



ANNUAL REPORT 2023 - 2024



ACKNOWLEDGEMENT OF COUNTRY

We acknowledge the Traditional Custodians of the lands on which our organisation and services are located and where we conduct our business. We pay our respects to ancestors and Elders past and present. Taldumande Youth Services is committed to recognising and honouring the Aboriginal and Torres Strait Islander peoples' continuing connection to land, water and community.

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THANK YOU, FROM A PARENT

Almost twelve months ago, my 14-year-old son Jack began to act in violent ways in our family home and engage in criminal behaviour. As a family, this was all very foreign as I had always tried to encourage positive behaviours and staying on the right side of the law. Jack was associating with a new group of friends, and together they engaged in shoplifting and break-ins. Around this time, Jack also began experimenting with drugs and I could see his mental health declining rapidly.

The violence continued to escalate to a point where I had to call the police. Jack spent time in custody and couldn't come back home as his behaviour made his sister and I feel so threatened and unsafe. We needed respite. This is when Taldumande Youth Services became involved and secured accommodation for Jack at one of their properties in Northern Sydney. They were amazing. At a very low point in my life, I was so relieved to know Taldumande Youth Services were there.

This was such an awful time for my family and the mental toll was enormous. I felt like I was failing as a father in teaching my son the difference between right and wrong and providing him with the tools required to make him a better person.

Jack spent the next four weeks at a crisis refuge run by Taldumande Youth Services. During his stay, I received daily updates, and we had weekly meetings with our case worker to facilitate his transition back home. By the end of his stay, a detailed family plan was created, which Jack and I both signed. Once Jack returned, our case worker continued to support us with the court proceedings and also began engaging him in pro-social activities within the local community.

Once back at home it quickly became apparent that Jack still held a lot of anger and resentment towards me for informing the police about the violence. Once again, home became a very unsafe place to be. Jack began smoking cannabis heavily and he would become physically aggressive.

By this time Taldumande Youth Services had no respite placement available, however our amazing case worker intervened and secured Jack a 12-week respite placement in another suitable refuge in Bondi where our Taldumande case worker could continue to lead the family support.

During the early part of Jack's second refuge stay, he wanted little to do with me. Our case worker was in regular contact to let me know how Jack was doing and he continually encouraged me to keep reaching out. Our case worker arranged support for Jack, taking him to his appointments, assisting him with court matters, and liaising with Youth Justice staff. Jack began attending an alternate learning program for Aboriginal young people, as he identifies as Aboriginal. Jack really enjoyed the new opportunity and consistently attended. This was a massive moment for me as he had been disengaged from school for some time

After a few weeks Jack agreed to have lunch with me which was a huge step forward for us both. His whole demeanour had changed towards me, and it felt awesome. With the continued and daily support from our case worker, Jack returned to the family home after twelve weeks.

Jack's attitude had changed. He was showing respect, especially towards me, which allowed for more peace and harmony to echo throughout our home. Jack really enjoys seeing and interacting with his case worker who is his trusted mentor and positive adult role model. The violence and drug taking have all but gone and there has been no interaction with the police now for eight months and counting. Jack has returned to mainstream school one day a week and is continuing to thrive.

Without the help of Taldumande, and especially our wonderful case worker, I am positive Jack would not be where he is now. I am really looking forward to seeing him continue to learn and grow as a person.

Thank you Taldumande.



CHAIR AND CEO REPORT

Each year Taldumande Youth Services (TYS) offer programs for many vulnerable Australian children, young people and families and this year supported 1143 clients in total. We specialise in caring for particularly atrisk groups including children and young people who are homeless or at risk of homelessness, First Nation young people, young people in the justice system, survivors of Modern Slavery and families at risk of breaking down.

While TYS offers a range of accommodation and non-accommodation programs our turn away numbers sadly continue to increase due to programs being at full capacity. This year we turned away a total of 445 clients with 179 of those clients unable to access our crisis accommodation and 98 were families looking for support through our Family Preservation and Restoration programs that operate across metropolitan Sydney.

With the demand for the service continuing to increase, and housing affordability in Sydney out of reach for many people, our young people have nowhere to transition putting further pressure on available supported accommodation. To support some of the increase we continue to scale up our outreach services to offer more support for young people living in unsafe environments in the community.

Consolidation was to be a focus this year for TYS however Phoenix House (PH), a local youth service, approached us in June of 2023 wishing to close and requested TYS support the process. As a result of lengthy discussions and planning TYS took over the lease at Holtermann St Crows Nest and the PH Specialist Homelessness Service (SHS) contract in July 2024. The outcome will see Taldumande expand into new service areas with the addition of education and counselling. This should open new doorways and enable Taldumande to offer a true wrap-around service to clients in the upcoming years.

As the Chair and CEO of Taldumande Youth Services, we are proud to announce the completion of our Reconciliation Action Plan (RAP), marking a significant step forward in our organisation's commitment to reconciliation with Aboriginal and Torres Strait Islander peoples. As part of our RAP we have formed a RAP committee chaired by one of our directors, Bonnie (Bronwyn) Cochrane, a proud Gamilaraay woman. The formation of the RAP committee has been very timely as the organisation has seen a 51% increase in First Nation young people this last year. The increase is mostly due to the expansion of our Western Sydney and South-East Sydney Family programs. The committee will help Taldumande to actively promote cultural awareness, embed First Nation people's perspectives into our programs and services, and strive for equity and inclusion for all.

"With the demand for the service continuing to increase, and housing affordability in Sydney out of reach for many people, our young people have nowhere to transition putting further pressure on available supported accommodation."

Virginia Howard OAM, Taldumande Chair

With government funding not able to cover the cost of many of our programs we were extremely lucky to have the support from a new and wonderful group of volunteers who organised the annual Gala Dinner in March held for the first time at the lvy. A record number of 270 guests enjoyed the evening and helped raise a profit of \$131,700. Our very grateful thanks go to the organisers Kathy Savill, Jean Kittson, Jane Russell and Paul Boustani. We would also like to thank the amazing staff who took the time to volunteer to help on the night.



