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We acknowledge the Traditional Custodians of the lands where Taldumande Youth Services stands and where our work takes place, the Cammeraygal people. We recognise their deep and unbroken connection to Country, to the lands, waters, skies, and all living things, and we honour the stories, knowledge, and culture that have been carried across countless generations.

We pay our respects to Elders past and present. We thank them for allowing us safe passage to be present here. We recognise the strength and resilience of Aboriginal and Torres Strait Islander peoples, and we remember that beneath the concrete and tar, this land and her waters are, and always will be, Aboriginal land.

We are committed to learning from and walking alongside First Nations communities, working together to create spaces of safety, belonging, and opportunity for young people and families.

## THANK YOU, FROM A PARENT

Last year, our family reflected on the extraordinary support we have received from Taldumande Youth Services over many years. Our eldest child, our son now 24, was the first of four children, and when we first connected with Taldumande just over a decade ago, our three daughters were all under eight years old.

As our eldest entered his teenage years, the combination of childhood trauma, mental health challenges, and early experimentation with drugs and alcohol created overwhelming difficulties. He became increasingly unmanageable at home, and there were moments when I felt completely powerless, unsure how to keep him safe or guide him in the right direction. The stress and emotional toll on our family was enormous. At times, it felt as though the foundation of our home was crumbling, and I struggled with guilt, questioning whether I was failing as a parent.

Taldumande's support was nothing short of lifechanging. Our child stayed in a number of Taldumande properties, including their refuge, where he received intensive support in a safe and structured environment. Their team cared for him with unwavering commitment while also supporting our whole family. They offered counselling, comfort, and guidance, helping us understand the challenges we faced and equipping us with strategies to rebuild relationships and restore safety at home. Their advocacy, patience, and expertise bridged communication gaps and gave us hope during the darkest times.

Over time, Taldumande became "Our Village"- a consistent presence in our lives that accepted us with all our imperfections. From the very first meeting, our Case Worker emphasised that there was no single right or wrong way to proceed only what worked for our family. This approach removed feelings of blame or shame and allowed us to focus on progress rather than perfection. I felt truly seen and supported as a parent for the first time during this crisis, and it gave me the courage to keep believing that change was possible.

The team also provided tailored support for our daughters, connecting them with services and opportunities that offered both emotional and physical respite from the challenges at home. This support was invaluable, allowing each of our children to feel seen, supported, and safe even amidst family turmoil. I learned that, as a parent, my love, patience, and persistence were enough and that we could face even the most difficult circumstances with guidance and support.

What made Taldumande's approach so remarkable was their unwavering focus on the family as a whole. They didn't just work with our eldest child; they worked with all of us-equipping us with skills, strategies, and knowledge to navigate conflict, build resilience, and strengthen our bonds. The experience taught me that even when life feels chaotic, support, understanding, and consistency can create profound change.

Today, our family continues to grow stronger together. Our eldest child has flourished into a young adult who is engaged, respectful, and confident. Our younger children have thrived with the reassurance and care they received during that turbulent period.

While life is never without its challenges, Taldumande's Family Program has provided us with hope, resilience, and a trusted network of support that continues to make a lasting difference. Their dedication, compassion, and expertise have not only supported our child but strengthened our family as a whole, leaving an impact that will last for generations.

From the bottom of our hearts, thank you Taldumande.



## CHAIR AND CEO REPORT

Over the past year, Taldumande Youth Services has continued to stand at the frontline of homelessness during a time of significant social and economic pressure. As the cost of living rises, we've seen a sustained impact on the vulnerable young people we support and on the services striving to meet their increasingly complex needs.

Our 24/7 accommodation remained at full capacity throughout the year. This reflects the critical need for these programs and the broader crisis facing young people at risk of, or experiencing, homelessness. Sadly, high demand meant we had to turn away 427 young people many requiring not just a safe place to stay but intensive, wraparound support to address trauma, mental health challenges, family breakdown, and other intersecting issues.

Although access to independent living properties has improved, the need is not simply for housing, it is for personalised, therapeutic support. The young people who turn to Taldumande often present with complex needs that can't be met by accommodation alone. The stability and care we provide remain vital lifelines for those with few, if any, safe options.

Throughout these challenges, our team has shown extraordinary dedication, compassion, and resilience. Their commitment ensures every young person is met with dignity and respect.

While proud of this year's achievements, the demand for our services continues to outpace available resources. Taldumande remains a strong advocate for greater investment in youth homelessness services, particularly those offering supported accommodation and long-term case management.

This year marked a major milestone: the opening of The Phoenix Hub, a purpose-built space dedicated to building resilience, connection, and capability in young people. While our accommodation programs provide safety and stability, lasting outcomes also depend on access to holistic support that nurtures emotional, social, and educational development. The Hub enables us to deliver this vital work.

