



תקנת-יצדאקאב-charity, יסד-חבשה-Kindness, פאך פון-אדעה-עפע-Respect, חסד-מלך-מלך
2003

annual report



Bailey Werdiger gives resident Leab Havin a hug during a monthly playgroup visit

"...always mindful of the importance of respecting and upholding traditional Jewish observances and practices and fostering Jewish cultural values... {Jewish Care determines}... to promote and provide for the well being of Jewish people in need of care in the State of Victoria, attending to their physical, mental, emotional and spiritual needs."

*From the Constitution of Jewish Care (Vic) Inc, 'Statement of Purposes',
September 2000*

contents

respect, חסד - *chesed* - kindness, צדקה - *tzedakah* - charity, המשפחה - *hishpacha* - family, תוך ארץ

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overview

ד-דערעכ ערעץ-respect, משפחה-mishpacha-family, צדקה-tzedakah-charity, חסד-chesed

The amalgamation of Jewish Community Services and Montefiore Homes for the Aged in 2001 has produced a single organisation dedicated to supporting and enhancing the well being of the Jewish community of Victoria. Jewish Care now provides a complete range of 'whole-of-life' services, professional care and facilities for members of the community requiring support and assistance.

Our programs encompass youth, family, disability, housing, psychiatric outreach, Holocaust services, employment, counselling, assessment, advocacy, referral, home care, aged care, social activities, community and residential services.

Jewish Care is a not-for-profit organisation that operates on a blend of government funding, community donations, bequests, trust and foundation grants and the efforts of volunteers.

The Board of Jewish Care governs the organisation guided by its constitution and makes policy decisions advised by sub-committees with specialist knowledge in their respective fields (see pages 28 - 30).

The newly created Community Advisory Committee offers a forum for members of the public to contribute to discussion and debate on issues relevant to the organisation.

Membership at the November 2002 Annual General Meeting stood at 983. *New members must be nominated by two current members and ratified by the Board of Jewish Care. Members are entitled to vote at Jewish Care's Annual General Meetings.*



Volunteers Andy Frieibert and Rose Pogorelske

president's report

On 24 June 2003 the Board of Jewish Care unanimously passed ten Resolutions for the restructure of its residential aged care facilities. These resolutions formed the cornerstone of our "White Paper - towards tomorrow", which will be released to the community in August 2003 for consultation and feedback.

This document will have enduring impact and relevance for our community in three important ways. Firstly, it will commence the essential task of upgrading Jewish Care's residential aged facilities, and thereby address the most pressing financial and service issues confronting the organisation.

Secondly, it will clearly spell out our mission, values, financial policy and service principles.

Our mission is to support and enhance the well-being of the Jewish Community of Victoria. That means old and young, rich and poor and religious and secular. It means a commitment to a full range of services to meet a full range of needs.

Our values are tzedakah - charity, chesed - kindness, derech eretz - respect, and mishpacha - family.

Our financial policy is that we will seek to ensure that the cost of our services do not exceed our operating income. Our service principles enable us to prioritise and to devise appropriate service responses, thereby ensuring that our limited funds are used as effectively as possible to meet community need.

Thirdly, it will provide a model for strategic planning and demonstrate a commitment to decision making based on careful analysis and broad consultation.

In the forthcoming months the community's feedback to the Board will be assessed and final resolutions will be passed before implementation of the White Paper commences. Next year we will also release a White Paper on Community Services and a Disability Services Plan. Our key priority in all our work will be to engage our staff and the community and to develop an open and dynamic culture of mutual respect, trust and common goals.

I would like to take this opportunity to thank our hardworking and dedicated staff and volunteers, including the Board and all our committees.

I would also like to acknowledge our major funders – local, state and federal governments, philanthropic funds, the Claims Conference in New York, as well as the thousands of generous individuals within our community who support us according to their means.

I have personally enjoyed the challenges of presidency, and remain optimistic that with continued hard work and a clear sense of purpose we will build an organisation that is a worthy reflection of our vibrant community.



Alan Schwartz
PRESIDENT



overview

חֲסֵד - chesed - kindness, דֶּרֶךְ אֶרֶץ - derech eretz - respect, מִשְׁפָּחָה - mishpacha - family, אֲדָרָה - adara - dignity

ceo's report

Jewish Care's clients and residents should know that our services meet and even exceed government imposed expectations of what a service should provide, as well as client and community expectations. To this extent, I am pleased that all of our four residential facilities achieved three year accreditation from the Aged Care Standards Agency. This was a tremendous achievement and our staff should be congratulated for all their hard work in meeting these standards.

This year, too, we have targeted the Independent Living Units for some much needed repairs and maintenance to improve the safety and comfort of residents.

We are also monitoring consumer feedback on our First Call method of service delivery. To date, it has been very positive as clients are receiving the information and services they require.

Over the past year all staff had the opportunity to participate in a staff satisfaction survey. The results indicate that our staff believe that they work in an organisation which supports training and development and subscribes to good occupational health and safety practices. We will face challenges in the years ahead particularly with our nursing staff, many of whom are approaching retirement age. This is an international trend and is not peculiar to Jewish Care (see Year In Brief, page 6).

The White Paper, which is our strategic framework for the future, has been an enormous exercise for the Board and Executive team. To that extent, I would like to thank Tracel Devereux - Director Community Services, Bruce Salvin - Director Residential Services, Colin Singh - Director Finance and Administration and Richard Zimmermann - Director Community Development for all their inspiration and efforts. This document will have widespread ramifications for our clients, residents and staff. I have great confidence that it will ensure we meet the challenges of the future.



Nancy J. Hogan
CHIEF EXECUTIVE OFFICER

treasurer's report

On behalf of the Chief Executive Officer and Board of Management, I am reporting the financial results of Jewish Care (Victoria) Inc for the twelve month period to 30 June 2003. The organisation incurred a substantial deterioration in trading results compared to last financial year, with the key financial results summarised as follows:

- An operating deficit before depreciation and bequests of approximately \$5.4m (\$3.11m last financial year)
- Combined bequests of \$2.64m (\$2.88m last financial year)
- A net deficit (prior to asset revaluation) of \$4.54m (\$1.88m last financial year)

Whilst the deficit result was foreshadowed in last year's annual report, it is nevertheless of serious concern to the Board. Efforts will continue to improve operating income and reduce expenditure where possible. Jewish Care's White Paper is the start of such a process, but as at the date of issuing this report, there remain substantial challenges in raising the capital required to deliver the proposals contained in the White Paper.

In reporting the results to June 2003, it is worth pointing out that professional valuers revalued the organisation's land and buildings, and their revised values are reflected in the accounts in accordance with accounting standards. The total impact of the revaluation was an increase of \$2.33m. (A detailed set of accounts with all explanatory notes can be obtained on request from Jewish Care). I would like to take the opportunity to thank the finance staff for their ongoing commitment, particularly Colin Singh, Alan Kempton and their team. My thanks also to the valuable contributions made by other participants of the finance and audit committee: Michael Sack, Bruce Salvin, Nora Scheinkestel and Kevin Slomoi.

Jewish Care faces challenging years ahead. The Board has made and will continue to make difficult short term decisions with the sole aim of protecting the organisation's longer term viability, whilst being as sensitive as possible to community needs.



Jacob Weinmann
TREASURER

year in brief

צדקה-zedakah-charity, חסד-chesed-kindness, דרך ארץ-derech eretz-respect, מישפחה-mishpacha-family

Residential Services Fully Accredited for 3 Years

Assessors from the Aged Care Standards and Accreditation Agency have determined that all four of Jewish Care's aged care facilities are compliant in all 44 outcomes of its three-yearly accreditation survey. Assessors review documentation, talk to staff and residents and relatives and conduct impromptu inspections, their aim being a thorough review of management and leadership structures, health and personal care systems, resident lifestyle and environment and safety systems.

National Nursing Shortage Affects Residential Care

Jewish Care employs 75 Division 1 registered nurses and 44 Division 2 nurses. Of that number, 73 are 45 years or older. This means that over 60% of Jewish Care's nursing staff could be considering retirement in the next ten years. The Federal Government's September 2002 report 'Our Duty Of Care' warns Australia faces a shortage of nurses by 2006 because 22,000 will leave the workforce in the next five years. To exacerbate the issue, recent reports have shown a decline in the number of nursing undergraduates in Victoria. Jewish Care spent \$15,350 on advertising between May and September 2002 in an effort to recruit nurses to fill shifts.

Community Services Staff Relocate

In November 2002, Community Services staff relocated from Alma Road St Kilda, to newly renovated offices in the George Kraus Wing of Jewish Care's St Kilda Road site. The move brings Community Services and Residential staff together creating a greater sense of unity and cohesion.

'First Call Jewish Care' Launched

Based on research and endorsed by Jewish Care's Services Delivery committee, the First Call Jewish Care system channels all first-time callers to Community Services through a central entry point, the Intake and Assessment Unit, for initial needs assessment and referral. The First Call Jewish Care phone number is 03 8517 5777.

Wind-down of ILUs and Jack Kronhill Drop In Centre

Following a comprehensive audit of Jewish Care properties by aged care consultants Viney Consulting Group, two Independent Living Unit properties (ILUs) were deemed largely inappropriate to the frailty and needs of residents (see Review of Operations, page 10). As a result, residents and clients at these venues are being assisted in finding alternative accommodation. The ILUs at 3 and 27 Herbert Street Elwood are being progressively vacated. Plans for the property are subject to White Paper recommendations.

In addition, conditions at the Jack Kronhill Drop-In and Day Activity Centre failed to meet adequate health and safety regulations and by January 2003 the clients were relocated (see Review of Operations, page 11).



*Jewish Care President Alan Schwartz and Lily Weiss
at the Joseph & Stera Gutnick Nursing Home*

year in brief

State Budget Cuts Funding to Jewish Employment Network

At a meeting of Community Based Employment (CBE) Programs in May 2003, the Department for Victorian Communities announced that funding will cease for all programs and organisations as from 12 August 2003. This includes the Jewish Employment Network, which has been supporting Jewish job seekers and employers since 1994. All agencies will be given a three-month transition period in which to finalise services for all clients already registered on the CBE database (see Review of Operations, page 15).

Youth Services Completes Substance Abuse Project

Jewish Care's ongoing strategy for dealing with substance abuse in the community has involved a forum on youth, drug and alcohol issues for parents, carers and community groups. The forum disseminated a Substance Abuse Resource Kit for parents, youth and professionals who work with young people. This information is now available as an online resource for the whole community through the Jewish Care website at www.jewishcare.org.au.



