
The Chappell Foundation
The Orgill Family Foundation
The Recny Stoke Family Foundation
Waratah Education Foundation
VGI Partners Foundation

Corporate and Community Support

4 Paws Neutral Bay
4WD Tours R US
A W Edwards
AIA Insurance
Alfredos
Archie Rose Distilling Co
Aunty Sammy
Australian Ballet
Bakers Delight Neutral Bay
Balgowlah RSL Memorial Club
Bell Shakespeare
Blackmores
Bluedog Signs

Brokenwood Winery
Building Excellence
Bunnings Artarmon
CBRE North Sydney
Chatswood RSL Club
Chuan at The Langham
City of Ryde
Clonakilla
Commonwealth Bank
Community Building Partnership
Cooley Auctions
Crows Nest Community Centre
Cumberland City Council
Curamoir HR
Dee Why RSL Club
Dulux
Ensemble Theatre
Escape Hunt
Ethos Beath Chapman
FoodBank
Funlab
Gai Waterhouse
Give and Take Co
Glow Church Sydney
Google
Goulburn Workers Club
Grill'd Healthy Burgers
Hey Girls
Hotel Mosman
Ikea
Inner Wheel Club of West Harbour
Intuit Quickbooks Australia
Johnson Winter & Slattery
Justice Connect
Kennards
Kids Cottage Middle Harbour OSHC
King Living Foundation
Koala Furniture
Lane Cove Council
Lauren Smith Artist
Lendlease Victoria Cross
Lifeline

LifeSource Community Care
 Luna Park
 LUSH Cosmetics
 Manly Drug Education and Counselling Centre
 Manly Kayak Centre
 Marilyn Rabinowitz Artist
 Marlene Reid
 Mayneline Joinery
 Microhire
 MinterEllison
 Mirvac Group
 Monica Gyoery Photography
 Mosman Municipal Council
 Multiplex
 NBSC Freshwater Senior Campus
 Next Level Escape
 North Sydney Council
 Northern Beaches Council
 Northern Sydney Random Acts of Kindness
 NORTHS Sydney Leagues Club
 Ocean Extreme
 Opal Minded
 Open Life Designs
 Orpheum Cremorne
 OzHarvest
 PCYC Hornsby
 PCYC North Sydney
 PCYC Northern Beaches
 Piecemakers
 Pillow Talk
 Pins & Needles
 PwC
 Raging Waters
 Ray White Northern Beaches
 Red Line Productions
 Relove
 Rotary Club of Beecroft
 Rotary Club of Chatswood
 Rotary Club of Crows Nest
 Rotary Club of Manly
 Rotary Club of Mosman
 Rotary Club of Northbridge
 Rotary Club of Turramurra
 Rotary Club of West Pennant Hills and Cherrybrook
 Royal Agricultural Society of NSW
 Share the Dignity
 St John's Anglican Church Dee Why
 St Peter's Anglican Church Cremorne
 Stocklands
 StreetSmart Australia
 Sydney Kings
 Sydney Male Choir
 Sydney Restaurant Group
 Sydney Swans
 Sydney Theatre Company
 Taronga Zoo
 The Barn Quilters
 The Folk and Decorative Artists' Association of Australia
 The Oaks Hotel
 Third.i
 Treetops Adventure
 Vernon Partners
 Vicki Skarratt Photography
 Wenona School
 Westfield Hornsby
 Westpac
 Wildscape Adventures
 Willoughby City Council
 Wrap With Love
 YFoundations



Communities
& Justice



Australian Government
Attorney-General's Department



Link
Wentworth
Formerly Link Housing

MISSION
AUSTRALIA

Marist 180





Celebrating Our People

Our Staff

Taldumande Youth Services are proud to celebrate our employees and their incredible contributions to the organisation's Mission and Vision. Our employees are the foundation of our organisation. They come from all walks of life, each bringing their own unique set of skills and experiences. From case workers and youth workers to coordinators and managers to administrative personnel and volunteers, our team are dedicated to providing the highest level of care and support to vulnerable and homeless children, young people and their families.

Our passionate outreach and residential teams continue to provide crucial services to our clients who are at a critical point in their lives, helping find accommodation, connecting them with housing, financial support, mental health and medical services, providing essential supplies and whatever other services are required.

Our corporate personnel have also played a key role in the success of our organisation, ensuring that our operations run smoothly and efficiently. From providing administrative support to overseeing financial management and fundraising, our corporate personnel have worked to ensure that our organisation has the resources necessary to carry out our Mission.

