



SERVICE CHARTER

WHAT PROGRAMS AND SERVICES DO TALDUMANDE YOUTH SERVICES PROVIDE?

Taldumande Youth Services is a for-purpose organisation that supports vulnerable and homeless children and young people aged 12 to 24 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. We also focus on preserving and restoring families with young people 12 to 15 in our Family Restoration and Preservation Program.

OUR ACCOMMODATION AND SUPPORT SERVICES INCLUDE:

-  Crisis Accommodation
-  Semi Independent Housing
-  Supported Independent Housing
-  Young Offenders Intervention
-  Family Restoration and Preservation
-  Bail Assistance Line Placement
-  Early Intervention and Prevention of Homelessness Service
-  After Care Support

All of the above-mentioned services are available to young people and their families using client centred and strength-based approaches.

We understand that young people moving into accommodation services may be in crisis and do not have all the skills required to live independently. To ensure our clients have the best possible start, a team of dedicated youth workers and case managers are there to support them along their journey.

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

TALDUMANDE YOUTH SERVICES' PROGRAMS



CRISIS ACCOMMODATION

North Sydney Region

24-hour staffing and support for young people aged 15 - 21 years.

A short-term emergency accommodation service for young people regardless of gender, with up to 3 months stay. The service accommodates up to 7 residents at any time, providing a range of intensive daily supports aimed at meeting the individual needs of each young person.

SUPPORT PROVIDED: Case management, youth work support, emotional support, living skills development and assessment, social and communication skills development, educational and employment assistance, financial support and purchase of specialist services, recreational activities, advocacy, family and relationship support, referrals, exit planning and aftercare support.

FEES: \$55 per week which includes accommodation, food and activities. Special dispensation may be available for those young people without an income.



SEMI-INDEPENDENT ACCOMMODATION

24-hour staffing and support for young people aged 16 - 21 years.

Properties are located at Willoughby, Allambie Heights and Pennant Hills. Specific properties have limited staffing hours to encourage independent living. All homes accommodate 4 - 5 tenants of mixed gender, as well as room to accommodate day and overnight staff.

Tenants can stay for a period of 1 - 18 months and are required to sign a lease under the NSW Tenancy Act.

SUPPORT PROVIDED: Case management, youth work support, emotional support, living skill development, social and communication skills development, educational and employment assistance, financial support and purchase of specialist services, recreational activities, advocacy, family and relationship support, referrals, exit planning and aftercare support.

FEES: Rent is set by NSW Housing. No tenant will be required to pay more than 25% of their income as rent. All tenants must be in receipt of a government payment or independent income and be eligible for public housing in NSW.

Additional fees may be required for food, utilities and property maintenance.



INDEPENDENT ACCOMMODATION

Case management support for young people aged 16-21 years.

Properties are located in North Sydney, Northern Beaches, Hornsby and Ryde regions. Independent housing programs are designed for tenants who have demonstrated they are capable of living on their own with minimal support. As a condition of their tenancy, young people are required to be supported by a Case Manager who will meet with them on a regular basis.

Taldumande provides support and subsidised housing to tenants, in partnership with external property management services. Tenants are assisted to transition into independent living within the community and can stay for a period of 1-18 months. A lease is required to be signed for accommodation under the NSW Tenancy Act, 2010.

SUPPORTS PROVIDED: Case management, emotional support, living skill assessment and development, social and communication skills development, educational and employment assistance, financial support and purchase of specialist services, recreational activities, advocacy, family and relationship support, referrals, exit planning and aftercare support.

FEES: Rent is set by NSW Housing. No tenant will be required to pay more than 25% of their income as rent. All tenants must be in receipt of a government payment or independent income and be eligible for public housing in NSW. Additional fees may be required for utilities and property maintenance.

TALDUMANDE YOUTH SERVICES' PROGRAMS



YOUNG OFFENDERS INTERVENTION

24/7 staffed crisis accommodation for young people aged 12-18 years.

