



Annual Report
2019 – 2020

***We are
with you***



“COVID-19 has not derailed us, it has just made everyone’s work more challenging as, along with the rest of the world, we had to make quick changes in order to cope with a very different environment. The staff have done a magnificent job keeping 67 young people every night free of the virus”

Virginia Howard OAM, Chair



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Jacob's Story

Jacob first entered the Taldumande Youth Services crisis refuge in early January as a “fast bed” placement for 7 days. He demonstrated a lot of promise and dedication and was offered a 3-month stay. Over this time he developed his living skills and worked hard on the goals his Case Manager had planned. Jacob was a very independent young person from the beginning, but as a result of being on the streets for so long, he lacked motivation and needed support to move things along.

Jacob and his Case Manager worked on obtaining a Centrelink income, linking him back into study, AOD support, and his future accommodation prospects. Jacob progressed very well for the first few months at the crisis refuge. Unfortunately, COVID-19 hit and Jacob got caught at the refuge in the lock down. He was at the refuge for longer than initially expected and planned. Self-isolation affected him as he felt downhearted and stuck in a rut. Although it was difficult, Jacob did his best to stay positive and when restrictions started to ease and we began planning for his transition, his motivation picked up again. He worked hard at saving money and transitioned into semi-independent accommodation.

En route with Jacob to his new accommodation, his Case Manager spoke with his mother by phone and reported: “She expressed thanks to me for supporting him across the past few months and helping him get where he is now. **She told me that she and Jacob have been able to repair their relationship and now can spend time together without argument or conflict. She began to tear up while thanking me. I told her she has a lovely son and we are so happy to be a part of helping their relationship**”.

Jacob says he “finally has a place to call home”. In the backyard of Taldumande Youth Services transitional housing Jacob asked to have a photo taken of him standing next to the backyard lemon tree, so that when he eventually moves out of that home and onto bigger and better things, he can look back at the photo and compare the height of the tree from his first day to his last, as a symbol of his progress, thanks to Taldumande.



Chair and CEO Report



Virginia Howard OAM, Chair and Lisa Graham, CEO

Virginia Howard OAM, Chair

The 2019-20 financial year seemed to be progressing as generally expected. The Board worked with the staff and developed a new strategic plan which focused on continuing to provide high quality services to young people and their families; maintaining an attractive and flexible workplace culture for staff; and, expanding funding to strengthen our long-term sustainability. The Board also collaborated with staff in working towards achieving ASES (Australian Service Excellence Standards) accreditation.

In late February COVID-19 became an issue with all its attendant problems. Taldumande decided to go into restrictions earlier than most organisations and CEO Lisa Graham and the staff worked long hours developing procedures to combat the virus as at that stage there were few available guidelines.

COVID-19 has not derailed us, it has just made everyone's work more challenging as, along with the rest of the world, we had to make quick changes in order to cope with a very different environment. The staff have done a magnificent job keeping 67 young people every night free of the virus.

The Board's very grateful thanks go to all the staff. I only wish we could thank them in person. Lisa's speedy response in jumping ahead of many other organisations was recognised by the Department of Communities and Justice when she was asked to

comment on its draft COVID-19 response before it was distributed.

One of our main strategies for the last few years has been to own a house of our own in order to look after more homeless young people and to strengthen our long-term viability. Before the end of the financial year we applied to the Chappell Foundation and, subsequent to the end of the reporting period, Taldumande was awarded an extraordinarily generous gift of \$250,000 from the Foundation specifically to put towards the purchase of a property. When added to the money Taldumande has saved from other sources, we are now able to achieve this.

On behalf of the Board, an especially big thank you to all the wonderful staff who have had such a difficult time. They have been outstanding and the Board is very grateful to each one of them. Lisa continues to perform above even our highest expectations and her agility and extraordinary dedication are invaluable.

My most 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 (Public Officer), Don Hannam, Hilary Hannam, Jane Jeffes, Mark Wallis and Philip Wallis. We have worked together as a united team with a high level of debate and respect for each other.

Lisa Graham, CEO

The 2019-20 financial year began with ambition and enthusiasm as we collaborated to design our strategic plan and map out the direction for the next three years. Our new road map is one of the most exciting we have embarked upon and implementation of the new strategy is already well advanced. We have worked to develop new outcome-based measurement tools and strategies to better engage our young people and their families through new surveys and focus groups. We are at a stage now where we can analyse data and look to see what our most marginalised youth need and where that need is.

In order to meet new and emerging needs for our youth, substantial growth is a part of our new strategy and the organisation has made changes to be well prepared for an expansion. The organisation is now divided into four distinct areas: Homelessness Services, Family Services, Young Offender Support Services and Community Outreach Services. While the changes to staff were slight, staff were all incredibly supportive of the process allowing a seamless transition to new staffing structures. Thanks to the Chappell Foundation's extremely generous donation of \$250,000 we are now ready to begin the first part of our expansion which will involve the acquisition of a property to house young people 12 to 18.