Community Services staff Melissa Benkel and Magali Kaplan

Schools Volunteering Kit Promoted to Jewish Schools

As part of a new initiative to promote the value of volunteering to Jewish students, Jewish Care has developed a Schools Volunteering Kit, full of information on ways young people can contribute to their community. The kit explains that volunteering not only opens doors to career and employment opportunities, but also enhances students' personal development, providing an understanding of the true meaning of *tzedakah* - charity and *chesed* - kindness.

Six Inaugural Young Achievers Supported

Generously sponsored by the Brass family, the Young Achiever's Scholarship Program is open to young people within the Melbourne Jewish community who are in need of mentor support and financial aid. In November 2002, six students were awarded the Young Achiever's Scholarship.

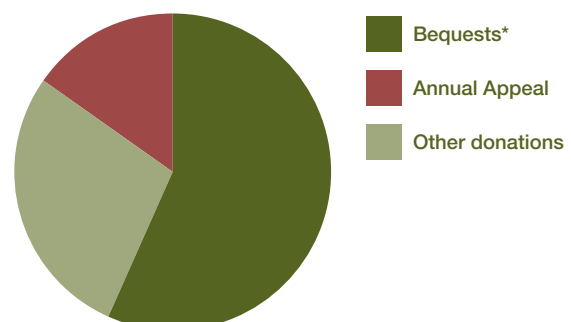
Bequests Hit Over \$3million

Bequests reached a target of \$3,378,908 (including a \$750,000 bequest used to establish the Rachel & Solomon Wertheim Fund), exceeding the previous year by over half a million dollars. The development of a Bequests Strategy in April 2003 highlighted the need to establish and maintain an on-going bequest program, focusing on relationship building with the community.

Development of Jewish Care Communiqué

Jewish Care News is the new quarterly newsletter for the Jewish Care community: donors, clients, residents, staff, volunteers, family and friends. A conduit for communication about the organisation's activities and concerns, the newsletter also invites feedback, advertising and donations from the community. Donations via the newsletter for 2002-2003 totalled \$52,170.

Fundraising Income 2002/03



Total amount raised - \$5,990,328

Fundraising expenses - 8.3% of total income

* Includes a bequest of \$750,000 used to establish the Rachel & Solomon Wertheim Fund

Website Gets a Facelift

The Jewish Care website now contains up-to-date information about Jewish Care’s services and events. Contact details, links to other relevant sites, donation and feedback forms are all available online at www.jewishcare.org.au.

Fundraising Events Net Over \$72,000

Jewish Care’s events provide an opportunity for individuals and businesses to support their community in a fun and pro-active way. Attendance at our functions offers the chance to develop networks within the community, while corporate sponsorship demonstrates a company’s sense of community responsibility and provides exposure to a niche market. Annual events including the Friends of Montefiore Brunch, Mother-Daughter Function, Parents and Friends of Glen Eira House ‘Phantom’ Afternoon Tea, Movie Nights and Corporate Golf Day involved over 600 participants and netted more than \$72,000 in income. Our grateful thanks go to the volunteer committees and attendees who supported these events.

White Paper Pending

In July 2002, President Alan Schwartz publicly announced the development of a master plan for the St Kilda Road site. The announcement was predominantly in response to revised Commonwealth Government building standards that will compel Jewish Care to upgrade its current building stock by 2008 or risk losing Commonwealth funding. A White Paper will be compiled to promote the informed participation and support of the Jewish community in the vision, challenges and strategy for Jewish Care, with an emphasis on the restructure of residential aged care facilities. The White Paper is due to be available by July 2003.

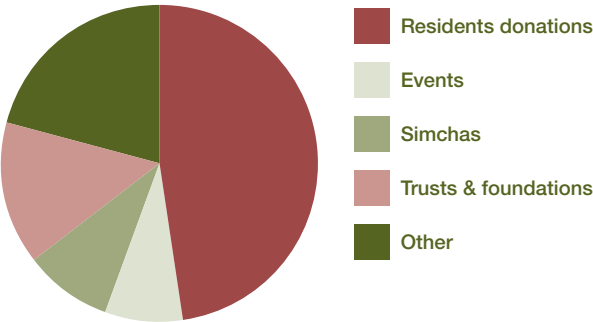


The King David School student Sheila Gurevitch volunteers during the Annual Appeal telethon



Musician and performer Deborah Conway and her mother Elizabeth Conway at the Friends of Montefiore 25th Anniversary function

Other Donations



Total other donations - \$911,065

review of operations

smorgon family
nursing home



Registered Nurse Division 1, Joy Panong
with resident Mr Lew Ash

joseph and stera gutnick
nursing home



Residents Mr Abraham and
Mrs Minnie Leider

melbourne hebrew
memorial nursing home,
fink family wing



Jo and Leon Segal with their father,
resident Max Segal

profile

Accommodation and individualised nursing care for up to 90 residents with high care needs

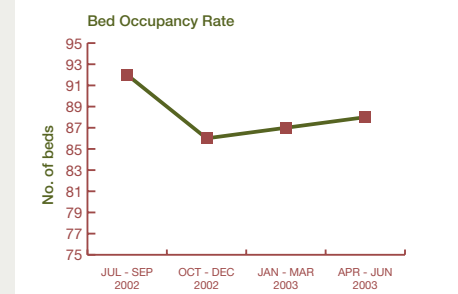
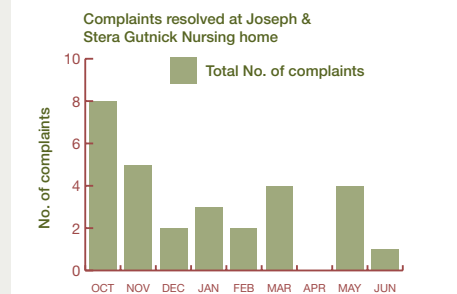
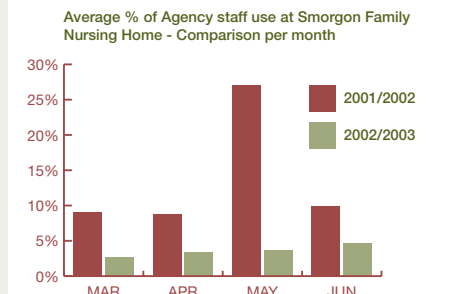
Open plan living areas, courtyard gardens and secluded well-appointed rooms provide a warm, bright and lively living environment to 45 older members of our community

High level care for a maximum of 95 frail residents with challenging behaviour and support to their families and friends

highlights

- Achieved excellent results on all 44 outcome standards and accreditation for the next 3 years
- Introduction of new processes:
 - comments and complaints management
 - incident report management
 - data collection and analysis
 - record management
 - admissions
- Further implementation and development of risk management and falls prevention programs
- Reduce reliance on external (Agency) staff
- Achieved excellent results on all 44 outcome standards and accreditation for the next 3 yrs
- Achieved a Five Star Rating from Glen Eira City Council for our Food Safety Program
- Introduced a new admission process that has allowed us to manage new admissions in more effective and timely manner
- 80% of staff completed manual handling training education
- Implementation of a multidisciplinary pain management system to assess, evaluate and treat residents' pain
- The Aged Care Standards and Accreditation Agency made positive comments about exceptional teamwork commitment to resident care during the recent round of accreditation surveys
- Increased the number of electric beds (to 67 electric out of a total 95), reclining shower chairs and concave mattresses in order to reduce/ prevent falls

results



challenges ahead

- Address and improve communication strategies for staff, residents and their families
- Investigate the possibility for external benchmarking and promoting our achievements within the aged care industry
- Respond effectively to recommendations made by the forthcoming White Paper
- Continue to provide high quality care despite the increasing shortage of professional nursing staff (see Year In Brief, pages 6 - 8)
- Respond effectively to recommendations made by the forthcoming White Paper

montefiore homes community residence



Recreational Services Manager Sandra Bygrave and Recreational Services Assistant Diane Eretz

Delivers low care residential services to Melbourne's Jewish community, enhancing the quality of life of up to 178 residents in a safe, homely environment where resident independence and decision making is encouraged

- The March 2003 accreditation survey was an outstanding success with the Residence deemed compliant in all of the Aged Care Standard Agency's 44 outcomes
- Staffing structures were reassessed with the recruitment of additional Division 1 Registered Nurses

independent living units



ILU Caretaker Thelma Rogers with Fink Court resident Dina Feldman

Provides low cost housing to aged citizens within the Jewish community who wish to live as independently as possible. Offers a daily door knock to all residents, 24 hour on-call service and an Emergency Alarm System

- Implementation of a new Electronic Payments system for rental processing
- Condition Surveys of all sites completed
- Successful relocation of residents from 27 Herbert Street, St Kilda to other ILUs or facilities (see Year In Brief, pages 6 – 8)

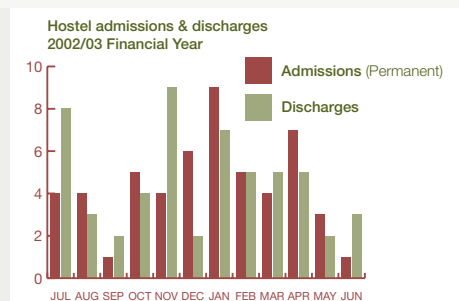
aged and social group activities



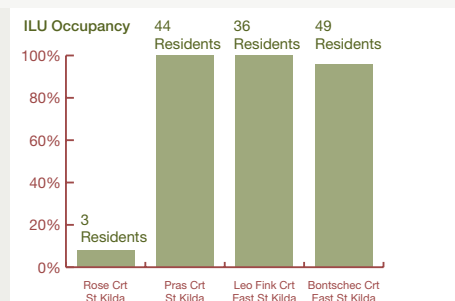
Chat 'n' Chew participants (back): Ginetta Newman, Raymond Gandur (volunteer), Natalia Khemlevskaya (Aged Recreation Officer), (front) Reeve Kaicer, Rita Zelman, Saba Wabenhausen

Arranges activities and outings for those living at home but with little or no access to transport, with a focus on preventative therapies and encouraging a healthy, active lifestyle; co-ordinated by volunteers