Chair, Virginia Howard OAM and CEO, Lisa Graham at our refuge in Granville

We thank all our excellent staff and the management team: dedicated, knowledgeable, hardworking, courageous and full of practical compassion for the young people they work with. They are simply inspirational and obviously Taldumande cannot exist without them.

Virginia Howard.

Virginia Howard OAM | Chair

We also thank our donors, partners and wonderful volunteers, including our Board of Directors: Susan Gosling (Deputy Chair), Ken Hyman, Jane Jeffes, Mark Wallis and Philip Wallis. We were joined during the year by four new directors who bring considerable additional expertise: Marcia Atchison, Bonnie (Bronwyn) Cochrane, Tony Fehon and Tanya Taylor.

Lisa 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







Integrity



Inclusivity



Understanding



Excellence



Respect

Specialist Housing & Homelessness - A Pathway to Stability

Family breakdown, domestic violence, and financial stress were the top three contributors to youth homelessness. The documented rise in alcohol and drug use among young people, alongside increased housing instability due to a lack of affordable rental properties, has also led to more young people needing our services.

The hard work and efforts of our casework and youth work teams has been the cornerstone of the program's success. The teams have been crucial in addressing housing issues, mental health, substance misuse, and barriers to education and employment.

"By creating safe spaces for emotional expression and offering trauma informed care, we empowered young people to recognise the effects of addiction on their health, relationships, and future."

Nikki Thomson, Service Manager, Homelessness & Community Education

90%

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

Many children and young people received a short-term emergency response and were safely housed in our crisis refuge. We worked alongside residents to identify longer-term housing solutions, whether through reunification with family, applying for social housing, accessing medium-term and community housing, or entering the private rental market. We are proud to report that over 50% of young people in crisis successfully progressed through our continuum of care, receiving ongoing support to sustain their tenancies.

Our caseworkers focused on developing practical life skills, assisting residents with essential tasks such as budgeting, paying rent, and maintaining their homes. These efforts ensured that the properties are well-maintained, promote safety, and foster the well-being of our residents. Regular inspections allowed us to promptly address repairs and upgrade furniture when necessary.





174

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

With the rising need for mental health support, we remained committed to providing consistent care. Many young people reported improved emotional stability, reduced anxiety and better management of trauma. By creating safe spaces for emotional expression and offering trauma-informed care, we empowered young people to recognise the effects of addiction on their health, relationships, and future. These supportive environments built confidence and resilience fostering a stronger sense of themselves as capable individuals in control of their lives.

The team provided mentoring and advocacy to help young people overcome barriers to education, supporting them in reconnecting with school and pursuing further training. This led to high school graduations, vocational certifications, tertiary studies, and employment, with 22 students completing their HSC, 20 studying at TAFE, 14 continuing university studies, and 6 starting apprenticeships.

We are incredibly proud of their personal growth and the achievements of the young people we supported this year.

Our commitment to the young people extends beyond their time in accommodation. Through our Aftercare program, we offer ongoing support to ensure a seamless transition into the wider community. Acting as a bridge, the program provided mentorship, practical advice, and emotional guidance as needed. Whether it was helping secure stable housing, maintain employment, or navigate new life challenges, Aftercare ensured that young people remained connected to the support network they trust. By extending our support beyond their stay, we helped them to sustain the progress they have made and continue their journey to independence.



Beach ReachStrengthening Communities

We had another very successful year with Beach Reach. We worked closely with the NSW Police force and received strong support from Northern Beaches Council.

Our after-hours response team engaged with 540 at-risk teens, providing necessary food, water, emotional support and safe adult supervision. Additionally, almost 50 children and young people were safely transported home, received initial first aid or were sourced paramedic services in cases of intoxication.

This year's success highlights our dedication to active community engagement and our ongoing commitment to creating a safer, more inclusive environment for the youth of Northern Beaches.

Family Restoration and Preservation Programs

Our highly regarded family programs offer specialised case management services for families with children and young people aged 10 to 17 years who are experiencing crisis.

We saw an increase in disengagement from education amongst our school aged cohort with many children and young people struggling to reengage after prolonged absences. Parents reported feelings of frustration, sleepless nights, and guilt about their child's refusal to attend school, and the negative impact this will have on their future prospects.

Families faced significantly higher costs of living. This financial strain also contributed to the family's mental health issues including an increase in anxiety and depression and in some cases, led to social isolation, restricted opportunities to fund extracurricular activities, and an inability to pay for costly education and neuropsychological assessments.



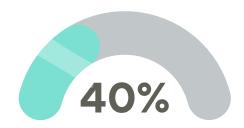
of parents/guardians reported being the victim of violence perpetrated by their child/teen



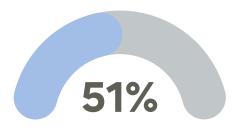
of children and young people reported being the victim of violence perpetrated by their parents/guardian within the family home

Our Western Sydney family program saw 28% of our young clients supported to access vital neuropsychological assessments thanks to the generous funding from The Balnaves Foundation. Unfortunately, such funding is not available within our Northern Sydney program leaving 34% of young clients without the diagnostic reports needed to access NDIS ongoing supports and/or school individualised learning plans.

Sadly 98 families were turned away at point of need due to a lack of resources.



of parents supported were first generation migrants from birth countries such as India, Pakistan, Iran, Iraq, Lebanon, South Africa, Egypt, Sudan and the UK



Increase in children and young people identifying as First Nations



of children and young people within our family programs were restored home. The remaining 17% were either appropriately placed under the care of The Minister or transitioned internally to a Taldumande placement, or to their local youth homelessness service for ongoing support



Youth Justice Diversionary Programs

Children and young people who enter the youth justice system have experienced multiple losses and challenges in their young lives. To break the cycle of recidivism they need targeted therapeutic and trauma informed support.

Both from Australia and overseas, considerable evidence indicates that contact with the criminal justice system is harmful for young people, and that even a short period in custody can significantly increase the likelihood that a young person will re-offend.