Along with a new strategic plan we also changed our vision statement to 'We Are With You' and in March 2020 that statement immersed within Taldumande almost organically as we took on COVID-19.

Having never worked in a pandemic but having worked in crisis response we acted swiftly. Teams were quickly separated, and all casuals assigned to just one residential service, Case Workers moved to home as did Marketing and Administration and our wonderful IT company, Warringah IT, worked to get all staff online from home. The threat of COVID-19 came quickly to us with young people at our refuge falling ill in the early days of the pandemic. Young people were tested and separated, and Youth Workers became

nurses overnight. While all our young people have all tested negative to COVID-19, working with vulnerable youth, many with significant mental health issues is extremely challenging and I cannot thank our staff enough for that.

One of the most heartbreaking aspects of COVID-19 was the significant increase in demand for our services. With families working from home and young people not able to attend education facilities or places of work, home life for many has become very difficult. In the early months of the pandemic we were taking up to four times our normal calls and as a result set up an outreach service. Unfortunately, our programs and beds were full or filled quickly however, outreach support was offered which involved finding accommodation elsewhere and listening and supporting clients to seek relevant services. I am very proud of how staff and young people at Taldumande have responded to this pandemic and hopefully it is something we can put behind us in the coming financial year.

Every year I thank the Board for all their support and the time as individuals that they give to the organisation and more than ever I cannot thank them enough this year. So much has happened particularly with COVID-19 and all the directors have been so available and willing to help. I would like to thank our Chairperson Virginia Howard who once again dedicates considerable time to both me and the organisation with involvement in submissions, advocacy and new opportunities. Huge thanks must go to the Taldumande staff who are a wonderful group of people and sadly I have not seen many of them for some time apart from online meetings and phone contact. Our staff have continued to work their normal roles, taken extra duties, worn PPE gear and cleaned a fair share of toilets, kitchens, benches and doorknobs and I cannot thank them all enough for that. I would also like to thank our management team for leading our people through such a difficult year, it has been a real team effort.



Our Approach



Taldumande Youth Services provides a wrap-around service and holistic support to vulnerable and homeless young people aged 12 to 25. As well as Crisis, Semi-Independent and Community/Independent Accommodation, we provide Support Services, Outreach and After Care Programs.

Crisis, transitional and longer-term independent living accommodation is provided on a case-by-case basis for young people aged 12 to 21 years, some of whom have been part of our accommodation programs and outreach support services for at-risk youth aged 12 to 25 and their families.

Crisis or short-term accommodation provides 24/7 support and a Case Manager is allocated to the children and young people from day one. The primary objective is to provide a safe, stable and supported environment. Semi-independent accommodation is shared housing where independent living skills are learnt, and an individual case plan is generated. Those living in our Independent or Community accommodation continue to be supported by a Case Worker to ensure they can sustain independent living.

Our outcome-based approach ensures measurable change and research-based supervision. Community Connection is a priority whether that be connecting to education, employment, recreation, peers or extracurricular. After hours support and referral pathways are an unconditional provision of our service.

The team at Taldumande have a wide range of skills and training plus years of experience which is an invaluable asset for the young people in our care. We continue to deliver positive outcomes for our families and young people and decisions are client driven, information based, and family focussed. Individualised, customised strategies are implemented to ensure the young person achieves their goals while also receiving support for past and current trauma. Our case-by-case approach, with the child or young person as the central team member, ensures co-ordination with specialist services, referrals and formal and informal partnerships, and focuses on ability and solutions.

We strive to improve in all areas of our organisation, bringing best practice and innovation that results in a fluid approach to the support of young people and their families as they navigate their way to independence. **None of the work we do is “off the shelf” or “one size fits all”, it is based on a needs-oriented framework and by this we mean we work with the young person at the point of need, when they need it most.** All of our programs are targeted at providing positive outcomes for young people and their families. We work with young people with so many differing needs both mentally and physically and we have a very high success rate with those who are most vulnerable, and need targeted, flexible wrap-around support.

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 15 to 21 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 21 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/Independent 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 Restoration and Preservation 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.



Year in Review

Our 2019-20 Successes



703

Children, Young People and Families Supported
17% increase on 2019-20



3275

case work sessions
17% increase on 2019-20



13

case work sessions per day



96%

of Children and Young People satisfied with their Case Worker



92%

of Children and Young People met their goals with a Case Worker



92%

of Children and Young People had their needs addressed

88% of 12 to 15 year old Children and Young People within our Family Restoration and Preservation Program were returned home

70% of Children and Young People within Bail Assistance Line Program were restored to the family home

88% of Children and Young People are happy with our services

79% of Children and Young People engaged in education and/or employment

56% of young offenders were restored to the family home

114 total hospitalisations

86 due to mental health issues

28 due to Drug or Alcohol issues

1013 mental health contacts

84 court appearances

371 interactions with police

Why We Need More Funding

58%

of Children and Young People are referred to us due to family breakdown as a result of violence, abuse, and/or lack of family and community support



51%

increase in Children and Young People who were victims of Domestic Violence
(year on year increase Feb-Aug)



101%

increase in Children and Young People with Mental Health Issues
(year on year increase Feb-Aug)

226

Children and Young People were turned away from our services due to no program vacancies

131

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

14

Children and Young People were turned away from our semi-independent program due to no available beds

***“Community support is vital,
Taldumande funds almost half of its
programs through the generosity of donors”***

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



How Did We Do?