We also celebrate the growth of our Family Programs, now operating across Northern, Western, and South West Sydney. These programs strengthen family relationships, prevent breakdowns, and support reunification where safe and appropriate. By working closely with families, schools, and community services, we help stabilise homes and reduce the number of young people entering homelessness.

Our Youth Justice Diversion Programs continue to drive meaningful change. Through traumainformed, targeted support, we help young people at risk of contact with the justice system address root causes and build stronger connections with their communities.

This year's annual fundraising event was our most successful on record. We are incredibly fortunate to have a talented and passionate volunteer event committee, whose hard work made it possible. We also extend sincere thanks to the outstanding entertainers and the professional production crew. Their generosity and expertise were instrumental in creating such a memorable and impactful evening.

As we reflect on the year's achievements, it's clear our mission has never been more vital. The launch of The Phoenix Hub, the expansion of our Family and Youth Justice Programs, and the daily impact of our accommodation services highlight the urgent and ongoing need for support.

To our volunteers, supporters, and partners thank you. With your support, Taldumande assisted 1,143 young people this year. This would not have been possible without you.

We thank all our wonderful staff for their dedication, hard work and compassion for the young people they work with. They are inspirational and Taldumande obviously cannot exist without them.

We also thank our Board of Directors for the expertise and commitment they bring to Taldumande: Susan Gosling (Deputy Chair), Marcia Atchison, Bronwyn (Bonnie) Cochrane, Tony Fehon, Ken Hyman, Jane Jeffes, Jane Russell, Tanya Taylor, Mark Wallis and Philip Wallis.

As we look ahead, we remain focused on delivering high-quality, trauma-informed care to those who need it most, and on building a future where every young person has the opportunity to thrive.



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

"Over the past year, Taldumande Youth Services has continued to stand at the frontline of homelessness during a time of significant social and economic pressure."

Virginia Howard.

Virginia Howard OAM | Chair

"The young people who turn to Taldumande often present with complex needs that can't be met by accommodation alone. The stability and care we provide remain vital lifelines for those with few, if any, safe options."

Lisa Graham | CEO

Lisa Graham





## 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

Resilience Safety Inclusivity Integrity **Excellence Understanding** Respect

Specialist Housing & Homelessness - Providing Safe Foundations

Our housing services continued to be a lifeline for young people experiencing or at risk of homelessness, offering safe, stable, and supported accommodation across the Northern Beaches and Northern Sydney district.

"Grounded in client-centred, trauma-informed practice, we focus on more than just a roof, providing a foundation for young people to rebuild their lives, pursue education and employment, and connect with their communities."

Nikki Thomson, Service Manager, Homelessness & Community Education

Young people turn to our services for many reasons, often after family breakdown, domestic or family violence, financial hardship, mental health challenges, social isolation, or substance use. These intersecting issues can leave them with no safe place to call home, in need of practical support and emotional guidance.

"Thank you for everything you've done for me. I will continue to work hard on myself and my business. My mum and I can't thank you enough." – Josh, 18

In response, we offered a continuum of housing options, including crisis, semi-independent, medium-term, transitional, and support to secure longer-term accommodation. Each young person received personalised case management. Despite ongoing pressures from the housing crisis, rising living costs, education pressures, and complex family dynamics, our team worked tirelessly to provide compassionate, practical support to every young person who came through our doors.

Our services also include management of property, furnishings, and essential assets. Each home is equipped to provide a safe, functional, and comfortable environment, helping young people develop the skills and responsibility to care for a home independently.

Recently re-landscaped garden area at our Granville refuge.



Over the year, we supported 170 young people through our housing continuum, many achieving milestones such as securing independent rentals, returning to education, or finding employment. Strong partnerships with community housing providers, real estate agents, and government agencies enabled smoother pathways into long-term housing solutions.

We also launched the "Change Maker" initiative, a life-skills program preparing residents for independent living. Feedback has been positive, with participants reporting increased confidence in budgeting, cooking, maintaining a household, and navigating tenancy rights and responsibilities.

Workforce development remains a priority, with staff receiving updated training in therapeutic crisis intervention, mental health first aid, domestic and family violence, and culturally safe practice, strengthening our ability to respond effectively to complex situations.

Looking ahead, we remain committed to expanding housing capacity, advocating for systemic solutions to youth homelessness, and continuing to innovate in service delivery. For young people, housing is more than shelter; it's a resource that equips them with the skills to build the life they want.

When our housing options were full, we made sure young people at risk of homelessness still received the support they needed through our Community Crisis Support program. Even without a bed available, we helped young people stay safe while navigating a housing crisis, connecting them with other accommodation services and linked them in with other essential support.

Our team worked closely with each young person to address urgent needs and provide pre-program case management while they transitioned into stable housing. This included helping them set goals, manage their finances, and access the right services.