Taldumande's Youth Justice Diversionary Programs offer 28-day crisis accommodation and intensive case management for children and young people aged 12-17, who are referred through our partnership with Youth Justice. We provide support and a range of interventions that engage the child or young person, and their families whenever appropriate, to address the underlying factors contributing to their involvement in the youth justice system. The program focuses on securing suitable long-term accommodation, restorative practice, connecting to culture, and capacity building.

Although eligible for bail, all children and young people supported had been held inappropriately in custody due to their homelessness.

Unstable family dynamics have played a major role in pushing young people toward criminal activities including Domestic and Family Violence (DFV). This year we have seen a notably high percentage of young people using violence against a family member, as well as a high percentage of young people reported as the victims of violence within the home.

75%

of young people were reported to use violence in the family home



84%

of young people were disengaged from study or employment

22%

were Aboriginal young people

We are pleased to report our program has continued to be a vital circuit breaker for DFV offences where the child or young person is named as the perpetrator of violence towards their parent/carer. Families have benefited from our accommodation placements giving them much needed respite after incidents, and the child or young person has avoided additional DFV breaches and subsequent charges.



of children and young people did not re-commit crimes and re-enter the youth justice system whilst in our care



of children and young people were restored to the family home or longer term internal and external accommodation programs

Modern Slavery Programs



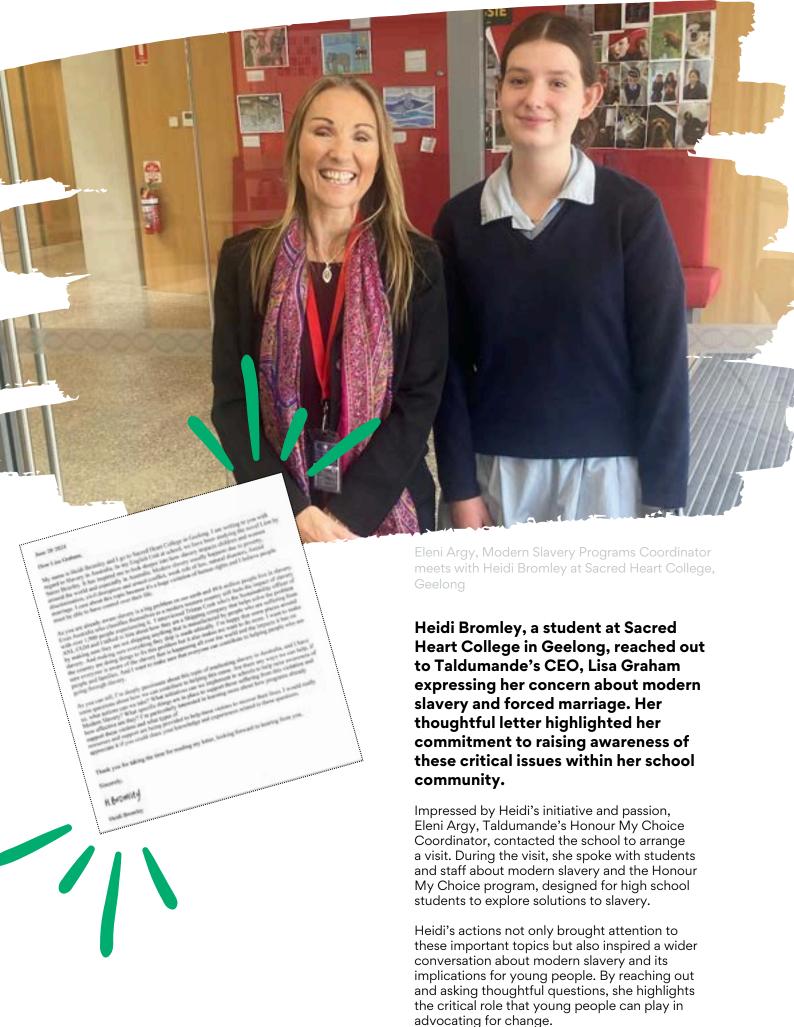
The rise in the number of reports of modern slavery, slavery-like practices and human trafficking across Australia in the past several years has also resulted in greater awareness about the anti-slavery initiatives Australia-wide. Taldumande's Honour My Choice program, funded by the Australian Attorney General's Department, provides educational resources, training and direct support to young survivors nationally.

Honour My Choice

Taldumande's first national program, Honour My Choice (HMC), has continued to provide education, training and capacity building resources to frontline workers and schools, not only in the Sydney region, but also in Victoria, Queensland, Northern Territory, South Australia, ACT, and Western Australia. The HMC team has had over 70 significant meetings with community stakeholders across the country and delivered presentations to over 40 services and schools, with tailored training for frontline workers in schools, domestic and family violence services, and multicultural communities. The HMC program has continued to align with the strategic response of Australia's National Action Plan to Combat Modern Slavery to provide Protection, Disruption, Support and Partnership with services, schools and victim/survivors Australia-wide. Taldumande's reputation as specialists in the prevention of, and the care and support of young people affected by modern slavery and forced marriage, grows ever stronger across the nation.

A New Pathway

Since 2015, Taldumande has provided A New Pathway Program which is the only accommodation in NSW specifically for young people between the ages of 16 and 21 affected by forced marriage. Safe and comfortable housing alongside specialised case management is offered, enabling our young people to continue with their high school studies, commence university or TAFE, and attain employment.



