

Annual Report

2018-19



“Taldumande’s staff cope almost routinely with heart-rending and crisis situations, yet they remain the most compassionate people, able to retain a great sense of humour.”

Virginia Howard OAM Chair

Contents

02

Meet Rachel
Case Study

04

Chair and
CEO Report

10

Year in Review

06

About Us

12

How Did
We Do?

22

Thank You

07

Mission,
Vision
and Values

18

Meet Joe
Case Study

24

Celebrating
Our People

30

Financials

08

Our Programs

20

Fundraising

29

Finance
Committee
Report

33

Notes

Meet Rachel

Case Study

Rachel came to Taldumande's crisis refuge from hospital where she had been for a period of months. She had a long and complex history of hospitalisations and was assisted by no fewer than six different agencies.

Rachel had multiple episodes of engagement with emergency services over previous years due to attempts at suicide and self-harm. She had suicidal thoughts daily as a result of mental illness and a complex history of trauma. Her relationship with her family was broken, she was disengaged from school having missed so much through mental illness, and she had few living skills and poor hygiene.

Had Taldumande not accepted Rachel, she would have faced an uncertain future without access to safe affordable accommodation and the specialised case management Taldumande provides, which has been the catalyst for her recovery journey.

Rachel spent six months at our crisis refuge, a longer stay than the normal three months. This provided a safe and supported environment to stabilise her mental health, re-engage with school, develop living skills and self-care, as well as obtain an income.

In the course of Rachel's stay she initially had multiple weekly presentations to hospital for suicidal ideation or attempts. After some time and stability, she went to hospital less frequently, with the gaps between admissions of weeks becoming months. Rachel has now not had a presentation for over four months and is continuing her studies at a mainstream school with the opportunity to move to a specialised school. She has secured an income through intensive case management and the support of youth workers.

Rachel transitioned from our crisis refuge into our semi-independent program where she signed a lease and began her journey to independence with ongoing case management and continued youth work support. Her case manager linked her in with the HASI (Housing Accommodation and Support Initiative) that supports people living with a mental illness to continue to remain in the community.



Rachel is still working on her living skills and hygiene, however with our support she has made substantial progress to be where she is now.

With help from her case manager, she put a plan in place to start transitioning back to the family home, an outcome once thought impossible.

This has been made possible due to the range and flexibility of Taldumande's accommodation and housing models.

Rachel continued to live in one of Taldumande's semi-independent properties while starting to stay at the family home on weekends. This then increased to include mid-week stays and in September this year she made the full transition back to the family home.

Taldumande will continue to offer outreach support and will place Rachel back into our accommodation service if the family situation breaks down. This model gives Rachel the opportunity to push herself and take some risks while knowing she has the safety of continuing support of Taldumande.

Chair and CEO Report



Virginia Howard OAM, Chair and Lisa Graham, Chief Executive Officer

Virginia Howard OAM Chair

Taldumande is a fascinating organisation in many ways.

The young people we care for are in great need of help and often have very challenging behaviours, yet they also have inspirational strength and talents.

Taldumande's staff cope almost routinely with heart-rending and crisis situations, yet they remain the most compassionate people, able to retain a great sense of humour.

Government funding for homeless people remains precarious and it is difficult to plan with certainty beyond the life of existing government contracts, yet the generosity of donors helps substantially and buoys our spirits.

It is this constant uncertainty about funding that this year underlaid the preparation of Taldumande's new three-year strategic plan. We are aiming to expand and diversify our three areas of funding (government, corporate and community) and review and expand our current services and the geographical region in which we operate.

The aim is to continue to provide high quality and innovative services to the young people and families who are the reason for Taldumande's existence. This can only be achieved by continuing to enable our staff to develop and strive for excellence in a supportive and attractive workplace culture. These are our challenges for the foreseeable future.

On behalf of the Board a thank you, almost too big to quantify, to our wonderful, dedicated and hard-working staff members. They are simply amazing and are led by an outstanding CEO, Lisa Graham, who has built Taldumande into what it is today. It is difficult to thank her adequately.

My grateful thanks go to all the directors: Susan Gosling (Deputy Chair and Chair of the Finance Committee), Ken Hyman (Deputy Chair of the Finance Committee), Liz Summers (Secretary and Public Officer), Don Hannam, Hilary Hannam, Jane Jeffes, Mark Wallis and Philip Wallis. They have skills that are unusual on the boards of smaller NGOs and, combined with their commitment and generous donation of their time, result in a Board best described as formidable. I thank each one of them for their support and for the honesty and rigour that they bring to all our deliberations.

Lisa Graham CEO

Hard work and dedication have paid off this year with our staff working to support almost 600 young people. Unfortunately, our unmet demand remains a serious concern with a total of 125 young people turned away from our services due to no program vacancies and 96 young people turned away from the crisis refuge due to no available beds.

Young people are increasingly experiencing homelessness in Sydney and across Australia. This year Taldumande has responded to the increased demand by focusing on how we can do things more economically and efficiently in order to increase front-line staff and accomplish great outcomes for young people.