Homelessness

In the 2019-20 financial year Taldumande has again serviced the needs of young people seeking assistance through our homelessness services. Paramount to the success of our programs, is the suite of different accommodation services we can offer, each tailored to meet the individual needs of our clients. Within our homelessness services we offer the following residential models: 24/7 staffed crisis accommodation, 24/7 medium term accommodation, semi-independent accommodation and community/independent accommodation. All young people who enter Taldumande receive casework support throughout their journey with us as well as after-care on their exit.

↑ 101%

Increase in Children and Young People with Mental Health Issues (year on year increase Feb-Aug)

Our crisis refuge continues to be the only crisis accommodation for young people under 18 years across the Northern Sydney and Northern Beaches area. In the past year our turn-away numbers for crisis accommodation exceeded 100 young people, forcing us to have to find emergency accommodation for them in other metropolitan areas. Our figures show the tough reality that confronts young people when faced with homelessness. Added to this is the complexity of issues we see in the young people that are housed with us. This makes housing a young person only one of many issues we must deal with during a young person's Taldumande journey. The average stay is 47 days, well under the 90 days set as a guide, and is a testament to the great work of the Case Managers in moving our young people into more independent accommodation across our housing continuum. Caring for our young people



requires our staff, coordinators and managers to foster strong relationships with both our young people and our partnering agencies, enabling us to deliver a wrap-around service model to help facilitate a young person's future success. We also have 24/7 medium term housing and partially staffed semi-independent housing. This kind of housing offers our young people a continued supported environment with staffing by Youth Workers. Our residential Youth Workers help our young people continue to build their living skills and resilience and to move into longer-term housing options. In one of the houses we run a specialist program for young woman escaping forced marriage and/or domestic violence. This year we have seen some amazing outcomes for our young people within the semi-independent and medium-term programs and most notable were our six young people who studied and sat for their HSC, despite the challenges of both COVID 19 and being away from family. However, COVID 19 certainly came with many challenges with almost all our young people initially being stood down from employment. While this was a major challenge, we hope to see our young people return to work by the closure of the calendar year.

Taldumande also has 21 transitional housing properties offering accommodation for up to 18 months. These properties are managed by our housing partners Link Housing and My Foundations while we offer the support to the young people. The young people are aged 16 to 21 years of age and reside in either one, two or three-bedroom properties and are assisted by a Taldumande Case Manager to further enhance their independent living skills. This year over 70 per cent of our exited clients have achieved excellent outcomes such as returning

to family, maintaining private rental and sustaining engagement in TAFE or university.

We also understand the importance of balancing clinical support and never-ending appointments with fun activities. This is why our program emphasises activities that foster enjoyment and new experiences. These can include regular pizza and movies at Phoenix House 'Feel Good Night'; boxing at PCYC; trips to the beach; Saturday night restaurant dinners; Milk Crate theatre workshops; mystery flights or our amazing ski and surfing camps, which are only possible through the generosity of our corporate sponsors.

Families

Family Restoration and Preservation Program

The FRAPP team worked intensively with 37 local 12 to 15 year olds and their families (or extended family) this year. These families fell mainly into categories of being able to meet their children's needs to some degree, such as providing food, clothing and shelter, but were vulnerable to more entrenched serious problems such as their child's behavioural issues related to emotional regulation, drug and alcohol dependency, emerging and undiagnosed mental health and/or disability, disengagement with education, and domestic and family violence crises. These issues were compounded by communication breakdown within the family, cross cultural barriers, challenges for blended families and the stigma for many parents around admitting that they are not coping and their teenager is "off the rails." We are proud to report that 88 per cent of these young clients were able to be restored and/or preserved at home. After at least three months of intensive support we have seen a 40 to 60 per cent improvement in family connections, positive re-engagement in education, overall physical and emotional wellbeing and mental health. These same adolescents also reduced their risk-taking behaviours both within the family home and out in the community, by up to 60 per cent.

We found, through our outcome measurement tools and exit surveys, that parent satisfaction of the FRAPP program was 100 per cent. These outcomes

also demonstrate that the FRAPP team was able to support and influence parents to improve their communication skills with their child by 83 per cent, that is parents developed their ability to convey understanding, warmth and support hand-in-hand with firm boundaries.