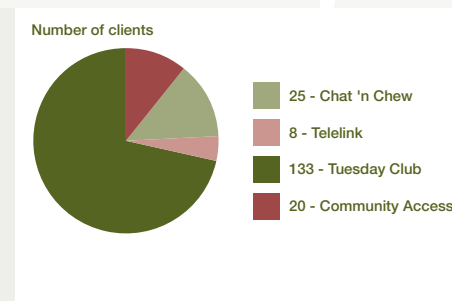
- Identification of a growing need for services in the community
- Chat 'n' Chew: social group every Tuesday and Thursday
- Telelink: weekly conference call social group
- Tuesday Club: monthly lunch and entertainment targeted at older European Jews
- Community Access: frail, elderly clients are assisted to attend monthly activities and social groups



- Respond to the increasing demands of clinical care while continuing to support the social and emotional well being of our residents
- Effectively respond to recommendations of the pending White Paper



- Reconcile the needs of our ILU residents with the recommendations of the pending White Paper



- Implement a revised Service Delivery Model to deliver an integrated, healthy, therapy and respite service

review of operations

adult day care @
alan rabinov centre

adult therapy @
goldin day centre

drop in and day activity
centre@ jack kronhill



Rose Samten and Milly Spizer share company during their weekly visit



Marta Mote and Lili Olsbina stay fit with light weights training



Community Development staff member Debbie Dribbin with Day Activity Centre Supervisor Karol Cukierman

profile

The opportunity for older Jewish men and women to be with people who have a similar cultural and religious background. Provides support and respite for carers of older people

A range of individual or group therapies that maintains and/or recovers a level of independence for older people living in the community or in low-level care

Housing a day activities centre for members of the community with intellectual disabilities, a social club for Russian-speaking clients and The Shalom Association

highlights

- Celebrations for clients marking their 90th, 90+ and 95th birthdays
- Occasional outings to IMAX and the cinema

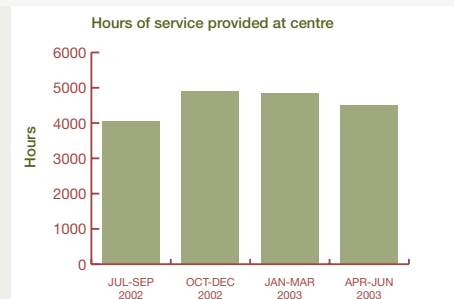
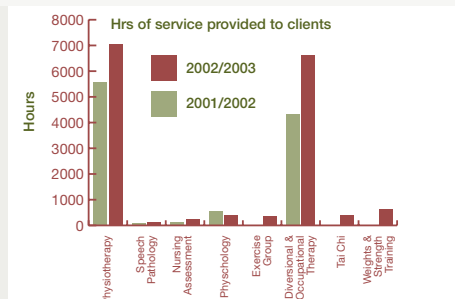
- Increased half-day therapy clients
- Introduction of Wellness Programs for over 60 year-old clients
- Successful submission in partnership with National Council of Jewish Women to run "Train the Trainer" exercise, relaxation and nutrition group at the Ministry of Housing, South Melbourne

- In the first five months of the financial year, the center continued to provide meaningful work and engagement for up to 26 clients
- Following overwhelmingly negative results of an independent surveyor's inspection, it was determined that Jewish Care could no longer safely provide specialist day activity programs at the leased building and alternative arrangements were made (see Year In Brief, pages 6 - 8)

Throughout the year our daily attendance has peaked frequently at over 90% (DHS standard is 70 - 75%)

Total hours of service provided for both individual and group therapies for 2003 are 15,889 hrs against 10653 hours of service for the previous year - an increase of 67%

results



challenges ahead

- Achieve good outcomes with our first Accreditation, due November 2003
- Reach out to those in the community who are alone and isolated, and to the many carers who may not be aware of our programs

- Continue to offer a more flexible, integrated, healthy, ageing therapy and respite service and the development of partnerships with other agencies

- Not applicable

kesher

bluestar home care services

holocaust community services



Estera and Szmul Szwarc enjoy afternoon tea and entertainment at the home of a Jewish Care volunteer



Direct Care staff (back) Jacqueline Hoffman, Elena Aivazova, Tania Rozinsky, (middle) Inna Melamed, Emma Szlezzynger, Judif Vashevnik, Ida Rotblat, (front) Leon Raskine



Activities staff member Annette Cheresky with clients Mr Kolman and Mrs Marianna Krey

Case management and services to frail, elderly and disabled members of the Jewish community to assist them to remain in the community and prevent inappropriate entry into a residential facility

Assists frail aged and persons with a disability in the community with personal and household tasks that they can no longer manage themselves

Social and recreational programs designed to enhance the well-being and sense of connectedness of Holocaust survivors. This is done by providing two regular weekly groups for survivors of different backgrounds

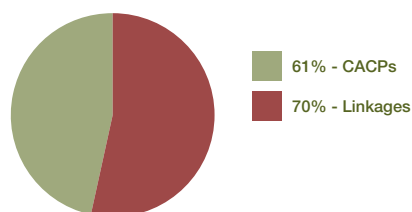
- Extension of Yiddish Therapeutic Visiting Program for isolated elderly to include music, narrative and reminiscence therapy
- Staff undertaking professional development study courses in Social Work and National Interpreting training
- Provision of assessment and referral by a Rehabilitation physician to clients on a waiting list and other members of the community

- Successful completion of professional development study courses, Certificate IV Certificate III in Community Services (Aged Care) by 13 staff
- Application of Claims Conference funding to offer increased support to those in the Jewish community who are Holocaust survivors

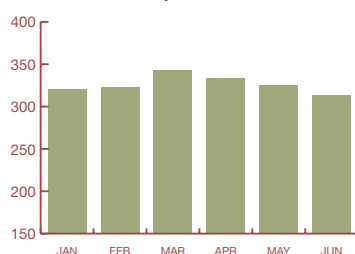
- The Monday group moved to a new venue at Montefiore Homes Community Residence to enable Holocaust survivors who are residents to participate in the program
- Joint Channukah party for both groups attended by 135 people
- Provision of regular lectures relating to Judaism at the group meetings

100% of available funding is allocated to clients. A waiting list for CACPs and Linkages packages exists. (see Glossary, page 41)

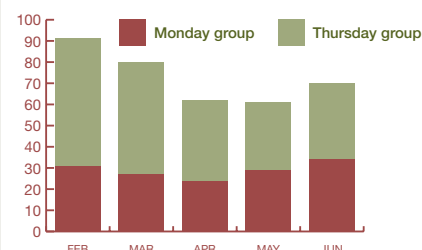
Number of clients 2002/2003



Clients serviced by Blue Star 2003



Client attendance at Holocaust Community Service programs



- Extend team creativity to maintain service standards to our clients during a time of rising costs

Actively promote:

- the range of available services on offer
- the skills of our culturally aware and multi-lingual care staff
- the flexible and immediate response to community needs and ability to work closely with other care providers

- Expand the membership and range of interest groups available to meet the diverse needs of Holocaust survivors
- Meet the social and recreational needs of increasingly frail and aging Holocaust survivors

review of operations

disability outreach program

disability houses

fink (respite) house



Disability Outreach Co-ordinator Susan Wein at Winter Camp



Rabbi Heilbrunn shares a yom tov service with House resident Denise Brown



Respite House Manager Maureen Rogerson accepts equipment donated to the House by Bialik College Class of 2003 Year 12 students, represented by Deon Kamien and Aimee Segman

profile

Accommodation support, case management and Recreation Groups for people of all ages with disabilities. Services are offered in the community at large, in clients' homes, on site or in partnership with other agencies, families and organisations

Long-term residential accommodation and support at Jacobs House, Latrobe Street, Hawthorn Road and Glen Eira House for adults with disabilities. Aims to meet the needs and objectives of clients' Individual Program Plans in a safe, stimulating and enjoyable Jewish environment.

Facility-based respite including sleepover and/ or day care for people with intellectual and/ or multiple disabilities. Offers families/ carers a short term break, while their family member has the opportunity for social networking, recreation and leisure in a safe, friendly Jewish environment.

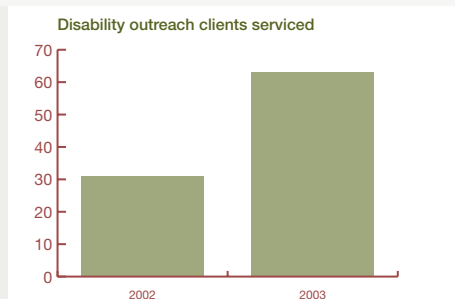
highlights

- Operation of four Recreation Groups including the Masada Group for older adults, which has been restarted after a 2 year lapse
- Participation of 20 people in two winter weekend respite camps for families and carers at Warburton
- Increase in the involvement of volunteers in the co-ordination of Recreation Groups
- Increase in Outreach staff in supported accommodation
- Establishment of monthly staff team meetings

- Development of cultural and spiritual program for residential clients, including attendance at synagogue services
- Completion of rent review and implementation of new fee structure
- Commencement of renovations at Hawthorn Road

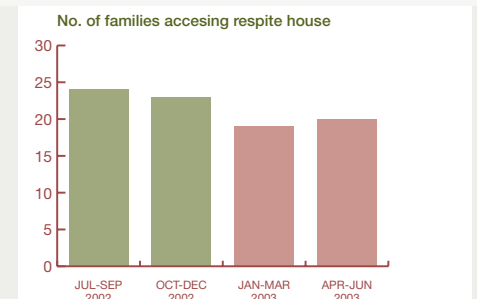
- Donation and grants approved for
 - Upgrade to kosher kitchen
 - Three new maxi beds
 - Rubberised 'safe play' matting for patio
 - Increase in on-site staff
- Questionnaire sent to clients' families indicates the facility meets a very high standard and caters to the religious requirements of the community
- Purchase and use of a new Sukkah

results



Program has met a number of DHS compliance requirements:

- Fire safety
- Implementation and completion of Disability Self Assessment System Reports
- Development of professional training for all staff
- Program provides full time accommodation for 18 clients
- Partner with other agencies to increase access to suitably qualified casual staff
- Develop strategies for supported housing options in partnership with other service providers
- Increase DHS funding to meet staffing costs



challenges ahead

- Participate in discussions on the housing and supported accommodation options
- Expand the program's professional network so more community members receive outreach support and recreation opportunities

- Expand the service to meet the needs of more families and older clients
- Upgrade facilities to meet the needs of clients with increasing mobility issues and challenging behaviours

schools integration program

youth services

tikvah (psychiatric outreach)