OUR IMPACT

2023-2024



1143

Number of children, young people and families supported



of Children and Young People are happy with our services

Yet, the alarming number of turnaways - 445 individuals, including a 91% increase in those seeking crisis refuge - highlights the stark reality of our resource limitations



of young people aged 11-16 in the Family program were successfully returned to or stayed in their



Children and young people satisfied with their case worker



increase children and young people identifying as First Nations since FY 22/23



of children and young people involved in our Youth Justice Diversionary programs were restored to family home or longer term internal and external

This year, we supported over 1,100 vulnerable children, young people, and families, a clear reflection of the growing demand for our services



Children and young people met their goals with a Case Worker



LGBTQIA+



Culturally and Linguistically



of Children and Young People improved their engagement with education and/or employment after 12 weeks of support

WHY WE NEED MORE FUNDING



445

Number of children, young people and families who were turned away from our services due to lack of resources



174

Number of children and young people who were turned away from our crisis refuge due to no available beds. Increase of 91% from previous year



98

Number of children and young people who were turned away from our family programs due to lack of resources



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



86

hospitalisations were recorded, reflecting a 44% reduction from the previous year. This significant decrease indicates the high effectiveness of our services



children and young people victim of violence perpetrated by parent/guardian



Children and young people who have experienced death of parent



3360

Total number of case work sessions. Increase of 48% from previous year



357

interactions with police



37%

Parent/guardian victim of violence perpetrated by their



potal number of children and young people with mental health issues: 60% of those supported showed some mental health improvement, but only 8% could access critical neuropsychological assessments due to limited program funding

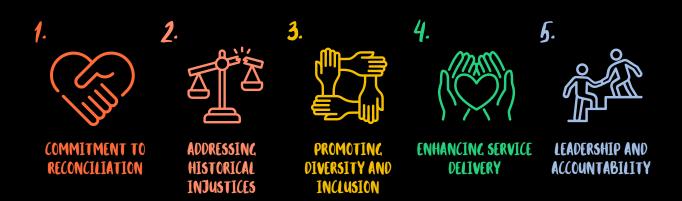
"With every child we support facing mental health challenges, and only 8% able to access the vital assessments they require, it's clear we need more resources. We're committed to doing more, but urgent funding is needed to ensure no young person is left without help." Lisa Graham | Taldumande CEO

RECONCILIATION ACTION PLAN

(RAP) committee

This year, Taldumande Youth Services established a Reconciliation Action Plan (RAP) Committee to enhance our commitment to collaboration, staff and community engagement and action for First Nation communities. Comprising both members of staff and the Board, the committee focuses on integrating reconciliation into our organisational practices. We are proud to report that our RAP has been conditionally endorsed by Reconciliation Australia, marking a significant milestone in our reconciliation journey.

WHAT RECONCILIATION ACTION MEANS



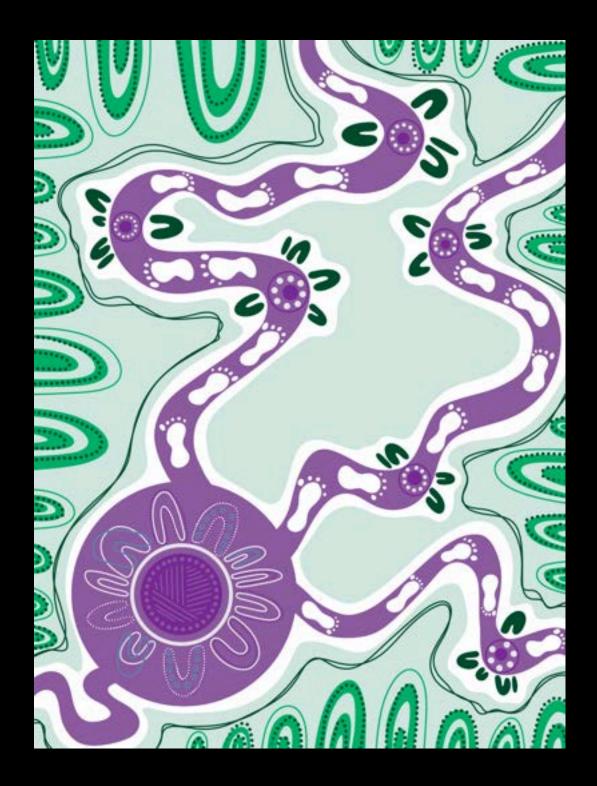
Artwork by Mirii Designs

As part of our RAP initiative, we commissioned artwork from Lena-Jade Cochrane, a proud Gamilaraay graphic artist from Mirii Designs. Her artwork symbolises the connections we build at Taldumande and the community bonds that support the young people and families we serve. The design reflects our commitment to meaningful relationships and cultural respect.

Commitment to Cultural Inclusion

Taldumande is also focusing on enhancing our employment practices to support reconciliation. We are committed to creating an inclusive workplace by actively considering First Nation candidates for roles while also ensuring that our hiring practices support diversity and inclusivity broadly. We aim to provide equal opportunities for all while fostering a work environment that respects and values cultural differences.

Our RAP initiatives, demonstrate our ongoing dedication to reconciliation and cultural inclusion. We are committed to further engagement with First Nation communities through cultural education programs, employment initiatives, community activities, and events that celebrate and respect their rich heritage. Moving forward, Taldumande will continue to advance its reconciliation efforts with initiatives designed to promote cultural understanding and inclusivity, strengthening community connections and celebrating the diverse cultures that enrich our services and the broader community.



A bit about the artwork created by Lena-Jade Cochrane from Mirii Designs.

Lena-Jade is a proud Gamilaraay graphic artist who enjoys creating to showcase her culture and connection to country through artworks. "The journey starts with a meeting place where Taldumande Youth Services, along with the young people and families we support, come together. The people that are sitting around the larger campfire showcases First Nations people's diversity, the blue overlay that sits over two people represents their ancestors walking alongside them always guiding us on our journey through life. From this point, many pathways emerge, each symbolising the support and community connections along the life long journey. These connections are represented by small meeting places where people sit together in a circle yarning and sharing, reflecting a sense of belonging and guidance. The circle represents the circularity in First Nations cultural ways of being, doing, and knowing, this is the way we behave, act and know whether on Country or in our communities. Everything is connected to our relationships with people, plants and animals. Surrounding the journey are symbols that represent mountains—which also represent shelter—highlight the deep connection to Country, enveloping and supporting each step forward."

FUNDRAISING

The 2023-2024 financial year has been another exceptional year for fundraising at Taldumande Youth Services. We have continued to experience the dedication and generosity of our supporters, making a profound difference to the lives of children, young people, and their families.