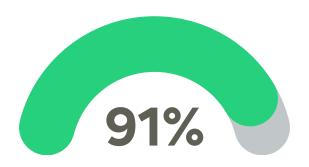
"Thank you for all that you have done for my daughter, she has felt very comfortable and supported." - Clare, Jess's mother, 16

## **Family Restoration and Preservation Programs**

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

Referrals for intensive systemic family case management increased across all regions, reflecting urgent community needs related to family breakdown, cost of living pressures, homelessness risk, school disengagement, substance use, and complex mental health issues.

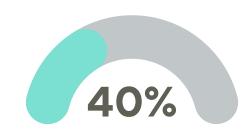
Almost half (48%) of young people supported came from single-parent households, where parents often worked long hours or multiple jobs. Many reported feeling emotionally exhausted and limited in their capacity to supervise or therapeutically manage behaviours to prevent crises. We provided responsive, coordinated, and holistic case work interventions adapted to families' realities.



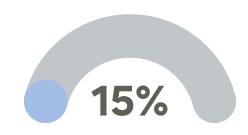
of children and young people re-engaged or improved attendance in education programs

Culturally and Linguistically Diverse (CALD) families commonly experienced conflict between migrant/refugee parents and their Australian-born children, as parents struggled to navigate a new culture and children were perceived as rejecting family traditions. We supported these families through psychosocial education, family support plans, and referrals to culturally appropriate parenting courses and therapeutic supports.

We are proud that 86% of children and young people were restored to their homes. At close of support, we saw strengthened family bonds, improved housing stability, and safer, more nurturing environments. These outcomes reflect both the dedication of our family teams and the resilience of the families themselves.



of families supported were from CALD backgrounds



identified as ATSI (Aboriginal and Torres Strait Islander)

## 72 families from Northern Sydney were turned away due to lack of resources



## The Opening of Phoenix Youth Hub

This year marked the proud launch of the Phoenix Youth Hub, formerly known in the community for many years as Phoenix House. This vibrant, youth-friendly space quickly became a central hub of our early intervention work. The Hub represented an important expansion of our service offerings, giving disengaged young people the opportunity to participate in activities that built practical skills, developed confidence, and facilitated prosocial community connections. It signifies a major step forward in Taldumande's capacity to deliver proactive, wraparound support before crisis occurs.

As children get older and transition from childhood to adulthood, life is full of change, uncertainty and challenges. Along the way, young people may experience stress at school, selfimage doubts, relationship issues and the pressure to choose a career path. These things can contribute to mental illness and strained relationships at school and home. We worked with schools, families and service providers in Northern Sydney and the Northern Beaches to look for signs that young people are at risk of disengaging from school, losing contact with their family, getting involved in crime or becoming homeless.

Phoenix Youth Hub delivered a suite of early intervention programs focused on outreach case management, school engagement, living skills development and self-empowerment.

The Phoenix Youth Hub not only met but exceeded its expectations in its first year. Feedback from young people and partner agencies was overwhelmingly positive, highlighting our role as a safe place for the most vulnerable in our community to ignite their potential.

In its first year, Phoenix Youth Hub achieved strong outcomes:

92%

of participants reduced their likelihood of homelessness through early support and targeted intervention

91%

Felicity Wilson MP and Lisa Graham, CEO of Taldumande Youth Services, at the Phoenix Youth Hub opening.





## **Beach Reach Program**

Beach Reach remains Taldumande's most visible outreach program, operating across the Northern Beaches on weekends to provide a frontline response for young people in public spaces.

The team engaged with hundreds of young people, offering practical assistance like food, water, and first aid. The program plays a critical role in early intervention and harm minimisation by de-escalating potential incidents, reducing antisocial behaviour and public intoxication, and ensuring safe adult supervision in moments of crisis.

Beyond immediate support, Beach Reach provides a pathway to ongoing services. Young people are referred into Taldumande's broader continuum of care, including case work, housing support, and education programs.

Our trained youth workers use a youth-friendly approach to engage, support, and supervise atrisk young people, while working closely with NSW Police and Northern Beaches Council to help keep the community safe.

"Thank you for sticking by me and guiding me." - Amy, 21

## **Youth Justice Diversionary Programs**

**Taldumande Youth Services operates Youth Justice** Diversion Programs across metropolitan Sydney, supporting young people who are at risk of, or currently engaged with, the youth justice system. In partnership with NSW Youth Justice, these programs aim to reduce reoffending, strengthen family relationships, and support young people to make positive choices and re-engage with education, training, and community life.

Each young person in our diversion programs is supported by a dedicated case manager who works closely with them and their families to address the underlying factors contributing to offending behaviour such as family conflict, disconnection from education, or lack of prosocial supports. Our services include accommodation, family intervention, and community outreach, providing tailored support that promotes accountability, personal growth, and resilience.

Over the past year, Taldumande has worked with young people across Sydney to achieve meaningful behavioural and personal change. Many participants have successfully completed their case plan goals, reduced their risk of reoffending, and reconnected with family and community supports.