It has been a very exciting year for Taldumande with a focus on impact and efficiency across all areas of the organisation. Our Finance and Administration department led by Helen Fehon has introduced a new HR system. The system is a cloud-based system that will centralise our personnel records. It will also assist with the hiring of new personnel enabling administrative staff to increase productivity and be less reliant on external HR consultants. The Marketing and Fundraising department led by Kevin Tran has also seen the introduction of a new customer relationships management system that will vastly improve how we manage our donor base and will increase staff capacity within the department. We also have designed a new model of delivery within the Marketing and Fundraising department and look forward to seeing new opportunities in this space in the 2019/2020 financial year. More funds raised means fewer young people will be turned away.

Perhaps the largest piece of work this year has been the transition of Taldumande operations to Outcomes Based Management. Earlier in the year we engaged Social Ventures Australia (SVA) to manage this project. Our Senior Compliance Manager, Greg Soames and I have worked alongside SVA. As we aim for continual improvement, we are looking to highlight the impact of the work that we do. Given changing funding models, limited resources and growing expectations from non-government funders and partners, this has been a very worthwhile process.

We also embarked on developing a new three-year strategic plan, mission and vision that will see us sustain a robust organisation. Our work this year has placed us well to see the new strategic plan embedded in operations and business development.

I am truly thankful for all the staff at Taldumande who worked beyond and above our expectations as we have accomplished so much this financial year. Our two senior program managers, Alison Clentsmith and Claude Robinson, continue to support front-line staff to deliver an excellent service, often under incredible pressure.

Each year I thank the Chair, Virginia Howard OAM, because it is truly a pleasure to work with her and the support she offers me is immeasurable. Virginia's encouragement is particularly noted during high pressured times so a huge thanks to Virginia. I would also like to thank the Board of Directors as they are a very supportive and talented group of people who have a clear vision for Taldumande and are equally as enthusiastic to see the new strategic plan delivered.

About Us



Taldumande Youth Services supports vulnerable and homeless children and young people aged 12 to 21 years, and their families. Based in Northern Sydney and the Northern Beaches, we support young people from all across Sydney.

On any given night Taldumande has 65 children and young people in residence. We operate three 24/7 and two semi-independent accommodation programs and also offer community housing programs that provide a streamlined pathway, from homelessness and family breakdown, to independence and stability.

Taldumande also provides residential support to young people who are under the supervision of Juvenile Justice in our Young Offenders Intervention Program and we also focus on preserving and restoring families with young people aged 12 to 15 in our Family Preservation and Restoration Program.

Our Mission

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

Our Vision

We are with you

Our Values

Safety
Respect
Excellence
Inclusivity
Integrity
Resilience
Understanding

Our Programs

Homelessness

Crisis Accommodation Program

Our Crisis Accommodation Program is an emergency and/or short-term service, accommodating young people aged 16 to 18 years. We provide case management support and a range of services aimed at meeting the individual young person's needs.

Semi-Independent Accommodation Program

This program offers semi-supported shared housing for young people aged 16 to 18 years who are transitioning to independent housing. We provide case management support and youth workers are onsite delivering structured household initiatives to increase independent living skills.

Community Housing Program

When our young people are almost ready to make it on their own, they can move into our supported independent housing which could be within shared houses, shared units or single bedroom units. Young people in this program aged 16 to 21 years are provided with case management support.

Families

Family Preservation and Restoration Program

This program provides specialist case management support to children and young people aged 12 to 15 years and their families during a crisis. We aim to help preserve family relationships and offer intensive, flexible and practical support with the intention of reducing family breakdown.

The program can also provide emergency and respite accommodation for children and young people aged 12 to 15 years who are homeless or at-risk of homelessness.

Young Offenders

Young Offenders Intervention Program

This program supports young people who are under the supervision of Juvenile Justice and is delivered in partnership with Juvenile Justice and Marist180. It provides up to a month's crisis accommodation alongside specialist intensive casework support to assist the young person to find secure, stable accommodation and to have a better chance to remain offence free.

Bail Assistance Line Program

Taldumande works in partnership with the Bail Assistance Line (BAL) Program under Justice NSW to take referrals for children and young people 12 to 17 years, held inappropriately in custody, and in need of up to 28 days refuge accommodation.

The BAL was simply set up to assist police to find accommodation for children and young people who have come into contact with the law but have not committed a crime that warrants detention at the time of arrest.

Support Services

Specialist Homelessness Services – Support services

This program is delivered in partnership with Mission Australia providing a range of supports to young people under the age of 25. This includes case management, counselling, referrals, advocacy and tenancy support.

Outreach Program

Our Outreach Program provides direct support to young people aged 12 to 21 years to find accommodation with other services. These young people are seeking assistance in maintaining or moving to stable accommodation.

After Care Program

This program supports young people in the community once they have left our accommodation services.