A key highlight was our Taldumande Family Dinner held at the Ivy Ballroom in March. With 270 guests in attendance, the evening was filled with fun, connection, and a sense of shared purpose. The event truly captured the spirit of the community and resulted in a record-breaking fundraising achievement. We strengthened ties with our supporters, forged new friendships, and successfully reinforced our commitment to helping more families, children, and young people in need. We extend our heartfelt thanks to all of the attendees, donors, and volunteers who made the event possible along with our event committee members who were instrumental in ensuring the evening's success.

This year, we were fortunate to receive government grant funding that enabled us to carry out essential refurbishments and update furniture and appliances at our refuges. These homes often serve as the first safe place for vulnerable children and young people escaping challenging situations and their maintenance is essential for creating a comfortable and supportive environment for those in need.

We are incredibly grateful to all of our community partners whose support is essential to our work. From funding education and training programs to providing resources such as much needed furniture or tickets for activities, your contributions make a significant impact. Whether through hosting fundraising events, donating presents for our Christmas campaign, or supporting our tax appeal, each act of generosity helps us enhance the lives of the children and young people we care for and ensures they have the opportunities they need to thrive.

Looking ahead, we are very excited about the upcoming launch of our new Phoenix House program, which offers counselling, in-house training and education for young people. This expansion presents new opportunities for fundraising and will support our efforts to equip young people with the confidence and life skills necessary for a successful future.

As we continue to respond to the growing need for our services, we are grateful for the support of all our donors, partners, and community. Every contribution, big or small, makes a significant difference in the lives of those who face crisis.

Thank you for helping us create a brighter future for them.



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.







SOPHIE'S STORY

Sophie's journey at Taldumande began after years of unimaginable hardship - family breakdowns, homelessness, and a life shaped by trauma. Born in South America and raised by her grandparents, her life took a sudden turn at the age of five when her estranged mother moved her to Australia.

What was meant to be a fresh start soon became a struggle. Sophie's home life was filled with violence. She watched helplessly as her mother suffered at the hands of her stepfather, and Sophie herself became a victim of unspeakable abuse from family members. Struggling to manage her pain, she turned to substances and self-destructive behaviours, searching for moments of relief. Struggles with her identity were met with rejection by her family. As her home became increasingly unsafe, both mentally and physically, Sophie was forced to leave.

From her early teens, Sophie spent many nights sleepless and homeless, as she bounced between crisis refuges, never truly finding a space where she could feel secure. Each service she entered offered temporary shelter, but none felt like home.

When Sophie was referred to Taldumande, she arrived exhausted - physically, mentally, and emotionally. Her experiences left her struggling with severe mental health challenges, including hallucinations and nightmares that mirrored her trauma, leading to multiple attempts to take her own life.

At Taldumande, Sophie found something she had lacked for years - a safe place to call home. The staff worked closely with her, recognising her pain, and offering her a therapeutic environment where she could begin to heal. Slowly, the walls she had built around herself began to soften.

Through Taldumande's Supported Housing Program, Sophie's transformation was nothing short of remarkable. She moved from crisis accommodation to semi-independent housing, gaining not only her independence but also the confidence she had lost. Sophie found full-time work as an apprentice hairdresser, and eventually, she secured independent housing—a milestone she once thought impossible. The challenges were still there: family ties were strained, and the temptations of negative influences loomed. But this time, Sophie faced them with newfound strength.

During her time at Taldumande, she accessed the vital psychological and psychiatric support she needed, and her mental health stabilised. She enrolled in TAFE, taking steps toward her future. Despite enduring significant personal losses, Sophie's resilience shone through. Now in her second year as an apprentice, she is preparing to move into private accommodation.

Sophie acknowledges the profound impact Taldumande had on her life: "I've met good people, learned important lessons, and am now picking my friends wisely."



"Our dedicated case management and youth work teams are the heart of Taldumande. Their tireless commitment to supporting our young people, like Sophie, goes beyond providing shelter; they promote hope and resilience, helping each individual believe in the possibility of a brighter future. It's through their unwavering support that we witness these transformative journeys."

Lisa Graham, | Taldumande CEO

At our annual fundraising dinner, Case Manager Nicole Stuart shares an emotional embrace with a young person following her heartfelt speech about her journey and experience with Taldumande Taldumande Youth Services | Annual Report | 2023-24 Lectrum

THANKING OUR SUPPORTERS

We are incredibly grateful to the many groups, businesses and organisations that have supported Taldumande this year.

Their financial support, donations in-kind, and time spent volunteering with us have all had a positive impact on the lives of the vulnerable children and young people in our care.





Attorney-General's Department





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

Our Event Committee

Kathy Savill

Paul Boustani

Jean Kittson

Jane Russell

Foundation Support

Byora Foundation

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

VGI Partners Foundation

Waratah Education Foundation

Corporate & Community Support

4 Paws Neutral Bay

A W Edwards AIA Insurance

Alfredos

Applejack

Archie Rose Distilling Co

Artist Marilyn Rabinowitz

Artist Wendy Sharpe

Australian Theatre for Young People

Bakers Delight Neutral Bay

Balgowlah RSL Memorial Club

Bannisters Mollymook

Bell Shakespeare

Birth Beat

Blackmores

Bluedog Signs

Bourke & Travers

Bridget Kennedy Jewellery

Brokenwood Wines

Building Excellence

Bunnings Artarmon

C3 North Sydney Church

Captain Cook Cruises

Carla from Bankstown

Cars On Demand

CBRE

Chatswood RSL Club

City Cave Mosman

City of Ryde

Clarke Law

Code Red Laser

Community Building Partnership

Cook & Waiter

Cooley Auctions

Crowne Plaza

Crows Nest Community Centre

Crystalbrook Riley

Cumberland City Council

Curamoir HR

Darleys

Dee Why RSL Club

Device Technologies

Dive Centre Manly

DJ Chad Davis

Ensemble Theatre

Escape Hunt

Ethos BeathChapman

Etymon

Fairmont Resort & Spa

Felicity Wilson MP

Finns Beach Club

Foys Kirribilli

Gai Waterhouse

Give and Take Co

Glenworth Valley

Google

Grill'd Healthy Burgers

Harbour Trust

Harbourside Church Mosman

Harvey Norman NORTHS Sydney Leagues Club Swissotel Sydney

Sydney Drug Education & Counsellin Help Street Foundation Ocean Extreme Centre (SDECC)