As part of the young person's support plan, our Under 16's "Emmett House" provided respite when deemed appropriate, to give parents and siblings the option of a break from difficult family dynamics and tensions. In addition, when children and young people were temporarily unable to live safely with their families, we provided care in a safe and nurturing home environment and helped them to return to their family when appropriate. For the young people for whom returning home was not possible, we supported their transition to more appropriate longer-term youth housing. In all cases our goal is to ensure they are well prepared to look after their wellbeing and grow into capable young adults.

With the support of Taldumande's long-standing relationships and proactive community partnerships, our FRAPP has demonstrated quantified outcomes for local families. However, unfortunately due to available resources and increasing demands, our annual turn-away numbers totalled 70 local families who were not able to access our program when they were most in need. This increase is double the turnaway numbers from last year and is a testament to the importance of the FRAPP's continuing success and service delivery.





How Did We Do?

Young Offenders

Young Offenders Intervention Program

The Young Offenders Intervention Program (YOIP) continued to provide safe crisis accommodation and intensive case management to young people between the ages 12 to 18 years across the year.

Of all referred young people 75 per cent entered the YOIP with one or more pre-existing mental health diagnoses. To manage the needs of these vulnerable young people, Taldumande created Behaviour and Safety Plans to build both the staff and young person's ability to cope in times of distress. Throughout their placement, young people were provided the opportunity to connect with specialised psychological supports and to engage in a range of fun and therapeutic recreational activities.

Following their stay within YOIP, 56.3 per cent of children and young people successfully transitioned to both internal and external specialised youth homelessness services accommodation providing further stability and support to reach their case plan goals. In addition, 31.25 per cent of clients were restored back to either their immediate or extended family home with increased support networks to manage their needs. Through ongoing close collaboration with Youth Justice and the internal management of behavioural needs within the YOIP, only 12.5 per cent of young people returned to custody. This demonstrates the effectiveness of ongoing intensive support and exploration into offending behaviour and successful diversion of risk-taking behaviours.

Young people had an average night stay of 22.3 nights out of a possible 28 within the YOIP, a very successful achievement and testament to our ability to hold client engagement, provide a nurturing and

comfortable living environment, whilst delivering ongoing intensive case management support. Taldumande looks forward to continuing our young offender diversion programs into the coming year, maintaining intensive support with the aim of reducing offending recidivism. We are in the proud position to witness how many young people grow positively and beyond offending when they receive the right practical and therapeutic help they so urgently need.

Bail Assistance Line Program

Taldumande continues to enjoy a well reputed collaboration with the Bail Assistance Line (BAL). The BAL is a division of NSW Youth Justice and a referral pathway for the NSW Police that provides up to 28 days of emergency accommodation in one of Taldumande's therapeutic refuge settings. The partnership aims to help children and young people aged 12 to 17 years to meet the conditions of their bail whilst enabling them to prepare for their court date within the community, rather than being held inappropriately in a juvenile detention centre.



Trends show the leading cause of BAL referrals are for children and young people experiencing ongoing conflict cycles within the home where court ordered AVOs are enforced to protect parents and siblings. Our case management and youth work resources supported 26 children and young people this year and, in conjunction with our intensive family work, 70 per cent of this cohort were able to successfully return home to their families.

These children and young people have proven to be extremely vulnerable with the entire client group having experienced some degree of childhood trauma. Overall, 77 per cent presented with substance misuse, while 65 per cent of these clients presented with a formal diagnosis including intellectual or cognitive delays, Autism Spectrum Disorder (ASD), Attention Deficit Hyperactivity Disorder (ADHD), Oppositional Defiance Disorder (ODD), Conduct Disorder (CD), as well as anxiety

and depression, leaving them high risk for offending behaviour and exploitation amongst their peers.

The BAL contract is Sydney wide, and this has presented additional hurdles for our Case Managers in relation to navigating services closer to the young person's original locale. However, it has also presented us with great opportunities to build new and strong partnerships further afield. To address the challenging constellation of comorbid conditions faced by many BAL clients, our team has worked tirelessly to forge support networks in their local areas in order to prevent further family breakdown and reoffending. These networks included local police, the Department of Education, hospitals, Justice Health, Department of Communities and Justice, and health care professionals, all to positively engage young people and their families in accessing and receiving ongoing holistic supports.

Support Services

School Triage

This year saw Taldumande expand our services into the Northern Beaches in an outreach capacity to meet needs identified by schools and police in the communities in which we operate. Taldumande believes strongly in collaboration with these organisations, as we feel they are integral in ensuring vibrant and thriving communities. These partnerships have enabled us to reach young people at an earlier stage than we may have previously. Our many years of experience working with young people has taught us the importance of early intervention and diversion in giving young people a better chance at meeting their potential.

Our school program has seen us work with Pittwater High School and Cromer High School. We have supported the schools to meet the increasing number of young people presenting with issues that impact on their ability to engage in education effectively. We run a triage service on a weekly basis with one of our experienced coordinators meeting students in a safe environment while at school. This has enabled us to support over 50 young people to access medical, psychological, housing and other supports to keep them engaged at school and safe.