Clients at our annual ski trip sponsored by Ethos BeathChapman

Year in Review

Our 2018-19 Successes



93% of 12 to 15 year old clients within our Family Preservation and Restoration Program were returned home

90% of clients within Bail Assistance Line Program were restored to the family home or moved to stable longer term accommodation

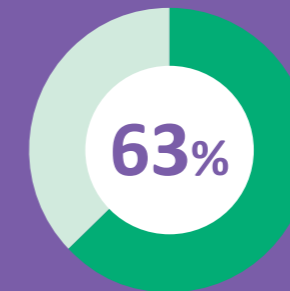
89% of clients are happy with our services

82% of clients engaged in education and/or employment

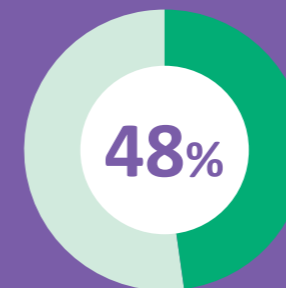
40% of young offenders clients were restored to the family home



Why We Need More Funding



of clients are referred to us due to family breakdown which is due to violence, abuse, and/or lack of family and community support



of clients come to us with diagnosed mental health



of clients are entering our service with mental health but without a formal diagnosis

125

clients were turned away from our services due to no program vacancies

96

clients were turned away from our crisis refuge due to no available beds

44

clients were turned away from our semi-independent program due to no available beds

Once

a week we have a client who has suicidal ideation or makes a suicide attempt

Once

a week we have a client admitted to hospital

Once

every 11-days a client is admitted to hospital for alcohol and other drugs (AOD) use

*Resources are needed,
homelessness is complex.*

How Did We Do?

Homelessness

Taldumande remains one the few organisations that offer young people a continuum of care from crisis accommodation to independent living. It is this continuum that we believe makes for stronger outcomes for our young people.

Two hundred clients were supported within our accommodation programs this year incorporating 2,795 case work sessions.

200
clients
accommodated

89%
of clients are
happy with
our services

It was wonderful to see that while they were accommodated with us 82 per cent of our clients held down a job or were attending an education program. We were also delighted to find through client surveys that 89 per cent of clients were satisfied or extremely satisfied with our services.

This year has seen increased numbers of young people requesting our help with complex mental health issues and heart-breaking trauma histories. Seventy per cent of clients that entered our programs were either diagnosed with a mental health disorder or had indicators of a mental health issue.

The sad reality for many of our more vulnerable clients is that despite the support, there is a difficult road ahead with clients struggling on a daily basis with complex issues. Across our services we have seen the following:

- Once a day at least two of our clients have contact with a mental health practitioner
- A young person is admitted to hospital once every week due to mental health issues
- Every week a young person will experience suicidal ideation or will attempt suicide
- Drug and alcohol misuse will see a young person admitted to hospital once every 11 days.

We offer support through several different accommodation models to meet the individual requirements and needs of our clients. These include the seven-bed crisis refuge, and a five-bed semi-independent house, both staffed 24 hours per day. We also have two four-bed semi-independent properties which are staffed several nights of the week. One of these properties is a specialist program for young women escaping forced marriage and domestic violence.



Young people at annual surf camp

For young clients who have demonstrated that they are ready for more independence, we have 21 transitional housing properties totalling 38 beds across the Lower North Shore, Northern Beaches and Ryde regions offering accommodation for up to 18 months.

These properties are run in conjunction with our housing partners Link Housing and My Foundations Youth Housing. Young people 16 to 21 years of age reside in either one, two or three-bedroom properties. They are assisted by a specialist case manager to further enhance their independent living skills.

Many of our young people no longer have the care and support of their families and loved ones and they can feel extremely isolated and anxious. Many find it difficult to attend school and/or employment and take care of themselves. Our dedicated staff continue to work tirelessly to assist young people to live independently, pay bills, do the washing, clean the house, attend appointments, shop for groceries, cook healthy meals, budget their finances... the list continues.

Our young people do not often have the time to have healthy fun without the pressures of adulthood. We continue to ensure they are provided with plenty of opportunities to relax and enjoy themselves through many social activities. These include our much loved annual snow and surf camps, wellbeing nights, sporting events, concerts, weekly restaurant outings, beach days, jet flights, time out on the harbour and of course, the much loved Sunday roast.

To enable these activities to occur we continue to rely on the generosity of our amazing community and corporate partners.

At Taldumande we understand that we work in a space where most young individuals are at the start of their homelessness journey. We are ever conscious of our unique opportunity to implement intervention strategies to ultimately prevent further homelessness, further disconnect from their family, their community, and from themselves.

How Did We Do?

93%
of 12 to 15
year old clients
within
our Family
Preservation
Restoration
Program were
returned home

Families

Family Preservation and Restoration Program

The need for specialised supports and truly practical, flexible interventions for families experiencing crisis continues to grow at an alarming rate. Taldumande's Family Preservation and Restoration Program responded to and worked intensively with thirty-five families over the last financial year. Sadly our turn-away numbers are in excess of thirty families who were not able to access our program when they were most in need.

Many families accessing our service lack the skills and indeed, often the strength, to manage their adolescents' complex behaviours in the family environment. Young people are often referred to us by clinicians, family members, Department of Communities and Justice (DCJ), mental health inpatient units, drug and alcohol rehab units and Police Youth Liaison Officers. Families and young people who come to us are often in crisis and need intensive casework support, over a significant period of time. With the support of Taldumande's long-standing relationships and proactive partnerships, Taldumande's Family Preservation and Restoration Program has made a great impact on local families. Our program leads to progressive, measurable and sustainable social impact, resulting in 93 per cent of the 12 to 15 year olds remaining at home.