Helping Hand Group Oliver Burton Auctioneer Sydney Kings Hey Girls Opera Australia

Sydney Lyric Theatre Hickson House Distillery Orpheum Cremorne Sydney Male Choir House Made Hospitality OzHarvest Sydney Opera House Pace Athletic Hoyts

Sydney Restaurant Group Inner Wheel Club of West Harbour **PCYC Hornsby**

Inova Pharmaceuticals PCYC North Sydney Sydney Symphony Orchestra Intercontinental Fiji Golf Resort & **PCYC Northern Beaches**

Sydney Theatre Company Spa Piecemakers Intuit Quickbooks Australia Taronga Zoo Pins & Needles TFE Hotels Johnson Winter & Slattery

Public Dining Room Justice Connect The Barn Quilters

PwC Kennards The Beauty Room Mosman Qantas Joey Joy Flight Koala Furniture The Boathouse Group Q-Station Lane Cove Council The Cleftomanics

Quiz Room Lendlease Victoria Cross The Folk and Decorative Artists' Raging Waters Association of Australia Leura Golf Club

Ray White Northern Beaches The Skincode Lifeline

Rebel Donuts The Walter and Eliza Hall Trust LifeSource Community Care Relove Third.i

Liquid & Larder Rotary Club of Beecroft Treetops Adventure Lodge Southern Cross No.91 Rotary Club of Chatswood Roseville Tru Ninja Penrith Luna Park

Rotary Club of Crows Nest Macquarie Group Foundation Rotary Club of Manly Turramurra Uniting Church Made With Love

Rotary Club of Mosman Tyrrells Wines Maestro & Co Rotary Club of Northbridge Vernon Partners Manly Warringah Sea Eagles Rotary Club of Ryde Verve Portraits

Marilyn Rabinowitz Artist Vicki Skarratt Photography Rotary Club of Turramurra Marlene Reid

Rotary Club of West Pennant Hills Virtual Room Merivale and Cherrybrook Wenona School Mikey Robins Royal Agricultural Society of NSW

Westfield Hornsby Milford Community Connection SAGE Hair & Beauty Lounge Westpac

Sanitarium Mirvac Group Willoughby City Council Scenic World Mosman Beauty Studio YFoundations

Mosman Council Scentre Group Yibirmarra Foundation Multiplex Share the Dignity Youth Up Front

NBSC Freshwater Senior Campus Sheldon & Hammond Zali Steggall OAM MP Next Level Escape Solotel

Zone Bowling St John's Anglican Church Dee Why North Sydney Council

St Peters Anglican Church Northern Beaches Council Cremorne

Northern Sydney Random Acts of StreetSmart Kindness

Sydney Swans

Tulloch Wines

CELEBRATING OUR TEAM

This year, we are excited to celebrate the outstanding contributions of our dedicated employees, who are the heart of Taldumande Youth Services. Their unwavering commitment enables us to provide exceptional support to vulnerable and homeless children, young people, and their families.

Employee Support and Training

Understanding the demanding nature of our work, we continue to prioritise staff well-being through our Employee Assistance Program. This program offers free mental health support to our employees and their families, ensuring they have the resources needed to manage stress and maintain their well-being.

In addition to support, we emphasise the importance of comprehensive training to equip our staff with essential skills and knowledge. Our mandatory staff training programs cover a range of critical areas, including:

Child Safety:

Ensuring our staff are well-versed in practices that protect and promote the welfare of children.

Cultural Competence:

Educating employees on cultural awareness and sensitivity to better serve our diverse community.

Therapeutic Crisis Intervention:

Providing strategies to prevent and manage crisis situations effectively.

Fire Safety:

Training staff in fire prevention, emergency response, and evacuation procedures.

Wellbeing Committee

Introducing our Wellbeing Committee, a new initiative at Taldumande Youth Services dedicated to promoting a positive workplace culture, fostering a supportive environment, and enhancing staff well-being. This committee will spearhead initiatives across the organisation to create a healthier and more collaborative workplace for our staff.

Looking Ahead

As we move forward, Taldumande Youth Services remains steadfast in celebrating and supporting our incredible team. Their passion and dedication are the driving forces behind our success, and we are deeply grateful for their relentless efforts to positively impact the lives of those we work with.



Our Leadership Team



Lisa Graham
Chief Executive
Officer



Greg Soames
Senior Manager
Quality & Compliance /
Fundraising & Marketing



Peter Tustin
Corporate Services Manager
Finance & Administration



Alison Clentsmith Service Manager Family, Justice & Modern Slavery



Nikki Thomson Service Manager Homelessness & Community Education

Staff Survey Insights

94%

of staff are happy at work and feel inspired by their team

91%

report a positive work-life balance

97%

are motivated by the Purpose and Mission of Taldumande Youth Services



believe their work contributes to our Goals

"These survey results reflect the commitment and enthusiasm of our team here at Taldumande. It's great to see that 97% of staff feel inspired by our mission and believe their work is making a real difference. Creating a positive work environment, where staff feel supported and maintain a good work-life balance, is essential to achieving the best outcomes for the young people in our care. I'm proud of the culture we've developed together." Lisa Graham | Taldumande CEO

FAMILY CASE STUDY

Rob, Ben & Jason

When Ben, just 12 years old, was referred to Taldumande Youth Service's Family Program, his world was a turbulent one. His aggressive behaviour at school led to frequent calls to his father, Rob, who was the only person able to calm him during these outbursts. Rob, a single father with less than 25% of his vision remaining due to macular degeneration, faced daily challenges in managing Ben's behaviour. Alongside Ben, Rob cared for his younger son, Jason, who has autism and requires constant supervision. This demanding situation made it incredibly difficult for Rob to handle Ben's school suspensions and attend meetings.