Beach Reach

Our second initiative was to work with the Northern Beaches Local Area Command Police. Taldumande has had a long standing and positive relationship with police in our area of operations, especially the Youth Liaison Officers. This relationship allowed for police to reach out to Taldumande to help support them in youth operations. Police had identified an increase in anti-social behaviour amongst youth on the Northern Beaches, especially under 16's. This was taking up a large amount of police resources that could be better utilised to support the community elsewhere.

Taldumande and police came up with a strategy that would support police and ensure the safety of the young people engaged in this behaviour. Our staff worked on Friday and Saturday nights supporting police with their interactions with young people. This resulted in the police handing over care of the young person to us where there was no further need for police action. We have been able to safely transport these young people home, wait with them until a parent or guardian arrives or in other cases ensure they got on public transport.

The police and schools have been very complimentary of our work, especially in freeing up resources and minimising young people's interactions with police where it is not necessary. We have been asked and hope to make these initiatives permanent in the future to keep supporting the communities in which we operate.





Fundraising

As we all know, the second half of the financial year was certainly one we will never forget. On the back of a horrific drought and bushfire season the whole state was suffering and the impacts were felt all over Sydney. We were concerned that our community of donors, sponsors and supporters would not be in a position to help us and that postponement of our biggest fundraising event, our Gala Dinner through COVID-19, would result in a large gap in our funding.

We were pleasantly surprised at the end of June to see not only an increase in the number of donations from corporate partners and Foundations, but the general community as well really supported us with donations and by getting behind our appeals. It certainly helped our cause to be part of the SBS TV Series, “Filthy Rich and Homeless” in June, perfect timing for us to get some exposure and reach a larger audience. Our long-term Foundation Donors, now known as our Major Donors, also came to our aid by contributing more funds than last year, for which we are sincerely grateful.

It is only through the support of these individuals, groups and organisations that we can continue our support of homeless children and young people and their families. Each year we manage to help more children and young people and we do this by

fully or partially funding programs with donated funds and grants.

Our plans earlier in the year were to officially thank many of our supporters at a function to be held by Her Excellency The Honourable Margaret Beazley AC QC, Governor of New South Wales, but unfortunately, Sydney went into partial lockdown just days before this function. We hope to see them all once we have a new date for the event. During this partial lockdown we did however manage to continue to operate virtual events and secure grants for some major projects.

The “Taldumande Camp-in for Kids” virtual sleepout took the place of many actual Sleepouts for schools and community groups in April and raised some much-needed funds. This event was so successful we have begun planning for next year. We also welcomed a new Ambassador, comedian Ciaran Lyons, who through his radio contacts from his time working on Triple J helped organise and host a virtual concert which was also supported by our good friends at Luna Park Sydney. The concert included several Australian bands and solo artists and was live streamed on the big Top Sydney’s Instagram page. A new experience for all of us but again an event that helped raise funds and awareness for Taldumande.

Total Fundraising Income 2019-20



Comedian Ciaran Lyons



Inside the completed Granny flat



Garage before Granny flat conversion



Granny flat conversion completed

In May we were awarded a significant grant from Lendlease FutureSteps to pay for materials to convert a garage into a two-bedroom granny flat at one of our Independent Accommodation sites. We had already secured the building services of the team at Fluid Building to complete the project at no charge, which is an amazing donation of time and resources. This combination meant we were able to commence the renovation and create a fantastic space that gives us the ability to increase the accommodation capability of that property by 25 per cent but more importantly give us a huge amount of flexibility to support many young people in the future. We cannot thank Lendlease FutureSteps and Fluid Building Services enough for their contribution to that program. We are all looking forward to, but more so “hoping” to welcome back our supporters to some events in the new year when restrictions allow. We can then share more of our successes and discuss our plans and how your continued support can help change the lives of more young people in the future.





Jane's Story

'Jane' was referred to Taldumande Youth Services by her school counsellor in July 2019 having been couch surfing with different friends across Sydney since leaving home the month before. Jane was in Year 12 preparing for HSC trials and exams. Jane is a diligent student and her goal was to be accepted into university the following year.

Jane was born in Malaysia, arriving in Australia in 2013. Jane was the victim of family and domestic violence perpetrated by her mother. She had been experiencing physical, emotional and psychological abuse her whole life. In an incident in June 2019, police were called and an AVO was put in place by police to protect her from her mother. Jane does not have contact with her family members since leaving the family home. This disconnection from family has had a major impact on Jane's emotional and personal well-being.

Jane entered Taldumande's victims of forced marriage and domestic violence house with ongoing youth worker and case management support and specialised wrap-around care.

When she presented to us Jane had little to no personal identifying documentation. These remained in possession of her parents who were not willing to provide her with any copies. This created significant barriers to Jane being able to access any financial independence through Centrelink, access a tax file number or apply for an Australia Passport. Devastatingly the lack of identification impacted her ability to access university as well. These issues were too difficult for Jane to navigate by herself, as she was unsure who to contact to get assistance.