Taldumande's Family Preservation and Restoration Program is unique partly due to the respite accommodation component of the Under 16's model which we call "Emmett House". This provides parents and siblings with the option of a break from stressful daily routines and dysfunctional communication patterns.



According to one mother, "When I told Taldumande of our problems they went out of their way to provide respite accommodation and support for our daughter, to serve as a stepping stone to her returning home."

Taldumande will continue to evolve over the year in order to remain relevant to the changing needs of adolescents and families. New challenges and technologies that are proliferating in our community impact on our adolescents and make parenting even harder.

Taldumande will continue to advocate tirelessly both at government and community levels for the importance of delivering more useful family support programs across Sydney such as our Family Preservation and Restoration Program.

How Did We Do?

82%
of clients engaged in education and/or employment

40%
of clients within our Young Offenders Intervention Program were restored to the family home

Young Offenders

Young Offenders Intervention Program

The Young Offenders Intervention Program supports homeless children and young people aged 12 to 18 years under the supervision of Justice NSW, with 28-days of crisis accommodation alongside specialised and intensive case management support.

The young clients supported within this program are usually exiting detention centres across Sydney. Many of these young people are unable to reside at home due to legal orders such as bail conditions or Apprehended Violence Orders restricting their return home. This can be a very scary experience, so there is an important emphasis within Taldumande to provide a safe, secure and caring environment. From the point of entry, intensive casework occurs to source further longer-term housing for young people whether that results in returning home, transitioning within Taldumande, or finding somewhere else that is safe to stay.

This year saw continued success within Taldumande's Young Offenders Intervention Program. In regard to demographics, there was an increase in males (80 per cent) over females (20 per cent). The majority of young people supported within the Young Offenders Intervention Program had legal restrictions preventing them from returning home (73.3 per cent). Through strong advocacy and support, certain residential restrictions were able to be lifted (26.7 per cent), resulting in the ability for family restoration to be explored.

Young people exiting the program were more likely to transition internally to another of Taldumande's accommodation options (26.5 per cent), than to external accommodation (13.4 per cent), or returning to juvenile detention facilities (20 per cent).

This year, we saw the greatest percentage of young people exiting the placement successfully, reuniting with their family and returning to live at home (40 per cent). This is the highest statistic since the program opened in 2016.



Many of the children and young people supported within the Young Offenders Intervention Program are disengaged from education or employment. Taldumande assists this cohort by exploring their personal interests or needs, linking them to available options in the community, emphasising and reuniting connections to their local area.

Nearly half of all young people within the Young Offenders Intervention Program this year who left placement were engaged in education or employment.

Bail Assistance Line

Taldumande continues to work successfully with the Bail Assistance Line (BAL), a division of Youth Justice NSW, and this year we became the provider of choice for our area through the formal tender process.

The BAL is a referral pathway for the NSW Police and provides up to 28 days refuge accommodation for children and young people 12 to 17 years held inappropriately in custody. Taldumande's therapeutic refuge placement, case management and family worker resources supported 15 children and young people this year.

Almost 90 per cent of this cohort were able to return home or secured more stable accommodation.

The BAL contract is Sydney wide and this has presented challenges with regards to navigating services closer to the young person's original location, and opportunities to build new partnerships further afield.

This client cohort has proven to be very vulnerable with 74 per cent presenting with substance abuse while the entire client group experienced some degree of childhood trauma. Almost half of these clients presented with a formal diagnosis including; intellectual or cognitive delays, Autism Spectrum Disorder, ADHD, anxiety, depression and Tourette's Syndrome.

Taldumande was able to work closely with the local police, the Department of Education, hospitals, Justice Health, and health care professionals to positively engage young people in accessing and receiving holistic support.

Meet Joe



Case Study

At age 14, Joe was in urgent need of help and the Family Referral Service contacted Taldumande. Education staff at Joe's Lower North Shore school became aware that Joe had been couch surfing with school friends for over a month. The Family Referral Service was seeking emergency accommodation for him.

Joe previously lived with his mother, 16-year-old sister and 11-year-old brother in a small two-bedroom unit. The family had relocated interstate several months prior with Joe's mother hoping to provide the best opportunity for her children's future by removing them from their father who suffered from a significant mental health condition, as a result of homelessness, family history of trauma and daily substance abuse, including hallucinogenics that produced permanent psychosis.

Joe is talented, with potential for a bright future. He attended a local high school, performed well academically, and spent many hours playing elite level water polo. Due to financial hardship, Joe was unable to pursue his dream of representing Australia at the Olympics and began engaging in high risk-taking behaviours' alcohol, drugs and petty crime.

At 14, Joe had already experimented with a combination of MDMA, cannabis, LSD, acid, xanax, codeine and alcohol in excess. He felt in control of his drug taking and was blind to its effects on his mental health, everyday functioning, the strain it put on his family and the fact that he was on the road to addiction. He utilised selling drugs to get respect, make money quickly and feed his own addiction.