Clients are referred to the program through Youth Justice NSW and assessed as having a medium to high risk of offending. Accommodation is provided for young people who are unable to return home due to legal orders or unsafe environments.

Clients can be either on Bail, Parole, Supervised Community Orders or requiring accommodation following an incident/event (i.e. when an Apprehensive Violence Order has been issued preventing the child or young person from returning home).

Accommodation is provided up to 28 days only.

SUPPORT PROVIDED: Intensive, immediate specialist case management at point of entry. Joint case planning and case conference with Youth Justice NSW within 48 hours. Case management, youth work support. Advocacy and referral pathways for individual needs (e.g. TAFE, job network provider, Centrelink, psychological services, healthcare, drug & alcohol supports, NDIS, etc).

Culturally and linguistically diverse service provision. Internal pathways for further housing or advocacy and referrals to external accommodation services. Recreation activities, access to transport and brokerage.

FEES: No fees required.



FAMILY RESTORATION AND PRESERVATION

Specialist case management services for families with children and young people aged 12-15 years experiencing crisis.

The program provides intensive, flexible and practical supports with the intention of reducing family breakdown. Individualised support is targeted at strengthening key relationships, developing healthier communication, and providing specific family strategies to promote positive change. The program may include agreed respite accommodation for a child or young person while intensive case work and safety planning for transition back to home is undertaken.

SUPPORT PROVIDED: Case management, youth work support, emotional support, living skill development, social and communication skills development, educational and employment assistance, financial support and purchase of specialist services, recreational activities, advocacy, family and relationship support, referrals, exit planning and aftercare support.

FEES: Families accessing accommodation services only.

\$60 per week for accommodation, food and activities. Additional fees may be charged for items such as phone credit, travel and pocket money.

Special dispensation may be available for those families who are struggling financially.



BAIL ASSISTANCE LINE EMERGENCY ACCOMMODATION PLACEMENT

24hr staffing for children and young people aged 12-17 years.

Taldumande Youth Services are in partnership with the Bail Assistance Line (BAL) who are funded by Youth Justice NSW to take referrals for children and young people 12yrs – 17yrs held inappropriately in custody, and in need of crisis accommodation.

The Bail Assistance Line is set up to assist NSW 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.

Generally, there will be a maximum 28 day placement and the child or young person is supported during this time to transition to more appropriate longer term accommodation, or to return to home if legally able to do so, and there are no other safety concerns preventing this.

SUPPORTS PROVIDED: Case management and youth work support. Advocacy and referral pathways for individual needs (e.g. TAFE, job network provider, Centrelink, psychological services, healthcare, drug & alcohol supports, NDIS, etc). Family and relationship support. Culturally and linguistically diverse service provision. Internal pathways for further housing or advocacy and referrals to external accommodation services, exit planning, recreation activities, access to transport and brokerage.

FEES: Fees are covered by Taldumande Youth Services, Youth Justice NSW and the Bail Assistance Line.

TALDUMANDE YOUTH SERVICES' PROGRAMS



EARLY INTERVENTION AND PREVENTION OF HOMELESSNESS SERVICE

Case management support for children and young people aged 12-24 years of age and their families to prevent homelessness.

Case management for young people and their families. Identification of possible issues that may result in the breakdown of family relationships causing the young person to potentially become homeless or seek alternative accommodation. It offers case work to support the young person to remain in the family or their current accommodation.

SUPPORT PROVIDED: Case management, tenancy support, emotional support, educational and employment assistance, counseling, referral, advocacy and access to appropriate services.

This program is offered in partnership with Mission Australia

FEES: No fees required.



AFTERCARE

Case management support for young people exiting accommodation services.

Provides continued support for an agreed period of time (up to 6 months) after a young person exits our accommodation. Maintaining contact with their case manager for a further period of time enables the young person to have greater confidence in transitioning and maintaining their new residence.