While working with case managers at Taldumande Jane was able to work on a case plan and identify goals that were important to her and she was able to get support accessing all the services to enable her to become an independent young woman. Case managers were able to advocate on Jane's behalf with multiple government agencies such as Centrelink, Immigration, Passport Office and Australian Tax Office to assist her in getting her Centrelink application approved, obtain a copy of her Citizenship Certificate and obtain a Tax File Number, which then allowed her to successfully enrol into university in 2020.

The past trauma with her family and stress of being unable to support herself financially led to Jane also needing to access mental health support. She was referred to a private bulk-billing psychologist who Jane continues to see weekly and a counsellor at university to help her through her studies. Jane believes this mental health support has been enormous in her progress and being able to access psychological support on a low income has taken away the financial stress as well.

Despite all these barriers Jane has been able to flourish while with Taldumande Youth Services and achieve most of her goals. Jane has made meaningful friendships and connections with other young people in the house and Taldumande Youth Workers and Case Managers. Jane has increased her independent living skills while in Taldumande accommodation and especially enjoys cooking, her new favourite dish to make is lasagne.

Jane is now a full-time student completing her first year of university, studying a Bachelor of Science majoring in Health and Neuroscience. She is proud of her academic achievements and passed all her units in her first semester at university, while also maintaining a part time job in administration.

Jane's future aspirations are to focus on university, obtain her driver's licence and move into independent housing. She feels able to focus on enjoying her time at university, having obtained security and stability in other parts of her life, with the support of Taldumande Youth Services.



Thank You

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

Adesso Consulting
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Annandale North Public School
Bakers Delight Neutral Bay
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Camberay Golf Club
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CBRE North Sydney
Century 21 Harbourside
Chatswood RSL Club
City of Ryde
Commonwealth Bank
Crows Nest Community Centre
Dee Why Gardens Knitting Group
Dee Why RSL Club
Dymocks Children's Charities
Dymocks Neutral Bay
Entertainment Book
Eve & Co
Fisher and Paykel
Fluid Building Services
FoodBank
Givergy
Goodman Fielder
Grill'd Chatswood
Grill'd Crows Nest
Grill'd Neutral Bay
Grocery Corporation
Hornsby RSL Club
Inner Wheel Club of West Harbour

Lane Cove Council
Lendlease
Lendlease Future Steps
LifeSource Christian Church
Luna Park Sydney
Manly Drug Education and Counselling Centre
Mates On The Move
Mosman Municipal Council
Multiplex
National Australia Bank
Neilson Foundation
Neutral Bay Pharmacy
North Sydney Council
Northern Beaches Council
NORTHS Sydney Leagues Club
OzHarvest
Pacific National
Parramatta Mission
PCYC Hornsby
PCYC North Sydney
PCYC Northern Beaches
Phoenix House
Pins and Needles
Pittwater High School
Pittwater RSL Club
Planet X Youth Centre
Ravenswood School
Redlands School
Rotary Club of Beecroft
Rotary Club of Chatswood
Rotary Club of Crows Nest
Rotary Club of Dee Why Warringah
Rotary Club of Epping

Rotary Club of Lane Cove
Rotary Club of Manly
Rotary Club of Mosman
Rotary Club of Northbridge
Rotary Club of Turramurra
Rotary Club of Roseville Chase
Rotary Club of West Pennant Hills and Cherrybrook
Ryde Salvation Army
SchoolAid
Share the Dignity
Smile Elite Dee Why
St Peter's Anglican Church Cremorne
Street Smart Australia
StreetWork
Sydney Swans
The Chappell Foundation
The Folk and Decorative Artists'
Association of Australia
T.Rowe Price
Uplift
Willoughby City Council
Whitespace Events
YFoundation

Bands and Solo Artists from the "Concert for Homeless Kids"

Lime Cordiale, Lisa Mitchell, Boo Seeka, Ali Barter,
Hein Cooper, Tyne-James Organ, Mashd N Kutcher,
Fergus James and Powerderworks

Our Ambassadors

Jean Kittson
Peter FitzSimons
Ciaran Lyons

Our Service Delivery Partners





Celebrating Our People

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 charge. The onset of the COVID-19 Crisis during the year has been very testing for our staff. We are so very grateful for their continued efforts and flexibility around a constantly changing work environment. Their constant vigilance around workplace health and safety has ensured that the young people under our care have been looked after in the safest possible conditions.

Our workforce continues to be dominated by women with 66 per cent of the staff being female 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 have 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. As with most organisations the current COVID-19 conditions are making it difficult for us to physically get together for socialising, however we have had several virtual staff meetings and look forward to being able to meet up again when conditions allow.

The wellbeing program includes:

- Availability of flu shots to all staff;
- Provision of relevant educational resources;
- Access to the Employee Assistance Program (EAP). This service ensures that all staff have access to a range of counselling and support services which they are encouraged to use;
- Access to online wellbeing programs that practice mindfulness techniques; and
- A staff retreat was held during the year that all staff were invited to. It was a great chance to get to know each other and socialise in a non-work environment.