Our staff's unwavering dedication and flexibility in adjusting to the evolving needs of our organisation and communities have been truly commendable. Through their tireless efforts, they have consistently demonstrated their ability to go above and beyond, ensuring seamless transitions and maintaining the highest standards of quality in all areas. Their commitment to excellence and their willingness to embrace change have been instrumental in our ability to expand our services effectively across NSW.

We are also very proud to announce that our organisation has been awarded the Australian Service Excellence Standards accreditation certificate and achieved the levels required of a Child Safe Organisation in NSW and are recognised officially as a high-quality service provider. Our teams continuously pride themselves on providing professional and quality services across the organisation which meet the highest standards, and we thank them for their hard work and dedication during these processes.

We are fortunate to have a great team that continues to expand and grow within the organisation who are passionate and dedicated to making a difference in the lives of the most vulnerable.

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.

Our Leadership Team



Lisa Graham
Chief Executive Officer



Alison Clentsmith
Senior Program Manager
Justice and Families



Greg Soames
Senior Manager
Compliance and Housing

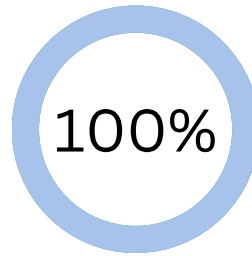


Nikki Thomson
Service Manager
Homelessness Services

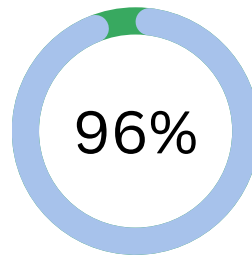


Helen Fehon
Manager
Finance and Administration

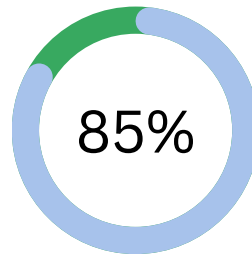
What Our Teams Say



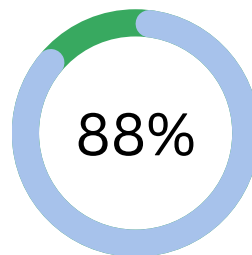
100% of staff are happy at work



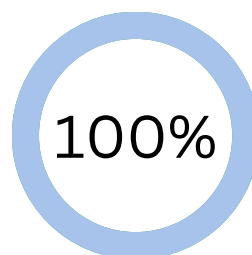
96% of staff are inspired to do their best work by their team



85% of staff believe they have the opportunity to grow at Taldumande



88% of staff are satisfied with training and supervision



100% of staff are inspired by the mission of Taldumande



Luke's Story

At the time of his referral to Granville House through Bail Assistance and Support Services, young Luke had already experienced adversities and challenges in his 14 years of life.

Luke identifies as Aboriginal and his parents had separated when he was an infant. From a young age, Luke had witnessed drug use and domestic violence suffered by his mother from her partners that saw him removed from her care and placed in child protective services. Due to this, parental responsibility had bounced back and forth between both his mother and father and he was transient between both of their care.

By the time Luke was 12, Luke had been escalating in behaviour which resulted in brushes with law enforcement and experimenting in drug and alcohol use. Luke was now absconding for days on end, transient from school and displaying aggressive behaviour towards his mum and siblings. Luke's mum stated that she had reached out to multiple services asking for assistance with her son, however no service was able to engage Luke and cure his criminogenic behaviour.

By 14, Luke had entered youth detention custody on three separate occasions for multiple charges ranging from breaking and entering to domestic violence and assault charges. By now Luke was experiencing homelessness after his third detention stay, as his parents felt they could no longer support him. This triggered an agreed 28-day placement, through Youth Justice's Bail Accommodation and Support Service, into Taldumande supported accommodation at Granville.

"At the time of entry to the service Luke had a history of non-engagement with other service providers. The Team Leader at Granville, worked with Luke in accessing mental health services, which resulted in a psychiatry appointment and successfully stabilising Luke with his medication for ADHD and ODD.

The Team Leader worked with Luke in accessing prosocial activities such as rugby league and recreational opportunities with the organisation such as attending Vivid, bush walking and going to the beach. Engaging in prosocial competitive sport was motivation for Luke to abstain from alcohol and drugs.

Luke developed a sense of belonging and community whilst residing at Granville House, which motivated and nurtured his self-esteem to have the confidence to re-engage back into education. Two weeks after commencing back into secondary school, Luke was awarded a Gold Award for his efforts in education.

The Team Leader also worked with Luke's mother, and working in consultation with her on how to best provide for Luke whilst he resided in our service. This enabled mum to have a sense of empowerment, and began restoring the relationship between her and her son. Towards the end of his placement at Granville House, mum was allowing Luke to sleepover every Friday.