Program Co-ordinator Rae Silverstein, Administration Assistant Sheila Oshlack and Member for Oakleigh Ann Barker MP at a Posh Opp Shop function



Youth Services Co-ordinator Andi Green and Youth Services Worker-Counsellor Leanne Osbry



Art Therapy Co-ordinator Noga Frieibert and Outreach Manager Sylvie Braverman

Enables any Jewish child, who has a disability or a different need, to attend a Jewish school. The program includes Early Intervention for pre-school children, Schools Integration for kinder to VCE level and Futures for Young Adults

Supports children and adolescents within the Jewish community who are experiencing difficulties with every-day living. Professional support, counselling and youth-focused projects aim to empower young people by developing strengths and coping skills

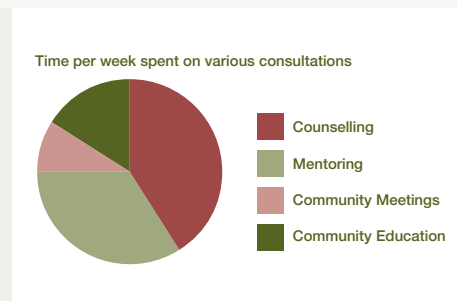
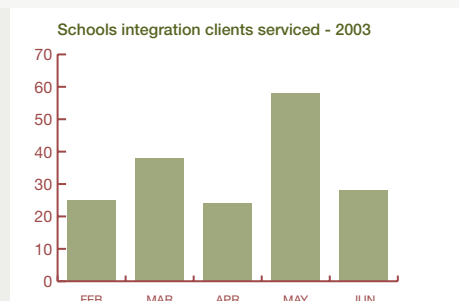
Activities and groups, which aim to maintain clients' links to the Jewish community. Activities include Jewish issues discussion groups, Israeli Dancing, art and gym

- Purchase of a walker for a child with a severe disability with the assistance of Access Fundraising Group
- Addition of a new Jewish school to the program
- Development of networking relationships with Royal Children's Hospital, Elwyn Morey (Monash University) and MOIRA

- Implementation of a Young Achiever's Program (with thanks to the Brass Charitable Foundation)
- Negotiations with other community services to provide culturally appropriate services to Jewish youth, including out of home placements
- Participation in the launch of Yachad - Substance Abuse Resource Kit (see Year In Brief, pages 6 - 8)
- Improvement of links with local Youth Services Networks

- Ensuring all clients are adequately supported by a Case Manager
- The program was supported by locums until the appointment of a new program manager in late June 2003

Jewish Care gratefully acknowledges the support of Access Fundraising, ACCESS Inc, Melbourne Jewish Orphans and Childrens Aid Society and The Posh Opp Shop



The program provides clients with over 1600 hours of group based activities in addition to individual support

- Increase the number of Futures for Young Adults clients
- Hold at least two forums for schools on the topic of Inclusion

- Seek grants and funding opportunities to expand services offered
- Recruit appropriate mentors for the Young Achiever's Program
- Recruit Jewish families to become foster carers for out of home placements

- Expand the range of activities and interest groups to meet the needs of a wider target group
- Integrate services with existing programs in the community and expansion of current programs to support further personal development for participants

review of operations

housing support program



Program Manager Etia Golder

counselling and case management



Counselling and Case Management staff Miriam Orliansky, Malki New, Joanne Strauss, Ruth Wein, Ilana Berger, (front) Isabel Lesman

jewish employment network



Job seeker Jeremy Kalbstein found full-time employment with the help of the Jewish Employment Network

profile

Assists the Jewish community with housing needs, providing support, advocacy, information, practical solutions and alternative housing options

Counsellors, social workers, psychologists and family therapists provide confidential, culturally appropriate counseling, case management, life skills workshops and liaison with external service providers. Issues addressed include: aged care, parenting, relationships, grief, family violence, Holocaust trauma, life transitions

Works with the unemployed of the Jewish community and with Jewish employers who lodge their vacancies and employment opportunities

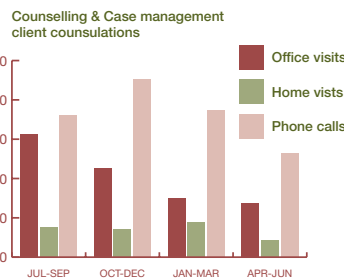
highlights

- Formed partnerships with additional transitional accommodation providers, including:
 - Hanover Southern
 - Housing and Support Services
 - HomeGround
 - Supported Housing
 - Eastcare
- Developed a procedures manual for key Housing Support activities
- Completed professional development study course: 'Housing Management and Policy'

- Client caseload capacity increased from 50 clients to approximately 100 clients monthly
- Collaborative relationships with Jewish Taskforce Against Family Violence, Ethnic Communities' Council of Victoria Drugs Task Force, Jewish Day Schools.
- Information forums established
- Expanded professional development particularly in aged care case management, pre-marital/relationship issues, traumatology, depression, anxiety, grief and loss
- Increase in consultation to external service providers with Jewish clients

- Regular Interview Skills Workshops and Employer Breakfasts held, providing valuable feedback to the JEN team
- Developed new e-newsletter, advertising online positions vacant and positions sought
- 44 new employers made contact for the first time to lodge vacancies
- Completion of a submission to the Department of Labour and Industry to continue to provide a limited employment service after the August deadline

results



Number of registrations from members of the community seeking assistance with all aspects of their job search: 304

challenges ahead

- Expand and develop new partnerships for additional sources of housing
- Develop new computer reporting systems
- Continue to develop shared accommodation as a housing option
- Translate housing information into Russian and other appropriate languages

- The program has experienced a reduction in staff due to budgetary constraints. It must maintain its professional skills diversity and increase service delivery capacity by developing strategies for enhanced funding through trusts, foundations and earned income

Following the recently announced State Government of Victoria Budget, the program will not continue to be funded by government. (see Year In Brief, pages 6 - 8)

Jewish Care is currently looking at alternate funding options, to continue its support to the unemployed members of the community

intake and assessment unit



Intake staff Michelle Naftal, Lorraine Raskin, Erica Hurwitz, Suzie Kliman, Vivienne Resofsky, Helen Viknyansky and Lana Aizik (absent: Suzanne Hain)

A first point of information and access to Jewish Care Community Services providing a timely crisis response, professional assessments and referrals for the Jewish community

- Establishment, ongoing monitoring and review of all procedures including initial contact, referrals and database maintenance
- Implementation of DHS approved 'Service Coordination Tool Templates' for initial screening
- Collaboration with staff across all Jewish Care programs

funding and resources program (community services)

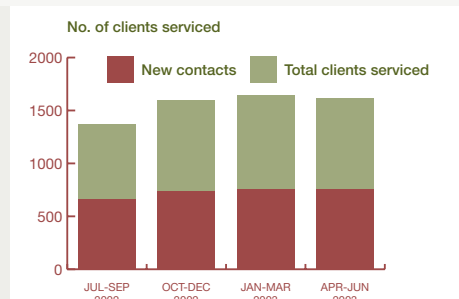


Funding and Resources manager Odette Waanders

Responsible for preparing submissions for funding to Government agencies, ensuring compliance with all regulatory and reporting requirements, promoting quality management and administering Financial Aid.

- Commenced quality management processes for all government-funded community services
- Implemented more streamlined arrangements to improve efficiency and accountability for four programs
- New guidelines for the Financial Aid Program now provide a basis for consistent, equitable and sustainable allocations

30 submissions were put forward for Government funding totaling \$618,094



- Continue training and professional development of staff
- Continue monitoring and review of procedures to achieve a seamless and flexible service
- Further collaboration and networking with mainstream service providers
- Obtain client/ consumer feedback on the program

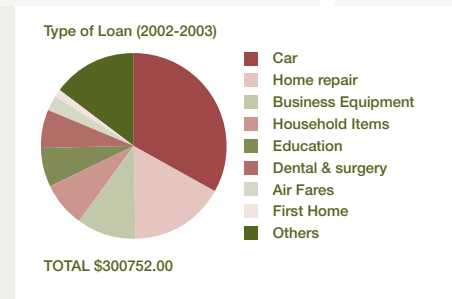
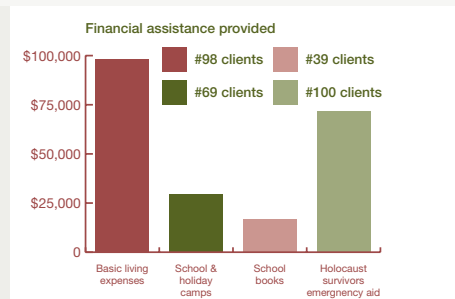
jewish mutual loan company



Tatiana Grozdetskaia fulfills her passion for ceramics with thanks to the Jewish Mutual Loan Company

Interest free loans to members of the Victorian Jewish community. By our loan structure we seek to enhance individuals' autonomy and self respect in an environment where their privacy and independence are maintained.

- Systems have been streamlined with increased efficiency and a direct debit method of loan repayments introduced
- 78 loans were approved, an increase of 15%
- A total of \$300,750 has been dispensed, representing an increase of 25%
- There are currently 136 separate loans being repaid



Several Government agencies have signaled a move away from funding ethno-specific agencies. Opportunities for Jewish Care to gain increased Government funding will be contingent on partnerships with mainstream agencies, or a broadening of its client base

Extend awareness of our activities in the community and attract an increased utilisation of the facility

review of operations

Sodexo Total Support Services



Sodexo staff

Sodexo Australia Total Support Services is part of the Sodexo Alliance, a leading food and management services company. Founded in 1966 in Marseille, France, Sodexo Alliance employs more than 315,000 people in 74 countries.

Sodexo's experience and expertise in the aged care market provides Jewish Care the necessary support to meet its quality accreditation, hygiene and occupational health and safety requirements.

At Jewish Care, Sodexo operates in close consultation with a full-time, on-site kashrut supervisor to ensure all Jewish dietary laws are upheld.

In the past year, Sodexo has put special emphasis on the provision of traditional food and atmosphere during Jewish festivals. For instance, over 2,000 donuts were produced on-site for Channukah in 2002.

Thirty-five Sodexo staff deliver 1,300 meals per day to Jewish Care clients at the St Kilda Road site, the Joseph and Stera Gutnick Nursing Home and Goldin Day Centre in Caulfield, the Melbourne Hebrew Memorial Nursing Home in Ashwood and the Alan Rabinov Day Centre in Prahran.