The family's situation became even more pressing when Ben's heightened state during a school incident led to police intervention and hospitalisation. Ben was placed on a long public health waitlist to see a paediatrician for suspected ADHD traits, with an initial appointment scheduled for eight months later. Concerned about how the delay would affect Ben's upcoming transition to high school, Rob felt helpless. Financial constraints prevented him from seeking a private assessment, especially given his inability to work due to his vision impairment.

In early January 2024, as Ben prepared to enter Year 7, Rob learned about Taldumande Youth Service's Family program and the support which could be provided at his own home. This support was a lifeline for Rob, who had limited mobility and struggled with travel.

With the aid of a grant from the Balnaves Foundation, staff at Taldumande were able to expedite Ben's psychological evaluation. Within a month, Ben underwent an assessment by a clinical psychologist. During this time, staff arranged transportation for Rob and assisted him with paperwork, addressing his reading difficulties.

In March 2024, Ben received diagnoses of ADHD and an intellectual disability. Rob's case worker personally delivered the assessment reports to him. Although initially surprised, Rob found relief in the clarity and understanding the reports provided.

Understanding Ben's condition helped Rob to approach parenting with greater empathy and patience, leading to reduced family conflict. Ben's new high school implemented an individual learning plan and support class, making his transition smoother and more accommodating.

Rob also received support to navigate the National Disability Insurance Scheme (NDIS) application process, benefiting both himself and Ben. As Taldumande's support came to a close, Rob expressed profound gratitude for the timely and practical assistance. He recognised that without intervention, Ben's difficulties would have been compounded by the public health system's lengthy waitlists. The support not only eased Ben's transition to secondary education but also provided a newfound understanding and harmony within the family.

"Families face situations from time to time where they feel there is no way out. Taldumande recognises that family members come to us and bravely share their most personal lives in seeking assistance. It is rewarding work to support them along their journey towards increased wellbeing and resilience, and we truly appreciate their honesty and willingness to make positive changes."

Alison Clentsmith, Service Manager, Family and Justice





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 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 is Chair of their People and Culture Committee. Susan was Head of Investments at MLC and remains a member of MLC's Private Equity Investment Committee. Susan is also Chair of the Investment Committee at Scarcity Partners. And she has been a volunteer with Worthwhile Ventures which supports First Nations entrepreneurs.



Marcia Atchison LLB (Hons), Dip.Gov FICDA | Director

Originally from the UK, Marcia has a law degree and worked for some years for a law firm in London in their corporate services, company secretarial department. Marcia is a member of the Institute of Community Directors (ICDA). She has lived in Australia for the last eighteen years with her husband and two daughters and has had a long association with Taldumande, most recently in a volunteer role as secretary to the Board. She has always had a keen interest in social justice issues. Eager to learn more about the country which is now home and issues affecting our First Nations Peoples she has completed a Cultural Competence – Aboriginal Sydney course and volunteered with the Aboriginal Legal Service (NSW/ACT) in Redfern and Tribal Warrior Aboriginal Corporation. She has also volunteered with the Make-A-Wish Foundation and previously in the UK, with the Helen Rollason Cancer Charity.



Bonnie (Bronwyn) Cochrane BEd, Dip Ed | Director

As a proud Gamilaraay woman with a strong background in education and entrepreneurship, Bonnie brings a wealth of experience to the Board. As the Founder and Executive Director of TIPIAC Pty Ltd, she is deeply committed to fostering culturally responsive environments in schools and communities. A dedicated member of our RAP Committee, Bonnie's mission is clear: to champion cultural responsiveness and work toward a more equitable society where everyone has the opportunity to thrive.



Tony Fehon FCA, B Com | Director

Tony brings invaluable insights and experience to the Board, backed by a strong financial background spanning nine years at PwC and thirteen years at Macquarie Bank. For the past seventeen years, he has dedicated himself to supporting growth-phase businesses as an investor, director, and advisor. With a passion for driving growth and innovation, Tony continues to leverage his expertise across diverse sectors, striving to create value and achieve strategic objectives.



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.



Tanya Taylor BA, Director

Tanya was popularly elected as Mayor of Willougby in December 2021, is on the board of the Northern Sydney Regional Organisation of Councils, and a member of the Sydney North Planning Panel. With a background in civic leadership, community development, and events, Tanya is committed to creating a sustainable, social, and supportive environment for individuals, businesses, and community organisations. In 2020, Tanya was recognised as Willoughby City Council's 'Citizen of the Year' for her involvement in community groups such as scouts and school P&Cs, and for her fundraising efforts with various charities. Tanya is passionate about supporting young people and drawing on community connections to improve people's lives.



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

Volunteering at Taldumande Youth Services continues to grow, with remarkable contributions from individuals and groups alike!

Over the past year, we have expanded our life skills volunteer program into our crisis refuges. This initiative engages dedicated volunteers who work with our young people to prepare and share nutritious, cost-effective meals. The program aims to equip participants with essential social and interpersonal skills, promoting self-confidence and independence while helping them develop strategies to manage daily challenges.

As part of the life skills program, we have partnered with Lifeline to conduct budgeting workshops that empower our young people to effectively manage their finances, set savings goals, and prioritise their spending. This program has seen significant success, providing valuable learning experiences that encourage personal growth.

Building on the success of our volunteer caretaker role in transitional housing, this initiative continues to provide stability and security for young people moving towards independence. The caretakers' presence ensures young people receive the adult support and guidance they need on their path to self-reliance.

Throughout the year, our enthusiastic volunteers have played a vital role in helping to organise successful fundraising events, such as our annual dinner at the stunning Ivy Ballroom. Our dedicated staff also volunteered their time to engage with guests, sharing the important work we do with vulnerable children, young people, and families and our very supportive volunteer photographer once again perfectly captured the mood of the evening from behind her lens.

We are fortunate to have continued support from corporate and community groups like the Masons, Intuit, and Lendlease, who have volunteered their time to help with maintenance across our properties. Their hard work ensures our facilities remain in top condition for the young people we serve.

Additionally, we extend our heartfelt gratitude to the many community groups that volunteer their time to provide Christmas hampers, gifts, and donations for our young people. Your support is invaluable and makes a significant difference during the festive season.