During his time at Granville House, Luke did not re-offend, nor brought police attention to the residence. Luke re-engaged back into education and mental health services, abstained from drugs and alcohol, participated in prosocial activities and his relationship with his family continues to improve.



95%

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




43%

of young people in our justice programs were connected with appropriate mental health supports during their placements

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. 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 over 35 years investment management experience with leading financial services firms. She has had a particular focus on multi-asset portfolios, risk management and scenarios analysis. Susan is a non-executive director of Mercer Investments (Australia) Limited and is Chair of their People and Culture Committee. Prior to 2020 Susan was Head of Investments at MLC and remains a member of MLC's Private Equity Investment Committee. Susan is also a business coach with Worthwhile Ventures which supports early-stage Aboriginal businesses to achieve their objectives. Susan has worked in both the public and private sectors in Australia and the UK. Her career commenced in London where she 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. A strategic thinker, Phil looks to finding practical and commercial solutions for organisations to advance their purpose. Outside work, Phil is an avid ocean sailor, skier and surfer, a collector of Australian art and has a passion for mentoring young people and leadership.



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, has received a Canterbury Bankstown award for her contribution to interfaith dialogue and harmony and is a winner of the NSW Premier's Multicultural Communications Awards.



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

2023 National Volunteer Week was all about celebrating 'The Change Makers' and the powerful impact volunteers make supporting individuals, communities and the nation.

Taldumande's volunteers are constantly making a huge impact on the children, young people, families and staff through their dedication and drive to make a difference to the homeless young people in our care.

Taldumande is fortunate to have many of our volunteers return year after year, knowing they are making a difference to the service we provide.

This year, Lodge Southern Cross No. 91 celebrated 10 years of volunteering at Taldumande's crisis refuge. Their dedication and commitment to ensuring the gardens are in tip top shape for Christmas allows our staff to focus on preparing a fun-filled time for all.

Our long-standing Chair, Board and Board Secretary continue to dedicate their skills and knowledge.

The gardeners at our under 16's refuge have been making regular visits for six years and the Caretaker program that provides an educational and living skills program to residents of the Specialist Homelessness Services Transitional Housing program is into its second year.

With the return of our Gala Dinner in September came the return of our event volunteers and photographer who once again contributed to the success of the evening. Two of our favourite event volunteers ensured we were ready to party at the Young People's Christmas Party.

Lendlease Victoria Cross and their skilled contractors returned this year dedicating 350 hours to improving our crisis refuge.

Our wonderful Reception Administration Support Volunteer used her community service knowledge to assist our head office administration team whilst Intuit Quickbooks gave our under 16s refuge a lick of paint and a thorough clean just before Christmas. Later in the year, the MIRVAC Group and their contractors spent a total 180 hours improving our under 16s refuge and Pennant Hills property.

A new Life Skills Volunteer Program is in the development phase and will be launched next year by a long-time supporter of Taldumande's.

Behind the scenes we have volunteers crocheting stunning blankets whilst Rotary Clubs, Church groups, local community groups, corporates and individuals raise funds and provide much needed in-kind support to Taldumande.

With the help of our long-time and new serving volunteers we are able to constantly improve the service we provide to every child, young person and their families. Our volunteers are wonderful 'change makers'.

1705

**Skilled
volunteer
hours**

32

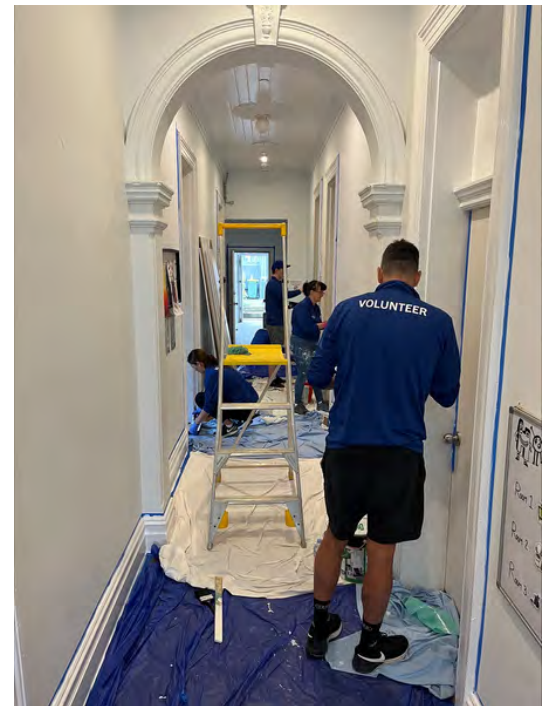
**Skilled
volunteers**

5

**Teams of corporate
and community
groups**

97

**Individuals
in groups**



Clockwise from left: Lendlease volunteer day at our crisis refuge, our wonderful Gala Dinner volunteers, MIRVAC volunteers on the go at two of our properties, Intuit Quickbooks volunteers still smiling at the end of a long day and lastly the Masons again generously donate their time.