"Thank you so much, my daughter enjoyed going there. Attending your program has made her much happier than when she had to attend school." - Christina, Ali's mother, 15



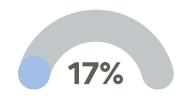
We are delighted to report that 72% of children and young people did not re-commit crime while in our supported youth justice diversionary placements



supported by their case worker



were First Nation young people



were from CALD backgrounds



presented with Autism Spectrum Disorder (ASD) and co-occurring mental health conditions, including depression and anxiety



presented with ADHD



re-connected to education and/or improved attendance with our support.

were suffering from Post Traumatic Stress

## OUR IMPACT

2024-2025



Number of children, young people and families supported



of Children and Young People are happy with our services



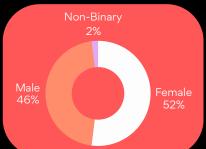
Children and Young People improved their engagement with education and/or employment during support period



11- to 16-year-old Children and Young People within our Family Restoration and Preservation Programs who were returned to/preserved in family home. The remaining 14% 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.



Children and young people satisfied with their case worker





Children and young people met their goals with a Case Worker

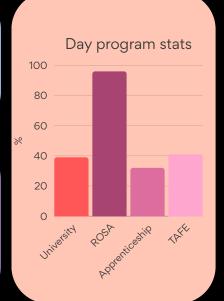




More than 3/4 of our young people experience significant social challenges, including difficulties maintaining positive friendships and often being influenced by negative peer







## WHY WE NEED MORE FUNDING



427

Total number of Children and Young People, and families who were turned away at point of need



66

Total number of Children and Young People who were turned away from our crisis refuge due to no available beds



**72** 

Total number of Children and Young People who were turned away from our Northern Sydney Family Program due to lack of resources



Total number 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



60%

of all hospitalisations were related to a mental health crisis, with more than two young people each month requiring hospital care due to overdose.



Parent/guardian victim of violence perpetrated by their child/young person



Total number of Children and Young people who needed critical neuropsychological assessments could not access through our programs due to funding challenges.



Children and young people victim of violence perpetrated by parent/quardian



Children and young people who nave experienced death of parent



82

Court appearances

74

Number of diversions



100%

Fotal number of Children and Young People with Mental Health Issues

# RECONCILIATION ACTION COMMITTEE

In 2024–2025, Taldumande Youth Services proudly became a member of the Reconciliation Action Plan (RAP) Program, marking a significant milestone in our reconciliation journey. Our Innovate RAP was conditionally endorsed by Reconciliation Australia, providing a strong framework to guide our actions and deepen our commitment to cultural respect and inclusion.

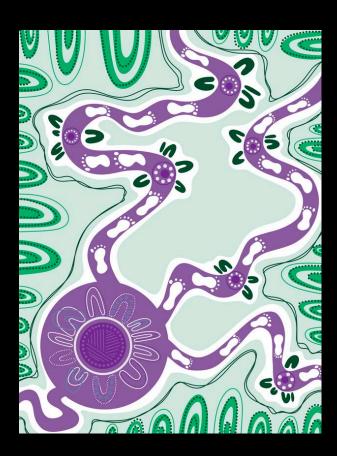
Taldumande Youth Services also secured funding from the Australian Government to support NAIDOC Week celebrations in our next financial year. This funding will enable us to host a dedicated staff day, where our team will come together with children and young people from our services to celebrate First Nations culture, stories, and achievements in a shared, inclusive space.

Throughout the year, the RAP Committee has focused on:

- Cultural Learning: Expanding staff training and cultural capability.
- Inclusive Employment: Strengthening recruitment practices to support First Nations employment.
- Community Connection: Building respectful relationships with First Nation communities.

We continue to be guided by the artwork of Lena-Jade Cochrane from Mirii Designs, whose design (featured below) beautifully represents the pathways of connection, growth, and shared understanding that underpin our work with children, young people, and families. This artwork is more than a visual symbol—it is embedded into the identity of our organisation and is used across our service designs, educational resources, and promotional materials. It serves as a constant reminder of our commitment to cultural respect, inclusion, and meaningful relationships with First Nations communities.

Taldumande Youth Services continues to remain deeply committed to walking alongside First Nations communities, listening with respect, and acting with integrity to build a more inclusive and culturally safe future.





## FUNDRAISING

The 2024–2025 financial year has been another remarkable year for fundraising at Taldumande Youth Services. We have been deeply moved by the generosity, creativity, and commitment of our supporters, who continue to make a profound difference in the lives of young people and their families.

A key highlight was our Taldumande Family Dinner in Sydney, which brought together our community for an evening of connection, celebration, and shared purpose. The event was a record-breaking success, thanks to the dedication of our fundraising committee, guests, donors, and volunteers. It reinforced our community spirit and strengthened our commitment to supporting vulnerable young people. We would like to extend a special thanks to our Family Dinner Committee: Kathy Savill, Jane Russell, Polly Doak, Paul Boustani and Jean Kittson, whose tireless efforts once again shaped the warmth, energy, and success of the evening in ways that were truly transformative.