Nationwide Maintenance Services Pty Ltd



Nationwide staff

At the commencement of the financial year, Jewish Care employed in-house cleaning services at Montefiore Homes Community Residence and the Melbourne Hebrew Memorial Nursing Home, Fink Family Wing. In order to streamline the service, management sought to consolidate the cleaning of Jewish Care residential sites into a single, outsourced operation with our existing service provider, Nationwide.

With over 35 years experience and over 400 staff, Nationwide Maintenance Services Pty Ltd provides commercial cleaning services to hospitals, nursing homes and hostels throughout the Melbourne CBD, country Victoria, New South Wales and Tasmania.

The outsourcing process at Jewish Care was completed in June 2003 with some 12 Jewish Care staff being redeployed to the Nationwide payroll, along with their existing entitlements, effectively maintaining strong relationships and a consistent, high level of service.

Tracel Devereux

Director of Community Services

Born in Perth, Tracel trained as a Registered Nurse and completed studies for Bachelor of Arts and Graduate Diploma of Human Services Administration at Monash University. She then completed a Masters of Business Administration at Swinburne University. Tracel has had extensive experience in the development and management of community based services including day centre programs, social support and home based care. She worked at West Gippsland Community Resource Centre for two years prior to commencing in a position at Cardinia Shire Council. She then joined the staff of MECWA Community Care as General Manager, Community Services for a period of four years. Tracel became Director of Community Services at Jewish Care from November 2001, being responsible for 194 staff and an annual budget of \$6 million.

Bruce Salvin

Director of Residential Services

Prior to his appointment with Jewish Care, Bruce was the General Manager of Melbourne Extended Care and Rehabilitation Service (MECRS)(formerly North West Hospital). Whilst employed as a senior manager within the Victorian Healthcare System, Bruce was responsible for the project management of a number of aged care and healthcare related capital building projects, including the co-ordination of the \$20M redevelopment of the MECRS Parkville Campus from 1999-2001. Bruce's professional background is in Nursing. He completed his Division 1 training at Prince Henry's Hospital in Melbourne in 1981. In addition he has obtained post-graduate qualifications in Advanced Nursing (Administration), Coronary Care Nursing and Health Services Management from RMIT.

Nancy J Hogan

Chief Executive Officer

Nancy was born and raised in Plymouth, New Hampshire. After graduating Phi Beta Kappa in Political Science from the University of New Hampshire, she went to Chicago and joined the States Attorneys Office. During her 11 years at Caulfield Hospital, Victoria, she completed a Graduate Diploma in Rehabilitation Studies and a Masters of Business Administration Monash University. When Nancy left Caulfield Hospital in 1988 she was the Acting Manager.

Nancy joined Sacred Heart Hospital as the first lay CEO, followed by Mercy Public Hospitals as Deputy CEO. In 1995 she became involved in MECWA, an aged and community services provider. After almost five and a half years as CEO at MECWA, Nancy became the first CEO of Jewish Care (Victoria), the result of the amalgamation of Jewish Community Services and Montefiore Homes.

Colin Singh

Director of Finance

Colin Singh is a member of the Australian Society of CPAs, the Australian Health Services Financial Management Association, the Australian College of Health Service Executives and the Australian Institute of Company Directors. Colin lead the re-engineering of Bethesda Hospital's business processes, which was subsequently published as a case study in Australian Accountant, September 1998. He has held accounting and business management positions at MECWA Community Care, John Fawcner Hospital, Royal Southern Memorial Hospital/Caulfield Hospital and Dandenong and District Hospital. With a detailed understanding of health, aged and community care services through diverse assignments in private, public and not-for-profit organisations, Colin joined Jewish Care in September 2001. He has successfully created a five-year financial blueprint for Jewish Care including the financial management of programs, asset sales, building redevelopment and external financing.

Richard Zimmermann

Director of Community Development

Born in New Zealand and educated in Auckland, Richard ran his own Marketing and Promotions company for six years before moving to Melbourne in 1990. He was the Marketing Manager at Kino Cinemas and a year later became the Development Manager at the Australian Film Institute. The AFI was his first taste of the not-for-profit world and fundraising in particular. Two years at the AFI were followed by four years as Development Manager at the Australian Ballet School. Then came a stint of consultancy work. During this period one particular client was the Royal District Nursing Service. The consultancy turned into a full-time job and for two and a half years Richard was Head of Fundraising and Development at RDNS until taking the position of Director of Community Development with Jewish Care in November 2001.

executives and managers



Back Row: Rabbi Shlomo Meir Kluwgant, Colin Singh, Traci Devereux, Bruce Salvin, Thelma Rogers, Ron Craker, Noreen Roberts, Ruth Wein, Maureen Rogerson, Joanne Strauss, Susan Wein, Lorraine Raskin, Helen Bousfeild, Nicole Johnson, Linda Millard, Jeanette Hopma, Andrew Venosta, Sally Elford, Richard Zimmermann, Tanya Abramzon, Earle Fernandez

Front Row: Claude Fromm, Julia Osmolovskaya, Anna Barbakh, Rae Silverstein, Odette Waanders, Sylvie Braverman, Etia Golder, Janna Kocherginsky, Frida Kleimann, Alan Kempton

Absent: Robyn Felman, Nancy Hogan, Linda Faigen, Romy Feingold

the board



*Back Row: Frank Oberklaid OAM, Earle Sacher, David Brous, Yehudi Blacher, Alan Schwartz,
Sam Seigel, Michael Dubs, Jacob Weinmann, David Werdiger, David Fonda
Front Row: Robyne Shwarz, Esther Frenkiel, Suzanne Zyngier, Louise Zyngier*

organisational chart

Residential Services

Facilities and services focused on providing medium to long-term supported accommodation, including:

Independent Living Units (ILUs)

self-contained residences, usually single bedroom flats which are commonly used to house older members of the community

Residential aged care facilities

Commonwealth funded residential home operating with either or both low care places or high care places (beds). These facilities are subject to the Commonwealth Aged Care Act (1997) and are Commonwealth funded (with the addition of a range of resident fees).

Community Services

Provides a range of social, emotional and financial support services tailored to the needs of the Jewish community of Victoria via an intake and assessment system, First Call Jewish Care, including:

- Adult therapy at Alan Rabinov Day Centre
- Adult therapy at Goldin Day Centre
- Aged and Social Group Activities
- BlueStar Home Care Services
- Counselling and Case Management
- Disability Houses
- Disability Outreach
- Fink Respite House
- Holocaust Community Services
- Housing Support
- Jewish Employment Network
- Jewish Mutual Loan Company
- Keshet
- Schools Integration Program
- Tikvah Psychiatric Outreach
- Youth Services

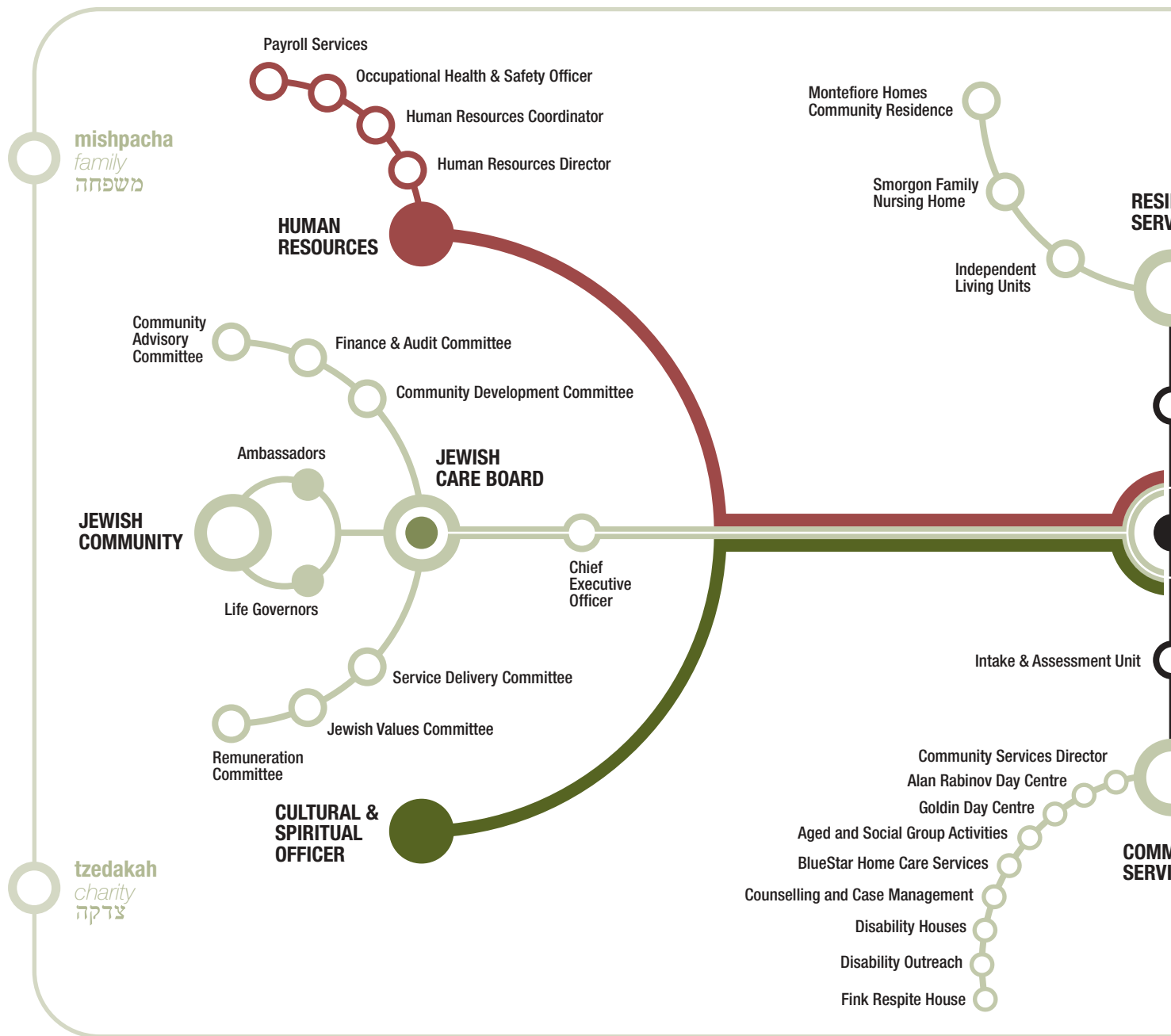
Timeline of events

July 2002

Barbara Szwarc's "Partnerships with the Community" report examines the option of Jewish Care expanding and developing relationships with other service providers
Strength Training classes for people over 50 launched at Jewish Care's Goldin Day Centre