Compliance Report

Taldumande Youth Services are pleased to report our successful accreditation with the Australian Service of Excellence Standards (ASES) and National Regulatory System Community Housing (NRSCH) and meeting the NSW Child Safe Standards. These accomplishments demonstrate our organisation's continued commitment to delivering exceptional services.

Through rigorous assessment processes and ongoing commitment, we have achieved accreditation with ASES. The ASES Standards ensure our organisation effectively manages resources, has a strong understanding of our client's needs, and improves our accountability and reporting. This accreditation acknowledges our organisation's adherence to best practices in delivering comprehensive support services to vulnerable youth experiencing homelessness and reflects our commitment to continuously improving service quality and enhancing the lives of those we serve.

In addition, we have also successfully met the NSW Child Safe Standards. These standards provide a framework for organisations in NSW to create and maintain child-safe environments. This accomplishment underscores our unwavering commitment to ensuring the safety, well-being, and protection of children and young people in our services. Our comprehensive child protection policies, procedures, and training programs have been instrumental in establishing a secure and nurturing environment for the clients we serve.

Our continued alignment with the National Regulatory System Community Housing showcases our adherence to robust governance, financial management, tenancy, and service delivery practices. This enables us as an organisation to provide safe, sustainable, and high-quality housing solutions for our clients.

Moving forward, we will maintain these esteemed accreditations and standards, seeking continuous improvement and innovation. Our commitment to providing exceptional services to children, young people and their families remains at the forefront of our operations.





Finance Committee Report

Taldumande had a land-mark year in 2022-23 which involved the purchase of a property in Granville. This introduced a major long-term asset onto Taldumande's balance sheet for the first time, and accordingly, reduced the level of liquid assets. Liquid assets had reached a particularly high level in the previous year following major donations ahead of the property purchase. With the change in the structure of the balance sheet, there has been an increase in the focus of management and the board on ensuring that acceptable liquidity is maintained at all times. Liquidity has remained within industry norms and a report on liquidity is provided to the board on a monthly basis.

The purchase of the Granville property inevitably increased expenditure during the year, however the main source of increased expenditure was rising employment costs. This in part reflected an increase in the number (and complexity) of contracts awarded to Taldumande, which required the hiring of additional staff. Additionally, wage rises (not entirely offset by increases in grant income), difficulty hiring which led to increased reliance on more expensive temporary staff and rising recruitment expenses added to costs. Over 80% of Taldumande costs come from employment, even small percentage deviations in these costs have a significant impact on the bottom line.

An additional challenge over the past year was that the fund-raising environment proved to be more challenging as concerning economic conditions emerged in the post pandemic environment.

Overall, as a consequence of the factors outlined, we recorded a deficit this year, in contrast to our surplus in the previous year. This is consistent with our established approach of recording significant surpluses prior to a period of investment and expansion. Looking forward, while we will commence a period of financial consolidation, this will be gradual as further service expansion is anticipated.

Most importantly, Taldumande saw an important new and significant evolution in the range and volume of services to young people in need this year. Our ability to continue this critical work, and to help more desperate families, depends on the support of foundations and corporates, individual donations and the grants we receive.

Susan Gosling

Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc. Officers' Report

30 June 2023

Your committee members submit the financial report of Taldumande Youth Services Inc. (the Incorporated Association) for the financial year ended 30 June 2023.

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)
- Ken Hyman (Deputy Chair Finance and Audit Committee)
- Mark Wallis (Director)
- Philip Wallis (Director, Chair Governance Committee)
- Jane Jeffes (Director)

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 Communities and Justice 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.

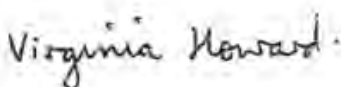
Results for non-government fundraising

The Committee is pleased to report another excellent result from fundraising activities. These much needed funds have enabled Taldumande Youth Services Inc. to continue and expand four important programs: Homelessness Services; Family Services, Youth Justice and Modern Slavery.

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



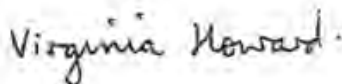
Susan Gosling
Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc. Officers' Declaration

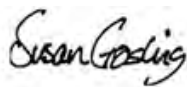
30 June 2023

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 2023 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 OAM
Chair



Susan Gosling
Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc.