44
Employees

29
Female

10 Full time
13 Part time
6 Casual

15
Male

5 Full time
6 Part time
4 Casual

Our Leadership Team



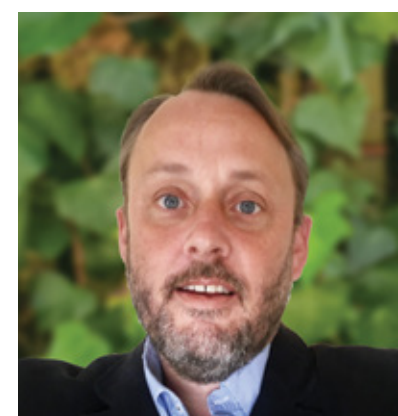
Lisa Graham
Chief Executive Officer



Alison Clentsmith
Senior Program Manager



Claude Robinson
Senior Program Manager



Greg Soames
Senior Compliance Manager



Helen Fehon
Finance and Administration Manager



Matt Hankin
Fundraising and Events Manager

Our Staff Say

97% are happy at work

97% are inspired to do their best work by their team

97% are satisfied with training and supervision

83% are satisfied with their work life balance



Thank You from a Parent

Letter of Thanks to Taldumande Youth Services Family Restoration and Preservation Program (FRAPP) from a parent FY19/20

*Names have been changed

I am so incredibly grateful for all the help and support which Taldumande provided to me and my 13 year old son Jack and his 11 year old brother Callum. I still remember the first time I spoke with the family case manager assigned to help us. I was in a really desperate state and she was literally like an angel sent from above to help us. The police had just issued an AVO to protect Callum and I from Jack's escalating physical and verbal violence. Jack was regularly going out at night until all hours, stealing, doing graffiti, drinking and smoking weed and cigarettes on a regular basis. I had just stopped conventional counselling for Jack following his third school suspension in a matter of only a few months, as it simply wasn't working for him, and therefore, the rest of us. I also had experienced multiple doors slammed in my face when I had sought other help from various government and not for profit agencies. The common response was that because Jack's issues were "behavioural", he wasn't eligible for support. Speaking to the FRAPP case manager was like a complete breath of fresh air. She seemed to instinctively understand where we were at as a family and for the first time in ages I felt some rays of hope.

The support which Taldumande offered us was nothing short of amazing. I was able to pick up the phone to call our case manager whenever I needed to, and both she and her colleagues attended the Children's Court with me on multiple occasions, as well as acting as Jack's support person at the local police station after he had been arrested.

Jack also participated in the Bail Assistance Line Placement which involved living at Taldumande's Under 16's house for 28 days. During this time, he really connected with his case manager and all the youth workers. He was able to share his feelings and fears in a safe, non-judgemental and supportive environment. **I felt that everyone at Taldumande really "got" me and Jack and our situation, they genuinely cared for us and were on our side. Instead of feeling completely alone and cut adrift, I felt like I had a team of skilled people supporting us all.**

Now over one year on, Jack is doing amazingly well. He is attending school every day, he has stopped smoking weed, he isn't doing any petty crime and he really is a pleasure to live with (most of the time!). Importantly, there has been a lot of healing and my relationship with Jack is back on track. I even get the occasional "I love you", which is just gold!

I am really pinching myself at how far Jack has come. And I know for sure that we wouldn't be in the position we are in today without the care, kindness and compassion shown to us by Taldumande. I will be forever grateful to the Family Restoration and Preservation team and everyone else at Taldumande who helped us with such kindness, open hearts and generosity of spirit. I can only hope this program prevails as it such a crucial and useful service.



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 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 and risk management, and has designed real return, currency and derivatives strategies. She has wide investment management and leadership experience within leading financial services firms. Until recently Susan was Head of Investments at MLC and was the architect of MLC's scenarios-based investment approach. Susan remains a member of MLC's Private Equity Investment Committee. She has worked in both the public and private sectors in Australia and the UK, and 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.

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



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)

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.

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.

Our Volunteers

Our Volunteers

For the first half of the year it was business as usual for our amazing volunteers. But the second half of the year saw almost all our volunteers apart from our Board, put on hold. We are so lucky to have so many volunteers who offer their time and skills to help us and we are sure that when the time comes they will get back to helping us achieve our goals and enhancing our organisation.

Our thanks go out to:

- Our 28 skilled individual volunteers
- Lendlease/NorthConnex Joint Venture
- Commonwealth Bank, Sussex Street, Sydney
- Ericsson Business Support Team
- Lodge Southern Cross No. 91

938
Volunteer
Hours

28
Skilled
Volunteers

4
Teams of corporate and
community groups

36
Individuals in the
groups

5
Student
Placements

677
Student
Placement
Hours





Compliance Report

Our Regulatory Bodies

This financial year has again seen compliance play a major role within the organisation. As a Tier 3 registered Community Housing Provider we continue to achieve registration status through the National Regulatory System for Community Housing. This registration enables us to continue to manage and distribute temporary housing places for those who are homeless or at risk of homelessness across Northern Sydney and the Northern Beaches.