SUPPORT PROVIDED: Case management, emotional support, living skill development, social and communication skills development, educational and employment assistance, financial support and purchase of specialist services, recreational activities, advocacy, family and relationship support and referrals.

FEES: No fees required.



OUTREACH PROGRAM

Young people aged 15-25 years.

Support for young people who are seeking assistance in maintaining or moving to stable accommodation.

Support for young people through the in-school triage program. This program works with school counselors in local schools to identify the needs of young people and intervene at an early stage to reduce the potential risk of future homelessness.

SUPPORTS PROVIDED: Case management, emotional support, educational and employment assistance, financial support and purchase of specialist services, advocacy, family and relationship support, and referrals.

FEES: No fees required.

WHO CAN SEEK ASSISTANCE AND ACCESS OUR SERVICES?

YOU CAN REFER TO TALDUMANDE YOUTH SERVICES IF YOU:

- are homeless or at risk of homelessness and aged 12 -24 years of age
- are seeking independent or supported accommodation
- are willing to participate in constructive day time activities such as, education, employment, personal development, building relationships with family and other activities
- are a parent, family member or significant person caring for a child or young person who is at risk of homelessness and seeking information or family support.
- are another agency who is supporting a young person, family member or significant other

WHO CAN REFER TO OUR SERVICES?

YOU CAN REFER TO TALDUMANDE YOUTH SERVICES IF YOU:

- are homeless or at risk of homelessness and aged 12 -24 years of age
- are seeking independent or supported accommodation
- are willing to participate in constructive day time activities such as, education, employment, personal development, building relationships with family and other activities
- are a parent, family member or significant person caring for a child or young person who is at risk of homelessness and seeking information or family support.
- are another agency who is supporting a young person, family member or significant other

HOW TO CONTACT OUR SERVICES:

YOU CAN CONTACT OUR SERVICE BY THE FOLLOWING MEANS:

- Phoning: **(02) 9460 3777** and asking to speak to our Intake Officer
- Emailing: **administration@taldumande.org.au**
- Visiting our website: **www.taldumande.org.au/contact/**
- Writing to us: **PO Box 6103, North Sydney, NSW 2059**

WHAT IS THE PROCESS FOR REFERRAL TO OUR ACCOMMODATION PROGRAMS?

Step 1

TELEPHONE INTERVIEW

A young person can be referred by family, another service or themselves, however our support workers must speak with the young person themselves.

A telephone conversation with our Intake Officer will be undertaken and will involve the following:

- Collection personal information and assessment for our services to ascertain what is needed and if vacancies exist. (to meet our funding obligations information is collected confidentially and may be used for reporting)
- If no vacancy exists and another service is needed, the case manager will assist with information and referring to other services
- If a vacancy exists and the young person / family is interested in working with Taldumande, an interview will be arranged at our office within 1 week
- For young people referring to our accommodation, background checks and verification of information will be made to the contacts given
- Emergency accommodation at the Residential Crisis Program may be arranged the same day if vacancies exist

Step 2

INTERVIEW AT OUR OFFICE

The interview is held with one or two of our support workers who collect further information and will discuss in more detail what services and supports are available, including working within our guidelines and expectations.

The young person/family will have the opportunity to decide if our services will meet their needs and discuss any questions they might have. A young person can also bring along a support person.

The following are general time frames for young people when they are referring for a specific accommodation program (times may vary due to circumstances):

- **Crisis Residential Program:** (4-48hr process). Due to the nature of the crisis refuge program, staff will endeavour to provide you with notice as soon as possible
- **Semi Independent and Independent Accommodation:** (1-3 week process). An interview and signing of a Tenancy Agreement are required for the lease of a property. A moving in date will be provided upon receipt of rent and bond. (Payment of 2 weeks rent in advance and a bond will be required)
- **Family Preservation Program:** (1-3 week process). An interview with child, young person, family and family worker are required.