August 2002

Anne Markiewicz reviews Jewish Care's service delivery model, benchmarking it against others in Australia and overseas, consequently making recommendations for a new service delivery framework
Over 138 staff members were granted various long-term service awards.
Poppy Athanasopoulos, Ilana Engelstein, Julia Herling, Rose Jones and Michael Shapartanis celebrated 25 years of service to the organisation



Oct 2002

Movie Night at the Rivoli Cinema in Camberwell raises over \$3,600

Rabbi Mandel appointed Rabbi Emeritus to Jewish Care

Nov 2002

Jewish Care announces it is investigating its options in order to meet the Federal Government's 2008 accreditation standards. The recommendations arising from the research will be outlined in a White Paper, due in mid-2003

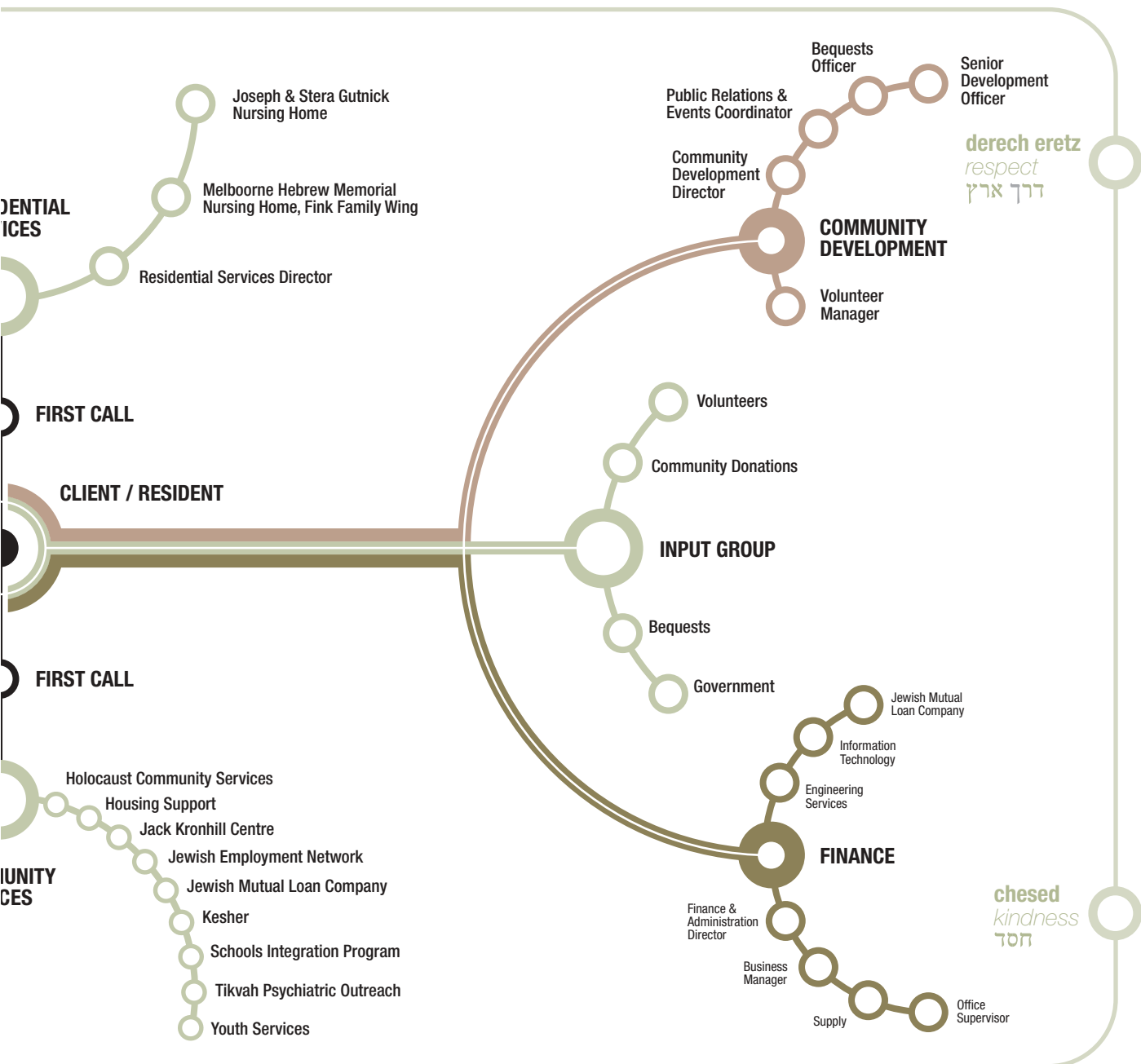
Golfers are treated to magnificent weather when Jewish Care's annual Corporate Golf Day raises over \$9,000 for the Tikvah Psychiatric Outreach program

Over 120 people attend a presentation on Autism by author Wendy Lawson at Jewish Care's Education Centre in St Kilda Road. The Schools Integration Program hosts the forum

Dec 2002

The Parents and Friends of Glen Eira House raise \$9,345 in a 'Phantom' Afternoon Tea. Over 200 people attend an End of Year Award ceremony and afternoon tea party for Jewish Care volunteers at Beth Weizmann

Following overwhelmingly negative results of an independent surveyor's inspection, Jewish Care determines that it can no longer safely provide specialist day activity programs at the Jack Kronhill Centre. Clients are all assisted in finding alternative placements and staff offered redeployment in other areas of operation



Jan 2003

Spouses-Carers Group launched by Residential Services to support people whose partners have moved into an aged care facility

Feb 2003

Jewish Care's Annual Appeal raises over \$1.6million

March 2003

All of Jewish Care's aged care facilities receive Aged Care Standards and Accreditation Agency approval for the next three years following successful compliance in all 44 outcomes of their accreditation surveys

The Posh Opp Shop, which raises funds to support children with a disability involved in Jewish Care's Schools Integration Program, opens a new store at 1226 Glenhuntsly Road, Glenhuntsly

Community Development

responsible for the organisation's fundraising, donor liaison, grant applications to trusts and foundations, bequests management, marketing and public relations, events and volunteer co-ordination.

Human Resources

charged with managing staffing issues, industrial relations, occupation health and safety concerns, payroll and internal communications.

Finance and Administration

controlling the operational aspects of the organisation, this department encompasses accounts, financial planning, information technology, reception, mail, facilities and environment management, supply and contracts management.

Cultural and Spiritual Office

provides Jewish education sessions, festival activities and weekly on-site shabbat and festival synagogue services for staff, volunteers, clients, residents, their family members and guests. The Cultural and Spiritual Office assists with funeral, minyan and bereavement services. It also provides direction, support and advice to the CEO on issues of Jewish culture and spirituality.

April 2003

Jewish Care joins WIZO in a kosher l'Pesach food drive for the needy in Victoria

Jewish Care's Cultural and Spiritual Officer Rabbi Meir Shlomo Kluwgant becomes the first rabbi to be invited to be a guest speaker at the Victorian Association of Health and Extended Care's annual conference. Rabbi Kluwgant presents a paper on 'Values in Aged Care' at the Albury conference

May 2003

Jewish Care auspices teenage nightclub 'Escape on Chapel'

15 Jewish Care volunteers receive recognition awards at the City of Glen Eira's National Volunteer Week celebrations

Victorian State government announces cuts to Community Business Employment programs, affecting Jewish Care's Jewish Employment Network

June 2003

Students from Mount Scopus Memorial College assist in Jewish Care's first Shavuot synagogue service for residents of the Disability Houses

The 20th anniversary of the Friends of Montefiore at the River Room, Crown Casino, raises over \$25,000 for the purchase of essential equipment for the Montefiore Homes Community Residence

Jewish Care runs a free interactive Public Forum "Substance Abuse in the Jewish Community". Over 70 people attend the event held at Beth Weizmann

board biographies

Jeffrey Appel

Born and educated in Melbourne, Jeffrey Appel completed a Bachelor of Law at the University of Melbourne in 1972. He has been a partner in the firm Schetzer Brott & Appel for 25 years. Jeffrey initially became involved in Jewish Welfare in 1981 and held positions as Honorary Secretary, Appeal President, Vice President and President. He also served as Vice President of Montefiore Homes. Jeffrey was involved in the Jewish Community Services/ Montefiore Homes merger committee and is currently a Jewish Care Board member. Jeffrey is married to Sue, with three grown children, Dion, Gavin and Rohan.

Yehudi Blacher

Born in Israel in 1951, Yehudi Blacher's family migrated to Australia in 1954. Yehudi was educated at local primary schools, Melbourne High School and Monash University. He has completed postgraduate studies at the Hebrew University, Jerusalem and has also studied at Oxford University and the London School of Economics and Political Science. Currently, Yehudi is Secretary of the Department for Victorian Communities and has held other senior roles in the Department of Premier and Cabinet, Department of Human Services and Local Government. Yehudi joined the Board of Jewish Care to contribute to the redevelopment of an important community organisation going through major change. He is married to Mish with two children, Liat and Simon.

David Brous (Co-opted)

Documenting the work of the Australian Jewish Welfare and Relief Society in Jewish immigration set David Brous on a path to the Jewish Care Board. A management consultant in public policy and program evaluation, David previously worked for the Brotherhood of St Laurence, the Victorian Government, Touche Ross and KPMG Peat Marwick. He undertakes assignments in aged care, community services, health services policy, organisational restructuring and benchmarking and evaluation. David is a Ministerial appointee to the Health Services Review Council and a former member of the Victorian Public Records Advisory Council and the Board of Temple Beth Israel. David is married with two adolescent children.

Michael Dubs

Chair

Born in Italy in 1946, Michael Dubs migrated to Australia with his family in 1950. He was educated at Elwood High School and graduated with an LLB, BJuris. from Monash University in 1970. As well as practicing law he has been involved in various business enterprises. Michael first became involved in Jewish Community Services in 1989 and worked on various committees in ensuing years, culminating in being elected President in 1997, a position he held until the merger in 2001. Michael currently sits on the Board of Jewish Care and is a member of several Jewish Care committees.