This year, we were also supported by incredible community groups and corporate teams, who contributed to property revitalisations, program support, and events. Their involvement helped create safe, welcoming spaces at Phoenix House and other properties, while also raising awareness and funds for our programs.

Festive giving played an equally significant role, with generous donations of Christmas presents, food hampers, and essential items bringing joy and comfort to the young people we support. Every contribution, from individuals and groups alike, had a meaningful impact.

Looking ahead, Taldumande's 50th Anniversary next year presents an exciting opportunity to celebrate five decades of service and to elevate our fundraising efforts. From creative campaigns and community challenges to corporate partnerships and celebratory events, we look forward to building on our supporters' incredible generosity.

As we continue to respond to the growing needs of young people, we are grateful for the support of our donors, volunteers, and partners. Every gift, big or small, helps us provide safety, stability, and hope—and empowers young people to build brighter futures.

Thank you for standing with us.



















Clockwise from left: Volunteers Aimee, Paul and Gabi at the Family Dinner. MC's Jean Kittson AM and Richard Glover at the Family Dinner, Christmas Present Distribution Day, Taldumande Staff and Volunteers at Family Dinner, Phoenix Youth Hub Team, Virginia Howard, Chair, Ed and Lisa Graham, CEO at Family Dinner, Taldumande Staff at Christmas, Volunteer Sarah and Family Dinner Guests, Taldumande Staff.









Taldumande Youth Services | Annual Report | 2024-25 21

## YP STORY

Elise's journey began in a small town, where her childhood was defined by constant upheaval, frequent moves, and unsafe living environments. From a young age, Elise was exposed to chaos, never knowing what each day might bring. By the age of 15, she had endured years of neglect, trauma, and unimaginable abuse at the hands of those meant to love and protect her, including sexual abuse by a person close to her family. This event shattered what little security she had left and ultimately led to the breakdown of her entire family unit. Her parents separated shortly after, and with no other safe or supportive family to turn to, Elise found herself completely alone and without a place to call home.

In search of opportunity, Elise made the courageous decision to leave her hometown and relocate to Sydney without any family support. She hoped this new chapter would offer her a chance at stability, healing, and a fresh start.

After two failed placements that deepened her sense of isolation and mistrust, Elise was referred to Taldumande, uncertain if this experience would be any different.

When Elise arrived, she was withdrawn and wary of adults - her trust had been completely eroded by a lifetime of being let down by those meant to protect her. Elise carried complex mental health diagnoses and physical health challenges rooted in her trauma.

From the moment she arrived,
Taldumande's staff focused on
making her feel safe, seen, and
heard. Elise was allocated a Case
Worker who worked patiently and
consistently to build rapport with
her. While it took time, a
relationship of trust was formed,
one that became the foundation
for Elise's healing. She was also
supported by an incredible team
of youth workers and residential
staff who created a nurturing,
predicable environment where
she could begin to rebuild.

With their support, Elise moved through Taldumande's continuum of care - from short term crisis accommodation to semi-independent living, and eventually into transitional housing. Along the way, she received mental health support, safety planning, and care during complex medical and mental health episodes. For the first time in her life, Elise was surrounded by people who genuinely believed in her. Empowered by this support, Elise found the strength to pursue her goals. She completed a Community Services course at TAFE and, inspired by her own experiences and a desire to help others, enrolled in a Bachelor of Education at university - a remarkable achievement and testament to her determination.

Although initially scared to leave the safety net of Taldumande, Elise came to recognise the progress she had made. She had developed the skills, insight, and confidence to live independently. By the time she left the service, she was in a completely different place - no longer the vulnerable girl who first arrived, but a resilient young woman ready to take the next step.

Today, Elise is studying to become a primary school teacher. Taldumande remains by her side, providing aftercare support to ensure a smooth transition into university accommodation and staying connected with Elise as she embraces her new chapter.