We also want to acknowledge the invaluable support of our Board of Directors, whose guidance and commitment help steer our mission and enhance our impact on the community. Additionally, we are grateful for our dedicated office volunteers, whose hard work and commitment behind the scenes play a crucial role in helping us achieve our goals.

A heartfelt thank you to all our volunteers and community groups who bring their diverse talents and passions to Taldumande. Your commitment and care make a meaningful difference in the lives of children and young people.

















Clockwise from top left: Our dedicated staff volunteering at the fundraising dinner; Intuit Quickbooks team lending a hand at our under-16 refuge; Intuit volunteers in action; Harbourside Church delivering beautiful Christmas gifts for our young people; table prepared for a delicious meal during Kate Seale's life skills cooking program; and young people enjoying a trip to Bunnings as part of our Life Skills program





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 another year of expansion in services with SHS contracts formerly operated by Phoenix House being merged in to Taldumande. As foreshadowed in last year's financial report it was a year of consolidation too with a surplus of \$112.8k recorded. This was achieved alongside further development at our Granville property which increased capacity and enhanced amenities. Also, while there has been a very challenging environment, with rising wages and higher costs generally, overall budget outcomes for the year are indicative of management's continuing success in controlling costs during the latest expansion. This task was made more difficult by significant rises in some expenses, notably workers compensation related insurance costs which are outside Taldumande's control.

Operations generally performed well, however our Granville property lagged expectations, as young people in the Justice System were diverted away from support programs in favour of detention. Particularly in view of the success of our work with young offenders, it is to be hoped that this will be a temporary situation.

Over the past year the fund-raising environment remained difficult due to concerns about economic conditions. However, in spite of this we have achieved some financial consolidation while continuing our service expansion.

Looking forward, while we will continue the period of financial consolidation, this will be gradual as further service expansion is anticipated. We believe expansion is necessary to add greater diversity, and therefore robustness, to our operations.

Most importantly, Taldumande has seen further 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

Susan Goding

Deputy Chair and Chair of Finance and Audit Committee

Taldumande Youth Services Inc. Concise Financial Information

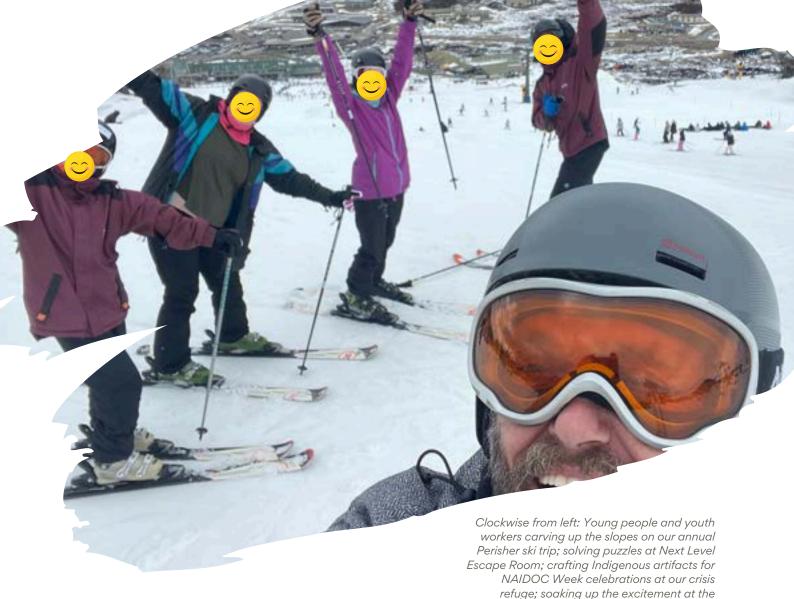
30 June 2024

ABN: 67 801 186 046

	2024 (\$)	2023 (\$)
Balance sheet		
Current assets	1,335,183	1,837,585
Non-Current assets	1,443,539	1,556,019
Total assets	2,778,722	3,393,604
Current liabilities	1,399,340	1,694,950
Non-current liabilities	249,343	681,448
Total liabilities	1,648,683	2,376,398
Net assets	1,130,039	1,017,206
Equity		
Accumulated funds	1,130,039	1,017,206
	1,130,039	1,017,206
Income statement		
Revenue		
Net Government program funding	5,654,269	4,212,646
Fund Raising activities	742,880	752,545
Rental income	83,549	72,590
Interest received	52,371	20,752
Other income	0	5,357
	6,533,069	5,063,890
Expenditure		
Administration expenses	651,870	598,008
Employment expenses	5,210,699	4,301,550
Motor expenses	27,688	32,862
Other operational expenses	529,979	390,692
	6,420,236	5,323,112
Net surplus/(deficit)	112,833	(259,222)

N.B. Audited financial statements available on request.





RECREATION AND Easter Show; and enjoying a thrilling private whale-watching tour with Ocean Extreme SOCIAL ENCACEMENT









Our youth recreation program is designed to create lasting memories and support the development of young people. The year was packed with exciting activities like escape rooms, laser tag, go-karting, movie nights, fishing, whale watching, beach days, and art projects, all of which provided opportunities for fun, skill-building, and personal growth.

Highlights of the year were hosting both a ski and a surf camp, where 16 young people spent two unforgettable days learning new skills. These camps were more than just fun; they built perseverance and critical thinking while participants took on new challenges. They promoted teamwork and communication, resulting in a noticeable boost in self-confidence and problem-solving abilities. Overall, these experiences made a big impact, turning each camp into a truly rewarding adventure with young people saying "I don't remember the last time I had this much fun" and "I can't believe I did that".



Clockwise from left: Young people expressing themselves creatively at our Wear It Purple Day BBQ; a young person reeling in a catch while fishing; engaging with a Sydney Light Rail simulator during an exclusive safety session; and young people relaxing with Iggy - our newest furry friend!







HOW YOU CAN HELP US



Make a donation



Leave a bequest or gift in your will



Volunteer with us



Become a corporate partner



Join our team



CONTACT US

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