David Fonda

David Fonda was born in Melbourne in 1950 and graduated from Mount Scopus College as School Captain. He is married and has three children. The author of two books and over 50 academic publications specialising in aging conditions, David is the Director of Aged Care Services, Caulfield General Medical Centre and Alfred Hospital and Clinical Associate Professor in the Department of Medicine, Monash University. David joined Montefiore Homes as a Board member in 1984. He has sat on and chaired various national and international committees and working parties of the Jewish Welfare Society, the Australian Society of Geriatric Medicine and the Victorian Department of Human Services. From 1997 - 2001 David was President of Montefiore Homes.

Esther Frenkiel

Born into a 'traditional' Jewish family in Melbourne, Esther Frenkiel was educated at Mount Scopus College. A strong desire to make a contribution to the future of the community has driven Esther to become involved in Jewish Care. On completing a Bachelor of Education in Primary Teaching, Esther began teaching at Mount Scopus and became involved in various community organisations. She is currently Co-Chair of the Women's Division of UIA Victoria and from November 2002 a full Board member. Esther was co-opted onto the Board of Jewish Care and sits on the Community Development and Events Committees. Esther is married to David with three children Brett, Adam and Michael.

Raphael Geminder

Resigned after October 02 Board meeting.

Raphael is Chair of Visy Recycling and Chair of Visy Pak Industrial Packaging. He is a director of Visy Industries and a member of the Pratt family, the owners of Visy. Raphael's community service includes being a Board member of the Peter MacCallum Cancer Foundation, the Committee for Melbourne and Jewish Care. His industry representation includes the Business Leaders Forum on Sustainable Development, the Waste Management Association, the Plastics and Chemical Industry Association of Australia and the Australian Paper Industry Council. Raphael is a member of the Young Presidents Organisation and holds a BA (Finance) and an MBA (Finance) from Syracuse University USA. He is married with four children.

Frank Oberklaid OAM

Frank Oberklaid was born after the war in Kazakhstan, his parents having spent the war years in Russia. On graduating from the University of Melbourne's School of Medicine, Frank undertook paediatric specialist training at the Royal Children's Hospital. He then spent four years researching child health and development in Boston and was on the staff of Harvard University. An internationally recognised researcher, Frank is the author of 200 scientific papers and two books. He is currently the Director of the University of Melbourne's Centre for Community Child Health and a Jewish Care Board and Services Delivery committee member.

Earle Sacher

Earle Sacher was born in Cape Town, South Africa in 1955. After his family received assistance from the Cape Town Old Age Home, Earle made a promise that wherever he ended up in the world he would put time aside to put something back into aged care. He is presently the Joint Chief Executive of Lincraft, Chairman of OccCorp (an occupational and safety company) and an executive of the Mount Scopus Foundation. He is also a Board member of Jewish Care. Most of Earle's family now reside in Australia. He is married to Cheryl with children, Sean, David and Lara.

Alan Schwartz

President

Alan Schwartz was born in Tel Aviv in 1952 and moved to Melbourne in 1958. He studied at Yeshiva, Melbourne High School and then Law at Monash University. Alan completed articles in 1976 and shortly after joined Anstat, a company servicing the legal profession. This year Anstat is celebrating its 25th birthday and Alan is still involved as the Executive Chairman. He has served on several not for profit Boards, but for the past few years the focus has been Jewish Care. Alan's involvement in Jewish Care has broadened and enriched his life. He has been married for 26 years to Carol and they have four children Thea, Hannah, Oscar and Ruby.

Robyne Schwarz

Vice President

Granddaughter of philanthropist John Sackville, Robyne Schwarz was brought up in a family with a strong social conscience along with her brother Ron Sackville, a notable law reformer. Robyne holds a Masters of Social Work, a Bachelor of Social Work and a Physiotherapy qualification and she has worked in child health and family welfare for over 30 years. Robyne is a ministerial appointment to the Health Services Review cabinet and the Osteopath's Registration Board. Robyne joined the Board of Jewish Community Services in 1999 and is currently the Chair of the Jewish Care Service Delivery Committee. Robyne is married with two sons and two grandsons.

Sam Seigel

Sam Seigel was born in 1949 into a modern orthodox family with links to the Melbourne Mizrahi Organisation. After graduating from Mount Scopus College and completing an Accounting degree, Sam joined his family's business in the Philatelic and Numismatic trade. Sam became involved with Jewish Care to ensure that the Jewish community receives the best available services through responsible Board management practices and that Jewish values are manifest in all the services provided. He is currently a Jewish Care Board member and a member of the Jewish Values Committee. Sam is married with two daughters, a son and five grandchildren.

Graham Slade (Co-opted)

Term as Co-opted Board member ended November 02
Graham is the proprietor of Slade Pharmacy, a fellow of the American Society of Consultant Pharmacists and a member of the Pharmaceutical Society of Australia. A past Chair of the Victoria Street Development Committee, Graham was also a Board member and President of Montefiore Homes and a Board member of Jewish Community Services. He was co-opted on to the Board of Jewish Care when it formed in 2001 and although he has now stood down from that position he remains committed and is a member of the organisation's Jewish Values Committee. Graham is married to Mary with two children and two granddaughters.

Vladimir Tsvilin (Co-opted)

Term as Co-opted Board member ended November 02
Born in Russia in 1951, Vladimir Tsvilin migrated to Australia in 1981. Having trained as a mechanical engineer, Vladimir worked for various companies and research institutions in Russia and Australia. Vladimir joined the Immigration committee and Board of Jewish Community Services in 1992. He is a past President of the Shalom Association and holds the posts of Vice President of the Shalom Association and delegate to the plenum of JCCV. He is also involved with UIA and JNF. Vladimir is a Board member of Jewish Care, believing it is the only organisation that can assist every member of the community. He is married to Svetlana with two children.

Jacob Weinmann

Treasurer

Current Treasurer of Jewish Care, Jacob Weinmann first became involved in the organisation when his mother sent him to deliver Mishloach Manot to Montefiore Homes for Purim. He has been a Board member of the organisation since 1996. Jacob is a graduate of Mount Scopus College and holds a Bachelor of Business and a Post Graduate Diploma from the Securities Institute of Australia. He is a Senior Associate of the Australian Institute of Banking and Finance and is currently the Managing Director of Anstat Pty Ltd, a legal publishing and property information firm. Jacob is married to Jewish Care volunteer Debbie, with children Benjamin, Ariella and Mia.

David Werdiger

The youngest of five children, David Werdiger was born in Melbourne to Polish and Russian migrants, who were

active in establishing the Yeshivah School and synagogue. David was active in student affairs at University and trained in computer science and mathematics. He is now the owner/ operator of ObjectiveWare, a software company. David joined the Board of Jewish Community Services in 1999 and became involved in the merger with Montefiore Homes. He continued as a Board member of Jewish Care and is chairman and a founding member of the Jewish Values Committee. He is married to Adira, with four young children. Shua, Ari, Aliza and Bailey.

Louise Zygier (Co-opted)

Louise Zygier was co-opted to the Board in April 2003 and now chairs the Development Committee. Born in Sydney NSW educated at Dover Heights Girls School and University of Sydney, Louise married and qualified as a secondary school teacher in Melbourne. After having two children with husband Geoffrey, she re-entered the workforce specializing in skills development for unemployed women. During this period she co-founded the Malvern Women's Day, which became an annual community event. Louise developed her interest in empowering women by subsequent training and employment as a financial planner with the Women's Investment Network, before establishing her own practice. Her expertise in business and ongoing community involvement led Louise to accept a position as Business Manager of the Jewish Museum of Australia from 1992 – 2002. She is currently a fundraising and marketing consultant, and is a member of the Jewish Museum's Foundation Committee.

Suzanne Zyngier

Born in Ballarat, Victoria, Suzanne Marjorie Zyngier is the great-granddaughter of Sir Benjamin Benjamin, one of the first committee members of what was to become Montefiore Homes, the grand-daughter of Oswald Benjamin a past Board member and Treasurer of the German Jewish Relief Society and the daughter of Rodney Benjamin, a past Board member and President of Jewish Welfare. Suzanne has completed a Masters of Information Management and Systems by research and commenced a PhD in 2003. She is the Director of an Information and Knowledge Management consultancy. Having joined the Board of Jewish Welfare in 1991, Suzanne was elected Vice President in 1998 – 99 and is currently on the Board, the Community Advisory and Services Delivery Committees of Jewish Care. Suzanne has been married for 28 years and has three children.

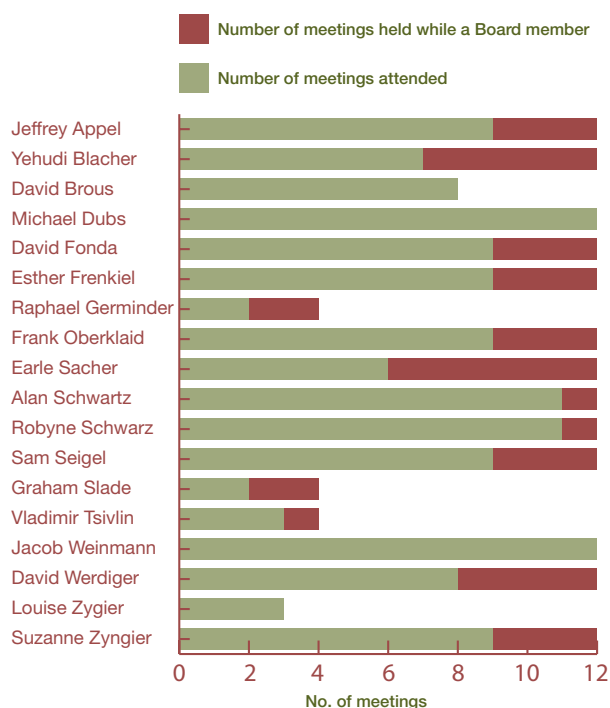
the board and committees

The Board

A committee of management (the Board) comprising 12 people manages Jewish Care. Board members are members of the organisation who have been nominated and elected at an Annual General Meeting.

Board appointed officers – the President, Vice-President, Treasurer, Assistant Treasurer and Secretary – preside over at least 10 meetings each year during which the Board controls and manages the business and affairs of the organisation. The Board is empowered to make rules governing all the operations of the organisation, may appoint or dismiss employees, manage the property and assets and partake in activities that are conducive to the attainment of the purposes of the organisation.