Concise Financial Information

30 June 2023

ABN: 67 801 186 046

	2023 (\$)	2022 (\$)
Balance sheet		
Current assets	1,837,585	1,680,052
Non-Current assets	1,556,019	1,392,621
Total assets	3,393,604	3,072,673
Current liabilities	1,694,950	981,348
Non-current liabilities	681,448	814,897
Total liabilities	2,376,398	1,796,245
Net assets	1,017,206	1,276,428
Equity		
Accumulated funds	1,017,206	1,276,428
	1,017,206	1,276,428
Income statement		
Revenue		
Net Government program funding	4,212,646	3,815,392
Fund Raising activities	752,545	884,946
Rental income	72,590	86,376
Interest received	20,752	3,888
Other income	5,357	3,030
	5,063,890	4,793,632
Expenditure		
Administration expenses	598,008	556,362
Employment expenses	4,301,550	3,553,051
Motor expenses	69,496	50,221
Other operational expenses	354,058	335,645
	5,323,112	4,495,279
Net surplus/(deficit)	(259,222)	298,353

N.B. Audited financial statements available on request.



Notes





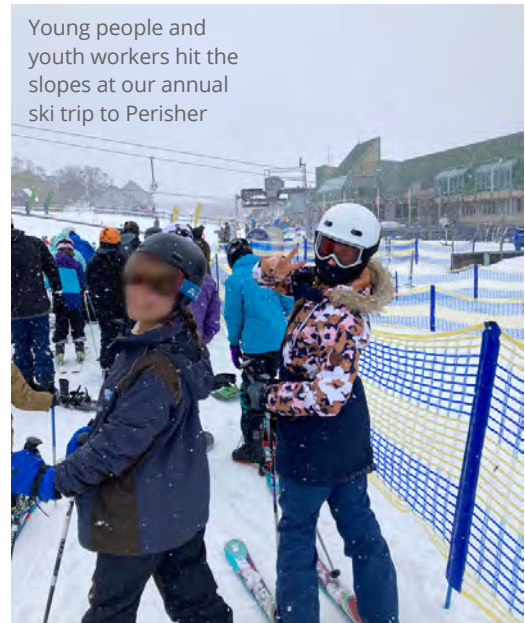
Recreation and Social Engagement Program

At Taldumande, we understand the importance of balancing case management support with enjoyable activities for our young people to engage in such as trips to the beach, movie nights, Saturday night dinner outings and surf camps so they can have fun, new experiences. These activities are an integral part of the services we provide as they contribute to the holistic development of young adults by fostering social, emotional, and personal growth.

Staff were fortunate enough to take eight young people on a ski trip to Jindabyne this year where they had 2 days of learning how to ski and conquering the ski slopes. All staff and young people had a wonderful time with one young person saying, "it was the best experience I've ever had in my life" and one of our valued youth workers expressing "hearing the sound of the kids laughing is the most rewarding part of the job".



Young residents get creative with collaborative artwork at our crisis refuge



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



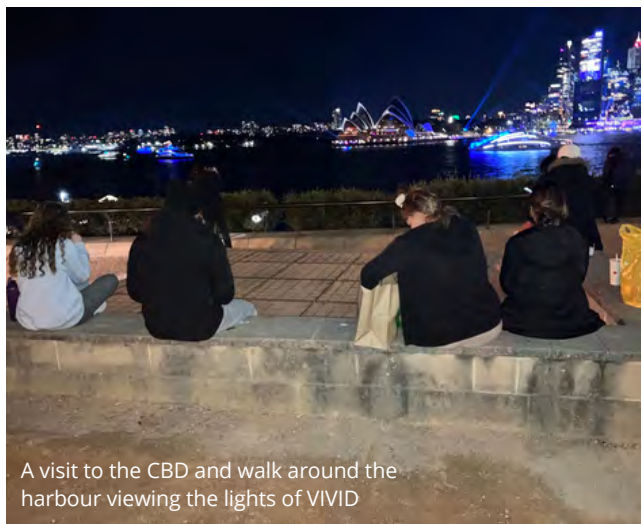
Wear it Purple Day BBQ at our Crisis Refuge



Thrill-seekers enjoy the action at the Easter Show



Young people camping and learning outdoor skills as part of our annual surf trip which was held at Seal Rocks.



A visit to the CBD and walk around the harbour viewing the lights of VIVID



97% of children and young people are happy with our services



Young people enjoying a beach trip to Cronulla

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