## 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.





### Australian Government

### Attorney-General's Department





#### **Our Patron**

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

### **Our Ambassadors**

Jean Kittson AM

Ciaran Lyons

Peter FitzSimmons AM

Matt Ballin

### **Our Event Committee**

Kathy Savill

Paul Boustani

Paul Boustani

Jean Kittson AM

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

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 StreetSmart Help Street Foundation Ocean Extreme Swissotel Sydney Sydney Drug Education & Helping Hand Group Oliver Burton Auctioneer Counselling Centre (SDECC) Hey Girls Opera Australia Sydney Kings Hickson House Distillery Orpheum Cremorne Sydney Lyric Theatre House Made Hospitality OzHarvest Sydney Male Choir Pace Athletic Hoyts Sydney Opera House Inner Wheel Club of West Harbour PCYC Hornsby Sydney Restaurant Group Inova Pharmaceuticals PCYC North Sydney Sydney Swans Intercontinental Fiji Golf Resort & **PCYC Northern Beaches** Sydney Symphony Orchestra Spa Piecemakers Intuit Quickbooks Australia Sydney Theatre Company Pins & Needles Johnson Winter & Slattery Taronga Zoo Public Dining Room Justice Connect TFE Hotels PwC Kennards The Barn Quilters Qantas Joey Joy Flight The Beauty Room Mosman Koala Furniture Q-Station Lane Cove Council The Boathouse Group Quiz Room Lendlease Victoria Cross The Cleftomanics Raging Waters The Folk and Decorative Artists' Leura Golf Club Ray White Northern Beaches Association of Australia Lifeline Rebel Donuts The Skincode LifeSource Community Care The Walter and Eliza Hall Trust Relove Liquid & Larder Rotary Club of Beecroft Third.i Lodge Southern Cross No.91 Rotary Club of Chatswood Roseville Treetops Adventure Luna Park Rotary Club of Crows Nest Tru Ninja Penrith Macquarie Group Foundation Rotary Club of Manly Tulloch Wines Made With Love Rotary Club of Mosman Turramurra Uniting Church Maestro & Co Rotary Club of Northbridge Tyrrells Wines Manly Warringah Sea Eagles Rotary Club of Ryde Vernon Partners Marilyn Rabinowitz Artist Rotary Club of Turramurra Verve Portraits Marlene Reid Rotary Club of West Pennant Hills Vicki Skarratt Photography Merivale and Cherrybrook Virtual Room Mikey Robins Royal Agricultural Society of NSW Wenona School Milford Community Connection SAGE Hair & Beauty Lounge Westfield Hornsby Mirvac Group Sanitarium Westpac Mosman Beauty Studio Scenic World Willoughby City Council Mosman Council Scentre Group YFoundations

Share the Dignity

SRM Residential

Solotel

Sheldon & Hammond

St John's Anglican Church Dee Why

Kindness

Next Level Escape

North Sydney Council

Multiplex

Mosman Neutral Bay HymnFest

NBSC Freshwater Senior Campus

Yibirmarra Foundation

Zali Steggall OAM MP

Youth Up Front

Zone Bowling

## CELEBRATING OUR TEAM

### **Our Staff**

In 2024–25, we continued to celebrate and support the dedication of our employees — the heart of Taldumande Youth Services. Their commitment enables us to deliver outstanding care and advocacy for vulnerable and homeless children, young people, and their families.

## **Enhancing Efficiency and Supporting Our People**

This year, Taldumande continued to invest in a modern, values-driven workplace underpinned by innovation and technology. We introduced new digital solutions to improve operational efficiency, streamline administration, and enhance communication—freeing up more time for our staff to focus on what matters most: supporting young people.

A major milestone was the rollout of our new HR platform, Employment Hero, which simplifies the employee lifecycle and strengthens internal systems. Alongside this, we launched a Wellness Committee to promote staff wellbeing and continued to offer free, confidential counselling through our Employee Assistance Program.

Our annual Staff Engagement Survey provided valuable insights into morale and workplace culture, helping to shape new initiatives. Looking ahead, we will continue to increase efficiencies, invest in professional development, and ensure our teams feel supported, connected, and empowered to deliver the highest quality of care.

### **New Staff Benefits**

In 2024-25, we introduced two important benefits to enhance workplace culture and staff satisfaction:

Birthday Leave — giving employees a paid day off to celebrate their special day.

Maternity & Paternity Leave - providing support for employees welcoming a new child.

### Taldumande Wellbeing

Over the past 12 months, staff enjoyed innovative opportunities to connect, including Wellbeing Committee initatives, such as Morning Breathwork at Balmoral Beach, Annual Taldumande Olympics, Work Positive Bingo and the Annual Christmas Party.

#### A Heartfelt Thank You

To our incredible team — thank you. Your passion, resilience, and dedication make everything we do possible. We are deeply grateful for your hard work, compassion, and unwavering commitment to the young people and families we support every day.

Taldumande Staff at Wellbeing Breathwork Morning.



## **Our Management 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**

Our Annual Engagement Survey provides insights into what we are doing well, what can improve, and how to continue building a supportive, inclusive, purpose-driven workplace. The 2025 survey, shared in May, was reviewed, and action items developed to ensure continuous improvement and alignment with staff needs. Highlights included:









## OUR VOLUNTEERS

Volunteering at Taldumande Youth Services continues to thrive, with extraordinary contributions from individuals, community groups, and corporate partners.

This year, our Life Skills Volunteer Program expanded further into crisis refuges, where volunteers worked alongside young people to prepare nutritious meals, develop essential social and practical skills, and foster independence. They also facilitated workshops on budgeting, financial literacy, and goal setting, equipping young people with tools to manage daily challenges and build confidence.

Building on previous successes, our Volunteer Caretaker initiative in transitional housing continued to provide much-needed stability and guidance. With consistent adult support, young people were able to strengthen practical life skills and take meaningful steps toward independent living.