As Joe's behaviours escalated, he became violent and aggressive at home, resulting in the justice system placing an Apprehended Violence Order on him, to protect his family. Joe became homeless for several weeks, going from couch to couch and staying with friends. His mother faced battles of her own, working and studying full time, struggling to feed and house her family, whilst caring for her other children who were forced to take on more responsibility.

Within a week of receiving the referral a case manager met Joe at his high school and informally assessed the situation. The risk of family breakdown and long-term homelessness was highly likely due to already strained relationships. Respite options for Joe were explored within Taldumande to facilitate family restoration, but Joe was initially reluctant to engage. A Case Conference was held and with support from the Department of Community and Justice, the education and justice system and collaborative work with parents in the community, he soon moved into Emmett House.

Joe's mother said that this was the first time she had not been blamed for her children's behaviours and that she felt heard. This was a major relief for her.

With Taldumande's ongoing intensive support over 6 to 12 months, Joe and his family have developed better communication, more effective safety plans and house guidelines. They have relocated into a four-bedroom residence.

Joe, his mother, and his siblings all positively engage with mental health services. He is receiving support for his alcohol and other drug use. Juvenile Justice has put behavioural restrictions in place to prevent violence within the family home and to reduce criminal behaviour.

The collaborative, multi-disciplinary approach applied through Taldumande has given this family hope. For Joe, as a troubled teenager, it has provided essential support to move him from addiction to a positive path in life.

Fundraising



Michael Sirmai, Claude Robinson, Kevin Tran, Louise Suffield and Lisa Jasienski at Westpac Foundation Cheque Presentation



Lisa Graham, Chief Executive Officer Taldumande Youth Services and the Hon. John Howard OM AC at inaugural Oration Dinner

Taldumande is very appreciative of the generosity of our supporters this year. Their ongoing commitment and the generosity of our donors are vital to enable Taldumande to support more vulnerable children and young people in our community.

This year, Taldumande raised over \$461K from individual giving, community and corporate donations, fundraising activities, events and grants.

The major contributors to this success were major donors and Foundation Members. Events have also been a highlight this year. We were honoured to have the Hon John Howard OM AC as our keynote speaker at our inaugural Oration Dinner in August. A big thank you to MinterEllison and their team for hosting such a wonderful function.

Special thanks also to the Sydney Male Choir, who organised the “Bring Them Home” concert at Mosman Art Gallery. It was a delightful afternoon of wonderful music and superb vocals raising much needed funds.

Our annual Gala Dinner was held in April in the stunning environment of Luna Park. Guests enjoyed a fun-filled evening and we were able to raise much needed funds to enable us to continue our valuable work in the community.

A big thank you to our Gold Sponsor, CBRE North Sydney, and Silver Sponsor, Multiplex, for their generous contributions on the night. We would also like to thank all our prize sponsors as well as our wine and beer sponsors.

Total Fundraising Income 2018-19



Volunteers at Taldumande's 2019 Gala Dinner

Guests were treated to a spectacular performance by Taldumande's former client, rapper D Minor, who gave insight into his troubled childhood and experiences with violence, homelessness and overall life struggles. D Minor performed his latest internationally recognised single 'Concrete Pillow'.

A powerful and moving speech was heard first-hand from an ex-client who spent time in Juvenile Detention. By the time he had finished sharing his story, the room was on its feet cheering him on. He said: “over the last two years the only consistency I had in my life was through Taldumande, particularly from my Case Manager, who supported me through a tough but rewarding journey... I felt recognised, heard, valued. I was supported every day to make a new plan for my life and for my future... I'm now well on my way into completing a Certificate IV in Accounting and Bookkeeping which I've enjoyed doing – I'm quite good with numbers.”

Tears, laughter, great entertainment, good food and wine were enjoyed by all. A heart-felt thank you goes to all the sponsors, volunteers, entertainers and staff at Luna Park for making the annual Gala Dinner such a successful evening.

Taldumande continues to be incredibly supported by the community which includes numerous local individuals, community groups, churches, clubs and corporates. Their financial and in-kind donations have enabled many of our programs to continue and thrive. Regardless of the amount, this generosity helped us support so many vulnerable young people in our community.

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.

Thank You

Our Patron

(until 30 June 2019)

His Excellency General
The Honourable David Hurley
AC DSC (Ret'd) Governor of
New South Wales

Our Vice Patron

The Hon Jillian Skinner

Our Ambassadors

Jean Kittson
Peter FitzSimons

We are thankful for all the groups, businesses and organisations that have supported Taldumande's work and young people over the past 12 months. Your financial support, donations in-kind, and time volunteering with our staff and clients have made a real impact on the lives of vulnerable young people in our care.