As a contractual requirement with the Department of Communities and Justice, we are now working towards Accreditation with the Australian Service of Excellence Standards. This process requires the organisation to reach a level of competency across 18 standards and is a national quality improvement program that aims to assist Specialist Homelessness Services such as Taldumande Youth Services to improve their business systems, management practices and service delivery.

Both these accreditation processes are ongoing and will ensure the community and our clients continue to have confidence in our service as a quality service provider to the homeless youth of Sydney and their families long into the future.



Finance Committee Report

Chair of the Finance Committee Report

We are pleased with the financial performance of Taldumande over the past financial year particularly given the difficult circumstances of the second half. Following a period in which we drew on reserves to support the expansion of services, over the past two years we have recorded surpluses which re-builds reserves. This is important because it increases the financial robustness of the organisation consistent with the increased level of operations. Overall, we have recorded a surplus of over \$20,000 for the year. The balance sheet includes some provisioning for certain future expenditures including new project funding.

Taldumande continues to see a significant evolution in the range and volume of services to young people in need. Revenue has increased by over 5 per cent and expenditure by 8 per cent. It was a challenging year for fund raising given the difficult circumstances created by the Covid-19 virus. This resulted in the cancellation of our major fund-raising event, and there has been a negative impact on the availability of grants from corporates. The virus also increased costs as operations were reorganised consistent with Covid-safe practices. Importantly, a financial offset

was provided by the Federal Government's stimulus package to not-for-profits, under which Taldumande has been entitled to a payment of \$100,00 in two tranches. Looking forward, the level of donations and grants, and support for our fund-raising events, from individuals and trusts as well as corporates will be crucial to our ability to expand services.

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 2020 and received an unqualified audit opinion. A complete set of our Financial Reports is available on request.

Dr Susan Gosling
Chair Finance Committee

Taldumande Youth Services Inc. Officers' Report

30 June 2020

Your committee members submit the financial report of Taldumande Youth Services Inc. (the Incorporated Association) for the financial year ended 30 June 2020.

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

Objectives

The main objective 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 for non-government fundraising

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

Performance measures

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

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



Virginia Howard OAM
Chairperson



Ken Hyman
Deputy Chair Finance Committee

Taldumande Youth Services Inc. Officers' Declaration

30 June 2020

In the Committee member's opinion:

- The incorporated association is not a reporting entity because there are no users dependent on general purpose financial statements. Accordingly, as described in note 1 to the financial statements, the attached special purpose financial statements have been prepared for the purposes of complying with the New South Wales legislation the Associations Incorporation Act 2009, and associated regulations;
- The attached financial statements and notes thereto comply with the Accounting Standards as described in note 1 to the financial statements;
- The attached financial statements and notes give a true and fair view of the incorporated association's financial position as at 30 June 2020 and of its performance for the financial year ended on that date; and
- There are reasonable grounds to believe that Taldumande Youth Services Inc. will be able to pay its debts as and when they fall due and payable.

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



Virginia Howard OAM
Chairperson
12 October 2020



Ken Hyman
Deputy Chair Finance Committee
12 October 2020

Taldumande Youth Services Inc. Concise Financial Information

For the year ended 30 June 2020

Taldumande Youth Services Inc.

ABN 67 801 186 046



	2020 (\$)	2019 (\$)
Balance sheet		
Current assets	1,595,700	1,390,829
Non-current assets	116,851	52,097
Total assets	1,712,551	1,442,926
Current liabilities	849,283	692,717
Non-current liabilities	238,003	145,573
Total liabilities	1,087,286	838,290
Net assets	625,265	604,636
Equity		
Accumulated funds	625,265	604,636
	625,265	604,636
Income statement		
Revenue		
Net Government program funding and grants	3,443,810	3,328,049
Rental income	67,955	54,841
Interest received	23,542	28,733
Other income	120,007	0
	3,655,314	3,411,623
Expenditure		
Administration expenses	450,838	426,003
Employment expenses	3,302,035	2,932,600
Motor expenses	11,905	46,904
Other operational expenses	245,698	308,101
	4,010,476	3,713,608
Deficit from general operations	-355,162	-301,985
Special projects		
Revenue	400,373	461,214
Expenditure	24,582	39,275
Net special project surplus from fundraising and special projects	375,791	421,939
Net surplus/(deficit)	20,629	119,954

N.B. Audited financial statements available on request.



Recreation and Social engagement Program



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/taldumandeyouthservices

www.linkedin.com/company/taldumandeyouthservices

www.instagram.com/taldumandeyouthservices

Taldumande Youth Services

Head Office

168 Pacific Highway

North Sydney NSW 2060

Northern Beaches Office

12 Wentworth Street

Manly NSW 2095