Volunteers also played a pivotal role in fundraising events, including our Family Dinner Gala and Christmas campaigns. Whether engaging guests, sharing the stories of young people, supporting logistics, or capturing memorable moments, their skills, energy, and heart brought each event to life.

We were also grateful to welcome corporate and community partners and local organisations. Their hands-on support in property maintenance, landscaping, and event assistance created safe, welcoming, and functional spaces for young people.

Finally, we extend heartfelt thanks to our Board of Directors and office volunteers, whose strategic guidance and behind-the-scenes contributions continue to strengthen our capacity to deliver high-quality services.

Across every area of
Taldumande's work, the impact
of our volunteers is undeniable.
Their dedication, creativity, and
generosity empower young
people with the skills, confidence,
and hope they need to thrive.
We are deeply grateful to all who
contribute their time, energy, and
talents - your support truly
changes lives.



Taldumande staff member Ed with Freemasons volunteers, who regularly assist with maintaining our properties.

## 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. În 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.













Clockwise from top: Taldumande staff at the Annual Wellbeing Olympics, Beach Reach team at the Re-Launch, Youth Workers Abigail, Chloe and Jordan at a community day, Caretaker Scott's Dog Iggy, and Case Managers Annie, Fleur and Nicole at the Young Person Christmas Party,

## COMPLIANCE REPORT

Taldumande Youth Services continues to operate within the frameworks of the Australian Service Excellence Standards (ASES), the National Regulatory System for Community Housing (NRSCH), and the NSW Child Safe Standards, as part of our ongoing commitment to quality, safety, and accountability.

These standards are embedded into our daily operations, service delivery, policies and procedures and organisational governance. Our approach ensures that service delivery remains consistent, transparent, and aligned with best practice across all programs.

Under the ASES framework, we have focused on strengthening internal systems, enhancing client engagement, and improving service responsiveness. This supports our goal of delivering high-quality, person-centred support to children, young people, and families experiencing vulnerability.

Our commitment to child safety is reflected in our alignment with the National Principles for Child Safe Organisations, which are now fully integrated into our organisational Risk Profile and actively overseen by our Risk Committee and Senior Management Team. This ensures that child safety is not only a frontline priority but also a strategic focus across governance and planning.

In line with the expectations of the National Regulatory System for Community Housing (NRSCH) as a Community Housing Provider, we have continued to uphold strong governance, financial accountability, and tenancy management across all housing programs. These practices are not just administrative requirements—they are the foundation that allows us to provide safe, stable, and supportive homes for the young people and families we serve.

Our accommodation services are designed to be more than just a roof over someone's head. They are places of safety, healing, and opportunity. By embedding NRSCH principles into our daily operations and organisational policies, we ensure that every young person who enters our housing programs is met with dignity, consistency, and care.

In 2024–2025, we transitioned from an incorporated association to a company structure. This change strengthens our governance and aligns us with the Corporations Act 2001, supporting greater accountability and transparency. We remain committed to maintaining these standards as part of a continuous quality cycle, ensuring our services are safe, effective, and grounded in best practice.





## FINANCE COMMITTEE REPORT

The past year has been particularly challenging for Taldumande. There have been several negative factors outside of our control. Workers compensation insurance costs have risen very sharply. Additionally, policy changes relating to the provision of bail for young offenders significantly reduced our client intake numbers, which reduces our revenue. This is particularly disappointing since it is an area in which our successful outcomes with these young people have been acknowledged by stakeholders (and at a lower cost than the incarceration alternative).

In contrast, our operational performance continues to be strong. Our service expansion continues, notably with Phoenix House extending our services into schools with the Work Ready and Life Ready Programs. Client take-up of these new services has been very positive.

Notwithstanding the difficult fund-raising environment, Taldumande's non-Government income was pleasingly above budget. The Gala dinner was again a resounding success with event income well ahead of the previous year. Efficient management and successful fund raising enabled us to contain the operational loss for the year to \$189k.

While this a reversal of last year's operational surplus, we are satisfied with the outcome given the challenging circumstances. Importantly, the Board and management are aware of the multiple uncertainties in our sector, and we continue to work to ensure the organisation is robustly positioned to withstand challenges when they arise.

Offsetting the financial outcome from operations, are gains resulting from revaluation of land and buildings totalling \$217k. This is due to investments made in our Granville property and a rise in property prices in that area. Overall, we have recorded a surplus for the year of \$27.8k.

Looking forward, we plan to consolidate our service offerings, with a focus on the appropriate balance of client demand versus the cost of services. We are responding to changes in policy settings by ensuring that we have the most cost-effective mix of services. As always, our objective is to maximise the positive social impact for young people.