Our Supporters

2020 Dry Cleaning	Community Photography
Aboriginal Dreamtime Fine Art Gallery	Cremorne Veterinary Clinic
Alexander Studios	Crowne Plaza Terrigal
Amarisco Framing and Mounting	Crows Nest Community Centre
Anglican Parish of St Luke	Dee Why Gardens Knitting Group
Arrowfield	Dee Why RSL Club
Artist Network Australia	Devine Events
Australian Reptile Park	Dive Centre Manly
Azzurro Hairdressers	Elanora Country Club
Bakers Delight Neutral Bay	Entertainment Book
Balgowlah RSL Memorial Club	Ethos BeathChapman
Blackmores	Ferndale Gardens
Bluedog Signs	Ferrero Rocher
Bradfield Senior College	FoodBank
Cammeray Golf Club	Fourth Village Providore
Captain Cook Cruises	Furla
CBRE North Sydney	Gai Waterhouse Racing
Channel 10	Givergy
Chatswood RSL Club	Greenhill
Chiosco	Grill'd Chatswood
City of Ryde	Grill'd Crows Nest
Clayton Utz	Grill'd Neutral Bay
Clinic 16	Hayden Orpheum Picture Place
Clonakilla	Holey Moley Golf Club
Commonwealth Bank	Hornsby RSL Club
	Hotel Mosman

Hoyts	Phoenix House
Inner Wheel Club of West Harbour	Pittwater RSL Club
Integrated Research North Sydney	Planet X Youth Centre
Ken Done Gallery	Polish at Mosman
Kineo	Prime Quality Meats
Laing O'Rourke	Q Station
Lane Cove Council	Qantas
Leeon Studio Pilates	Radisson Blu Plaza Hotel Sydney
LifeSource Christian Church	Redlands
Lime and Tonic	Rhino Rack
Lions Club of Manly	Richardson and Wrench North Sydney
Lodge Southern Cross No. 91	Rotary Club of Beecroft
Luna Park Sydney	Rotary Club of Chatswood
Macquarie Group Foundation	Rotary Club of Crows Nest
Manly Drug Education and Counselling Centre	Rotary Club of Dee Why Warringah
Manly Kayak Club	Rotary Club of Epping
Manly Skiff Club	Rotary Club of Lane Cove
Manly-Warringah Rugby Leagues Club	Rotary Club of Manly
Marriott Lane Real Estate	Rotary Club of Mosman
Meadowbank Public School	Rotary Club of Northbridge
Mercedes-Benz	Rotary Club of Turramurra
Michael Cassel Group	Rotary Club of West Pennant Hills and Cherrybrook
Microhire	Ryde Salvation Army
Milk Crate Theatre	SecondBite
MinterEllison	Share the Dignity
MLC	Smile Elite Dee Why
Mosman Beauty Studio	St Peter's Anglican Church Cremorne
Mosman Council	Street Smart Australia
Mosman Lantern Club	StreetWork
Mosman Municipal Council	Sydney Dive Safari
Mosman-Neutral Bay Inter-Church Council	Sydney Film Festival
Multiplex	Sydney Male Choir
Naomi Hamilton Photography	Sydney Outback
National Australia Bank	Sydney Restaurant Group
Neilson Foundation	Sydney Swans
Neutral Bay Public School	Sydney Symphony Orchestra
North Sydney Council	Sydney Theatre Company
Northbridge Golf Club	Taronga Conservation Society Australia
Northern Beaches Council	Taronga Zoo
NORTHS Sydney Leagues Club	That's the Ticket
Opera Australia	The Australian Heritage Hotel
Ormeaggio	The Barn Quilters
OzHarvest	The Bathers' Pavilion
Parramatta Mission	The Beach School
PCYC Hornsby	The Chappell Foundation
PCYC North Sydney	The Folk and Decorative Artists' Association of Australia
PCYC Northern Beaches	
Perpetual	

The Grace Hotel
The Oaks Hotel
The Old Clare Hotel
The Property Agency
The Union Hotel
Thomas Sabo
Trace of Magic Production
Troy O'Brien Fine Jewellery
Uber Photography
United Way Australia
Vicki Skarratt Photography
Westpac
Westpac Foundation
Willoughby City Council
Willoughby Symphony
YFoundations
Young Henrys

Our Service Delivery Partners



Celebrating Our People



43
Employees

29
Female

8 Full-time
13 Part-time
8 Casual

14
Male

3 Full-time
7 Part-time
4 Casual

Our Staff

We greatly value the variety of skills and abilities of all our staff. When these skills are combined over the whole organisation, we aim to deliver the best possible outcomes for the young people in our care.

Our team continues to be dominated by women with 67 per cent of the staff and 60 per cent of our Board comprising women. We are committed to provide flexibility in our workforce and as a result the majority of our staff works on either a part-time or casual basis. This ensures that we can address any staffing requirements while at the same time our staff has the ability to balance their work and lifestyle obligations.

Wellbeing

The difficult nature of the work undertaken by Taldumande can often prove challenging for staff members. In recognition of this, the organisation has a wellbeing program. The aim of this program is to provide team members with the support necessary to ensure they look after their own welfare.

The wellbeing program includes:

- Availability of flu shots to all staff
- Provision of relevant educational resources
- Bi-monthly wellbeing lunches to which all staff are invited
- Access to the Employee Assistance Program (EAP). This service ensures that all staff members have access to a range of counselling and support services, which they are encouraged to use.
- We have scheduled a staff retreat in 2019/2020. This will focus on building relationships between staff members working across all areas of the organisation. This in turn will hopefully have a positive effect on our day to day interactions and co-operation amongst all staff members.