Step 3

APPROVAL

The Intake Officer along with the Senior manager will conduct an assessment and make a decision. If successful:

- The young person will be given a move in day and time
- (Payment of board and bond is required, up to 1-week process)
- If unsuccessful, the young person will be offered assistance via our Outreach Program and with referrals to other services.

WHAT ARE YOUR RIGHTS AS A CLIENT?

Taldumande is committed to developing an organisational culture that supports the legal and human rights of clients and ensures they are able to exercise those rights as outlined in relevant legislation including the:

- **Age Discrimination Act 2004**
- **Australian Human Rights Commission Act 1986**
- **Disability Discrimination Act 1992**
- **Racial Discrimination Act 1975**
- **Sex Discrimination Act 1984**
- **Privacy Act, 1988**
- **Young Persons (Care and Protection) Act 1998**

Taldumande understands and supports the principles of fairness and human rights in all aspects of service delivery. It will ensure that services are provided in an environment free from discrimination, financial, sexual, physical and emotional abuse, neglect or exploitation.

TALDUMANDE WILL:

- provide easily understood and accessible information to all clients at service commencement about what the organisation does, how clients can contact the organisation, client's rights, client's privacy and confidentiality, the service standards clients can expect and opportunities to provide feedback or make a complaint.
- ensure clients have access to a fair and transparent system for making complaints and for reporting any breach of their rights.
- support clients to exercise choice and participate in service delivery and direction
- involve clients in the development of policies and procedures that impact on their service.

FEEDBACK

Taldumande provides all service users and their families with the opportunity to provide feedback whether positive or negative. This is to ensure that we continue to grow as an agency and provide outstanding service to our young people and their families.

FEEDBACK CAN BE UNDERTAKEN IN A NUMBER OF WAYS SUCH AS:

- Client surveys
- Property maintenance surveys
- Individual case work meetings
- Team meetings
- House Meetings

Client and their families are also encouraged to engage with the organisation and provide feedback in areas such as service delivery and exercise their voice in choosing the pathways that they feel best suits their needs.

TYS can also offer support if you do not speak English through the use of interpreters. This will require a few days' notice to enable TYS to access these services. We also provide culturally appropriate service strategies within our programs. Please feel free to ask our Intake Officer what supports are available.

AVAILABILITY

A copy of this service charter is made available to all young people, families, carers or advocates upon entry to our programs or upon request.

COMPLAINTS

Taldumande Youth Services is committed to ensuring that any person or organisation using our services or affected by its operations has the right to lodge a complaint or to appeal a decision of the organisation and to have their concerns addressed in ways that ensure access and equity, fairness, accountability and transparency.

A PERSON WISHING TO MAKE A COMPLAINT MAY DO SO IN WRITING OR VERBALLY TO:

- the staff member they were dealing with at the time
- the Manager/Supervisor of that staff member
- the CEO
- the Board
- the NSW Ombudsman
- Registrar for Community Housing
- Housing Appeals Committee
- NSW Civil and Administrative Tribunal (NCAT)
- NDIS Quality and Safeguards Commission
- Tenants Advice and Advocacy Services

Written complaints may be sent to 168 Pacific Hwy, North Sydney 2068. The Senior Manager will be responsible for receiving this correspondence and directing it to the appropriate person. Once the complaint is received you will be notified and advised of an outcome time that this complaint will be dealt with.

Clients or their advocates may lodge an appeal if they disagree with a decision made by the organisation. An appeal should be made in writing and submitted to the CEO. If the decision is still not deemed acceptable, TYS will advise you of further action you may undertake with external bodies. A more detailed process of Complaints Management is available upon request.



168 Pacific Highway, North Sydney NSW 2060
PO Box 6103, North Sydney NSW 2059

Phone: 02 9460 3777 | www.taldumande.org.au
ABN: 67801 186 046 Charity: CC 17607