Susan Gosling

Susan Gooding

Deputy Chair and Chair of Finance and Audit Committee

## Taldumande Youth Services Ltd. Concise Financial Information

30 June 2025

ABN: 67 801 186 046

	2025 (\$)	2024 (\$)
Balance sheet		
Current assets	1,032,949	1,335,183
Non-Current assets	1,817,364	1,443,539
Total assets	2,850,313	2,778,722
Current liabilities	1,246,453	1,399,340
Non-current liabilities	446,009	249,343
Total liabilities	1,692,462	1,648,683
Net assets	1,157,851	1,130,039
Equity		
Reserves	216,920	Ο
Accumulated funds	940,931	1,130,039
	1,157,851	1,130,039
Income statement		
Revenue		
Net Government program funding	6,287,392	5,654,269
Fund Raising activities	912,598	742,880
Rental income	78,700	83,549
Interest received	42,529	52,371
Other income	168,206	0
	7,489,425	6,533,069
Expenditure		
Administration expenses	878,270	698,739
Employment expenses	6,032,384	5,210,699
Other operational expenses	767,879	510,798
	7,678,533	6,420,236
Operational Netsurplus/(deficit)	(189,108)	112,833
Other comprehensive income		
Gain on the revaluation of land and buildings	216,920	0
Total comprehensive income	27,812	112,833

N.B. Audited financial statements available on request.

# RECREATION AND SOCIAL ENCACEMENT







Nothing brings us greater joy than seeing our young people laugh, connect, and embrace the simple pleasures of being a teenager. Many of the young people we support have not had many chances to do the everyday things most teenagers take for granted, so our recreation program is designed to create those opportunities.

This year was full of activity. Young people joined us for movie nights, go-karting, rock climbing, and art or music projects. We celebrated cultural days together, cheered at football games, and enjoyed the outdoors with beach trips, snorkelling, coast walks, and jetty jumping. There were community surf and skate competitions, casual park BBQs, and even dog-walking outings. These activities gave young people the chance to have fun, try new things, and spend time with peers in a safe, supportive environment.

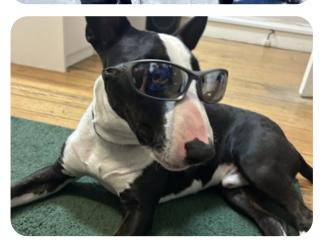
A standout highlight was the annual ski trip in August, which gave many young people the chance to see snow for the very first time. While the trip was filled with laughter and adventure, it also offered meaningful opportunities for resilience, teamwork, safe risk-taking and trying new challenges.

Beyond the fun, recreation plays an important role in helping young people build confidence, form friendships, and feel part of a community. For many, these moments of connection are just as important as the skills they learn in more formal programs.

Clockwise from left: Taldumande Staff at Ski Camp, Young People on Weekend Recreation Activities, Taldumande Staff at National Child Protection Event, Taldumande Staff and Young Person at Ski Camp.







Clockwise from left: Young People doing Weekend Living Skills, Young People on Ski Camp, Iggy - Taldumande's Resident Dog, Phoenix Youth Hub Smoking Ceremony.

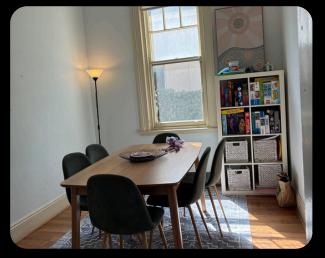


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Clockwise from Left: Taldumande Staff Saskia, George and Zoe at the Family Dinner, Dining Room Makeover at our Under 16's Crisi Refuge, Beach Reach Staff Nicole and Scott at Police Briefing, Taldumande Staff at Breathwork Event, Volunteers at Phoenix Youth Hub, Young People Participating in Living Skills.

## HOW YOU CAN HELP US

At Taldumande Youth Services, we believe that everyone has the power to make a difference. Whether through volunteering your time or making a financial contribution, your support helps us provide safety, stability, and hope to vulnerable young people across Sydney.



### **Donate to Make a Lasting Impact**

Your donations help us deliver:

- Safe accommodation and crisis support
- Life skills and education programs
- Mental health and wellbeing services
- Food, clothing, and essentials
- Long-term pathways out of homelessness

Every contribution—big or small—helps us continue our mission and expand our reach. You can make a one-off donation, become a monthly supporter, or contribute through workplace giving, matched donations, or fundraising events.



#### Volunteer With Us

Volunteers play a vital role in our work - from mentoring and life skills support to gardening, cooking, administration, and event assistance. We also welcome corporate and community groups, who have helped us with property landscaping and are now being invited to take part in exciting new initiatives - including makeovers of our crisis refuges.

Whether you are an individual looking to give back or a team seeking meaningful engagement, we will help you find a role that is impactful and rewarding.



### **Partner With Us**

We are always looking to build meaningful partnerships with businesses, schools, and community organisations. Whether it is through volunteering, sponsorship, or in-kind support, your organisation can play a vital role in helping young people thrive.



### Join Us in Creating Change

Together, we can build a future where every young person feels safe, supported, and empowered. To learn more or get involved, visit our website or contact our team.

Your support matters. Your impact lasts. Thank you.