Our Leadership Team



Lisa Graham
Chief Executive Officer

Alison Clentsmith
Senior Program Manager

Claude Robinson
Senior Program Manager



Greg Soames
Senior Compliance Manager

Helen Fehon
Finance and Administration Manager

Kevin Tran
Fundraising and Events Manager

Our Staff Say

100% are happy with the level of training they receive to enable them to work with clients effectively

96% are happy at work

96% are inspired by their team

96% are proud of their team

96% are happy with the level of support they receive

83% are happy with their work-life balance

Celebrating Our People

Our Board

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

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 currently also is the Chair of Dougherty Retirement Village and Care Home at Chatswood and is a Director of Bendigo Bank Mosman and Mosman Community Services. Virginia was previously the Executive Director of the Wenona Foundation and has been the Administrator of Mosman Meals on Wheels, School Projects Officer for Australian Red Cross in NSW, taught English at Loreto Kirribilli and undertook Community Relations at Queenwood School. Virginia was awarded North Shore 2018 Local Woman of the Year for her work with Taldumande.

Dr Susan Gosling BSc, MA, PhD
Vice Chair, and Chair, Finance Committee

Susan is Head of Investments at MLC. She has over 30 years investment management experience and is the architect of MLC's scenarios based investment approach. Susan is a member of MLC's Investment Committee, Private Equity Investment Committee, and Alternatives Investment Committee. She commenced her career in London as an economist with the Economist Intelligence Unit, and later became an Economic Adviser with the National Economic Development Office. Susan has held a number of senior positions in the Australian funds management industry.

Liz Summers BA, MAICD
Public Officer and Secretary

Liz is a Director of SAL Consulting (Operations and Business Development) and has more than 15 years' experience in human services. She specialises in the areas of complexity and vulnerability, working with organisations and individuals to develop clinically-informed strategic management, operational planning, training and development, policy and framework, quality assurance and improvement processes. Liz is a passionate advocate for young

people who have experienced trauma in their lives. She is a member of the Neuroleadership Institute and is also a Director of the I AM Fellowship, a not-for-profit organisation that provides therapeutic services for people who have experienced trauma.

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

Ken is the investment manager at Antares Fixed Income, a specialist funds management company within the MLC Group. He has over 45 years' experience in financial markets and investment management, specialising in fixed interest and money markets. Ken is a keen supporter of wildlife and land conservation and is a committed member of the Australian Wildlife Conservancy and Bush Heritage.

Dr Donald Hannam MB, BS. (Hons 1), FACEM
Director

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

The Hon Justice Hilary Hannam BA, LLB (Hons)
Director

Hilary has more than 33 years' experience in law and is currently a Judge of the Family Court of Australia. She began her career as a solicitor in private practice and as a prosecutor with the Commonwealth Director of Public Prosecutions, before becoming a Magistrate of the Local Court of NSW. Hilary was formerly the Chief Magistrate of the Northern Territory and presided in the Children's Court of NSW for a number of years, where she developed an interest in the law as it relates to children. She has extensive experience in youth justice, child protection and other parenting matters.



Ken Hyman, Mark Wallis, Dr Susan Gosling, Dr Donald Hannam, Jane Jeffes, Virginia Howard OAM, Philip Wallis, The Hon Justice Hilary Hannam and Lisa Graham (Liz Summers not pictured)

Jane Jeffes BA (Hons)
Director

Jane has 30 years' experience in radio, film, television and print in the UK and Australia. She was Head of Programs at the UK's largest radio production company, Head of the Religion and Ethics Unit at the ABC and most recently Impact and Communications for the G20 Interfaith Forum in Buenos Aires. Her award-winning production company Firefly Productions has produced documentary and factual television for a range of domestic and international broadcasters and is currently working on an impact project around human trafficking, forced labour and modern slavery. She has travelled widely, worked extensively on the Indian sub-continent, and worked closely with the UN Under-Secretary General for Children Affected by Armed Conflict. She has lived on Sydney's Lower North Shore for the last 18 years and is married with two daughters.

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. His commercial career was in senior executive Sales

and Marketing roles in the IT&T industries and he is currently working as a licensed Real Estate Agent 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 currently holds board positions with Bendigo Community Bank, Mosman Rotary plus a couple of other unrelated board positions and is a qualified Rural Fire Fighter and Justice of the Peace.

Philip Wallis LL.M
Director

Philip is a Barrister practising 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.

Celebrating Our People

1,738
Volunteer
hours

34
Skilled
volunteers

7
Teams of
corporate and
community
groups

71
Individuals in
the groups

5
Student
placements

280
Student
placement
hours

Our Volunteers

Taldumande continues to be fortunate to have a team of very dedicated, generous and inspirational volunteers who share their time and skills to support our work. We have a wonderful team of regular skilled volunteers who support Taldumande behind the scenes. We also have corporate and community group support for the maintenance of the gardens at our crisis refuges and semi-independent properties.

We would like to thank:

- Our 34 skilled individual volunteers
- Ethos BeathChapman
- Kineo
- Lodge Southern Cross No. 91
- Perpetual
- United Way and their corporate partners, Dell EMC and ACN Pacific.

If you are interested in individual, corporate or community volunteering, please contact us on 02 9460 3777 or email administration@taldumande.org.au



Sally and Valda, gardening volunteers

Chair of the Finance Committee Report

We are pleased with the financial performance of Taldumande over the past financial year. Following a period in which we drew on reserves to support the expansion of services, over the past year we have recorded a surplus which re-builds reserves. This is important because it increases the financial robustness of the organisation consistent with the increased level of operations. In addition to achieving a surplus, we have also made provision for future expenditures including new project funding.

Overall, we have recorded a surplus of almost \$120,000 for the year which is ahead of expectations at the start of the year.

Taldumande continues to see a significant evolution both in terms of services to young people in need and capacity to support services through our fundraising activities.

Revenue has increased by over 12 per cent and expenditure by almost 8 per cent. Importantly, income from fundraising activities continues to rise, and there has been an increase in the diversity of grants received for the provision of services. Most notably Taldumande has expanded its operations in the Juvenile Justice area. These activities have resulted in unprecedented success in reducing recidivism, with young people successfully and sustainably transitioning into education and work, and where possible rebuilding family relationships.

Attached to this report is an extract from our financial statements. We have had a complete audit of the organisation for the year ended 30 June 2019 and received an unqualified audit opinion. A complete set of our Financial Report is available on request.

Dr Susan Gosling
Chair Finance Committee

Taldumande Youth Services Inc. Officers' Report

30 June 2019

Your committee members submit the financial report of Taldumande Youth Services Inc. (the Incorporated Association) for the financials year ended 30 June 2019.

Committee members

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

Virginia Howard OAM (Chairperson)	Donald Hannam
Dr Susan Gosling (Chair Finance Committee)	Hilary Hannam
Elizabeth Summers (Public Officer and Secretary)	Jane Jeffes
Lisa Graham (Chief Executive Officer)	Mark Wallis
Kenneth Hyman (Deputy Chair Finance Committee)	Philip Wallis

Objectives

The main objectives of the Incorporated Association is to provide accommodation options and support services to homeless young people in Northern Sydney. Our services are designed to enhance family relationships and prevent youth homelessness.

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

Principal activities

Results from General Operations

The joint initiatives with Mission Australia have resulted in increased government funding for general operations over three years, allowing Taldumande Youth Services Inc. to provide a much larger program of accommodation options and support to homeless young people.

Results from non-government fundraising

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

Performance measures

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

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

Virginia Howard.

Virginia Howard OAM
Chairperson
26 August 2019

Ken Hyman

Ken Hyman
Deputy Chair Finance Committee
26 August 2019

Taldumande Youth Services Inc. Officers' Declaration

30 June 2019

In the Committee members opinion:

- the incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the New South Wales legislation the Associations Incorporation Act 2009, and associated regulations;
- the attached financial statements and notes thereto comply with the Accounting Standards as described in note 1 to the financial statements;
- the attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2019 and of its performance for the financial year ended on that date; and
- there are reasonable grounds to believe that Taldumande Youth Services Inc. will be able to pay its debts as and when they fall due and payable.

This statement is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

Virginia Howard.

Virginia Howard OAM
Chairperson
26 August 2019

Ken Hyman

Ken Hyman
Deputy Chair Finance Committee
26 August 2019

Taldumande Youth Services Inc.

Concise Financial Information

For the year ended 30 June 2019

Taldumande Youth Services Inc.
ABN 67 801 186 046

	2019 (\$)	2018 (\$)
Balance sheet		
Current assets	1,390,829	1,092,357
Non-Current assets	52,097	66,078
Total assets	1,442,926	1,158,435
Current liabilities	692,717	592,820
Non-current liabilities	145,573	80,933
Total liabilities	838,290	673,753
Net assets	604,636	484,682
Equity		
Accumulated funds	604,636	484,682
	604,636	484,682
Income statement		
Revenue		
Net Government program funding and grants	3,328,049	2,869,465
Rental income	54,841	44,225
Interest received	28,733	18,457
	3,411,623	2,932,147
Expenditure		
Administration expenses	426,003	453,656
Employment expenses	2,932,600	2,790,133
Motor expenses	46,904	39,789
Other operational expenses	308,101	166,076
	3,713,608	3,449,654
Deficit from general operations	(301,985)	(517,507)
Special projects		
Revenue	461,214	535,578
Expenditure	39,275	54,210
Net special project surplus from fundraising and special projects	421,939	481,368
Net surplus/(deficit)	119,954	(36,139)

N.B. Audited financial statements available on request.

Notes



How you can help us

Make a donation

Volunteer with us

Become a corporate partner

Join our team

Contact us

02 9460 3777

www.taldumande.org.au

www.facebook.com/taldumande

www.instagram.com/taldumandeyouthservices

www.linkedin.com/company/taldumandeyouthservices

Taldumande Youth Services

Head Office

168 Pacific Highway
North Sydney NSW 2060

Northern Beaches Office

12 Wentworth Street
Manly NSW 2095