Board member attendance at Board meetings 2002 - 2003



Appeal Committee

Members: Michael Dubs, Esther Frenkiel, Paula Hansky OAM, Susie Ivany, Max New, Liz Nissen, Alan Schwartz, Graham Slade.

The Appeal Committee was established to spearhead the organisation's annual fundraising drive.

The Committee reviews lists of potential donors, allocates personal canvassers and seeks support from donors for the Appeal. Committee members provide ideas and advice for the Appeal Launch and the direction of marketing (see Year In Brief, pages 6 - 8).

Community Advisory Committee

Members: David Brous (Chair), Laurence Joseph, Rebecca Albeck, Ruth Casen, Vicki Gordon, Britt Pencharz, Anthony Raitman, Rimma Sverdlin, Barbara Szwarc, Suzanne Zyngier.

At the 2002 Jewish Care AGM a motion was passed that a Community Advisory Committee be established to provide advice to the Board of Management for programs specifically directed to families, single younger persons and youth. The Committee's 10 members include two Board members and represents a cross-section of the community - individuals with expertise in their respective fields who can give informed opinions and advice. The Committee's aim is to function as a window to the community, providing an opportunity for productive participation in discussions surrounding Jewish Care's services and programs. Any member of the Jewish community may be invited to attend meetings of the Committee to provide information and advice. Furthermore, any member of the community may request to submit in person or in writing matters effecting delivery of any of the relevant services.



Rabbi Klugant explains the role of values in an aged and community services environment to Jewish Care President Alan Schwartz, Appeal guest speaker Jack Smorgon and DHS Regional Director Laurie Harkin

Community Development Committee

Members: Esther Frenkiel, Raphael Geminder (Chair), Paula Hansky OAM, Nancy Hogan (Secretary), Leon Kempler, Earle Sacher, Alan Schwartz, Richard Zimmermann.

The Community Development Committee makes recommendations to the Board for an overall marketing strategy that will achieve the aims of Jewish Care. The Committee provides advice to the Board on fundraising strategies that will maximise community involvement and achieve positive financial outcomes. It works with the Executive team to develop innovative ways to involve volunteers and create ambassadors for the organisation.

The Community Development Committee was discontinued in October 2002. There are plans to reinvigorate the Committee in late 2003.

Crown Trustees Committee

Members: Walter Jona AM, David Southwick, Paul Zimmet AO.

Appointed by the Governor in Council, the Crown Trustees Committee is charged with overseeing the management of the St Kilda Road site of Jewish Care (Vic) Inc. The committee meets at least once a year.

Events Committee

Members: Suzie Benkel, Andrew Blode, Romy Feingold, Esther Frenkiel, Karen Klein, Gerard Max, Liz Nissen, Delysia Pahoff, Adira Werdiger, Richard Zimmermann (Chair).

Meeting quarterly, the Events Committee co-ordinates Jewish Care's calendar of fundraising and promotional events. The networking aspect of this committee is paramount, as function attendance and success is largely dependent on committee members' contacts and associations in the Jewish community.

Annual functions include:

- The Footy Breakfast
- The Friends of Montefiore Brunch
- Corporate Golf Day
- The Mother-Daughter Brunch

This group is also involved in brainstorming new fundraising ideas, one-off functions and events such as movie nights and comedy reviews.

Finance and Audit Committee

Members: Nancy Hogan, Michael Sack, Nora Scheinkestel, Colin Singh (Secretary), Kevin Slomoi, Jacob Weinmann (Chair).

The primary role of the Finance and Audit Committee is to ensure the organisation operates within an appropriate financial and audit framework and make recommendations which assist the Board of Management to discharge its responsibility to exercise due care, diligence and skill in relation to finance and audit related matters.

A number of key issues have been the subject of the committee's consideration, including:

- Creating a framework for the auspicing of community projects, consistent with our "not-for-profit" status
- Improving internal operating processes and procedures as recommended by our auditors
- Meeting with the auditors independently to review the organisation's financial management
- Supporting management with the financial aspects of the White Paper
- Ensuring the appropriate management of "purpose specific" donations and bequests to be fully accountable to community donors
- Refinement of accounts to meet accounting standards
- Development of policies that set the framework for financial performance. Examples include achieving a "balanced budget" before bequests, so that the organisation starts to create a reserve for future capital development and/or new programs. Another policy addresses the need to maintain some balance in the allocation of funding between aged/ residential services and broader community services
- Review of the corporate structure of Jewish Care and related entities
- Review of managed investments to remove any associated risk.

Financial Aid Committee

Members: Benjamin Althaus, Tracel Devereux, Michael Dubs, Peter Hornung, Louis Klein, Robert Salter, Leon Slonim, Meryl Slutzkin, Rae Smith, Odette Waanders, Abraham Zeleznikow OAM (Chair), Masha Zeleznikow.

This long-standing committee considers applications to Jewish Care for emergency financial aid.

Jewish Values Committee

Members: Nancy Hogan (Secretary), Rabbi Meir Shlomo Kluwgant, Philip Mayers, Zelma Rudstein, Sam Seigel, Graham Slade, Deborah Stone, David Werdiger (Chair).

Established to consider how Jewish values can be incorporated into the culture and operations of Jewish Care, the Jewish Values committee also provides advice to the Board as to how the organisation can reflect the diversity of the Jewish community in its service provision. The committee fulfills a monitoring role for the introduction and continued support of kashrut at Jewish Care facilities and is a forum for the discussion of matters of conscience relating to Jewish values.

Kerem Committee

Members: Robyn Felman, Nicole Johnson, Rabbi Meir Shlomo Kluwgant (Chair), Rachel Menzies, Vivien Resofsky, Susan Wein.

A committee of six staff representatives develops and implements initiatives to realise and promote the organisation's four core values: *zedakah/* charity, *chesed/* kindness, *mishpacha/* family, *derech eretz/* respect. This committee is called Kerem (vineyard). The current focus of Kerem is on developing a staff induction package that will inform all new staff members on key issues relating to the Jewish culture and observances. Posters explaining the organisation's values have been put up at all Jewish Care sites. Investigations are also taking place into incorporating Jewish artwork and Jewish Audio into the environment surrounding our staff, residents and clients. Internal communication has also been high on the list of priorities and the Kerem team has made a number of recommendations to the executive for improvements in this area including the establishment of regular interdepartmental morning teas.

Remuneration Committee

Members: Yehudi Blacher (Chair), Alan Schwartz, Robyne Schwarz.

The Remuneration Committee was established to undertake an annual assessment of the performance of the Chief Executive Officer. The Committee is also responsible for undertaking periodic reviews of the remuneration of the Chief Executive Officer and to make recommendations to the Board regarding any adjustments. Over the past year the Committee met on a number of occasions to review and assess the CEO's performance from the previous year and to set objectives and assessment criteria for the year at hand. In forming its views of the CEO's performance and in setting deliverables the Committee sought the views of the Board.

It is intended that going forward the Committee will undertake a half yearly review to assist the CEO in identifying issues and areas where particular action may be required.

Services Delivery Committee

Members: Allan Borowski, David Brous, Tracel Devereux, David Fonda, Nancy Hogan (Secretary), Frank Oberklaid OAM, Bruce Salvin, Robyne Schwarz (Chair), Barbara Szwarc, David Thurin, Suzanne Zyngier.

The Service Delivery Committee's role is to advise the Board on all matters related to service delivery. The Committee meets monthly. Its focus in 2002-2003 was on

- The development of a policy framework for service delivery across the organisation (Markiewicz Report)
- The service delivery implications of the White Paper
- Developing a model for community collaboration and partnerships
- Monitoring First Call Jewish Care
- Credentialling doctors who care for Jewish Care residents

Life Governors

Jewish Care's Life Governors have been recognised for their outstanding service or assistance to the organisation. With thanks, we would like to acknowledge

Rodney Benjamin OAM
 Jack Fajgenbaum
 Nathan Fink
 Barry Fradkin OAM
 Geoffrey Green OAM
 Paula Hansky OAM
 Louis Klein
 Marion Lippmann OAM
 David Mandie OBE
 Max New
 Liz Nissen
 Robert Salter
 Shirley Samuel
 Phillip Shulman
 Graham Slade
 Meryl Slutzkin
 Valerie Smorgon OBE
 David Southwick
 Roy Tashi
 Abraham Zeleznikow OAM
 Heinz Ziffer

Ambassadors

Jewish Care is our community's single biggest asset. It is also complex and diverse. The Ambassador program is an effort to ensure organizational transparency and to help provide direct public access to the organisation.

Our Ambassadors, who include all our Board members, have agreed to make themselves available to any member of the community who may have a question, concern or suggestion. Please feel free to approach our Ambassadors or contact Jewish Care directly.

Jeffrey Appel *
 Rodney Benjamin OAM
 Yehudi Blacher *
 Andrew Blode
 David Brous *
 Michael Dubs *
 Jack Fajgenbaum
 David Fonda *
 Barry Fradkin OAM
 Esther Frenkiel *
 Raphael Geminder
 Geoffrey Green OAM
 Paula Hansky OAM
 Louis Klein
 Philip Mayers
 Max New
 Liz Nissen
 Frank Oberklaid OAM *
 Zelma Rudstein
 Earle Sacher *
 Robert Salter
 Alan Schwartz *
 Robyne Schwarz *
 Sam Seigel *
 Graham Slade
 Kevin Slomoi
 Val Smorgon OBE
 David Southwick
 Barbara Szwarc
 Vladimir Tsvilin
 Jacob Weinmann *
 David Werdiger *
 Abraham Zeleznikow OAM
 Suzanne Zyngier *



Jewish Care President Alan Schwartz congratulates Rabbi Mandel on receiving the honour of Rabbi Emeritus

* Board Members 2002-2003

the organisation

חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון, חשבון-חשבון-חשבון

Cultural and Spiritual Office

The Cultural and Spiritual Office provides Jewish education sessions for staff, festival activities and weekly on-site shabbat and festival synagogue services at St Kilda Road, the Alan Rabinov Day Centre in Prahran, the Melbourne Hebrew Memorial Nursing Home, Fink Family Wing in Ashwood and at the Gutnick facility and Goldin Day Centre in Caulfield. These services are held for clients, residents, family members and guests.

The Cultural and Spiritual Office assists with funeral, minyan and bereavement services. It also provides direction, support and advice to the CEO on issues of Jewish culture and spirit.

Our residents are provided with the opportunity for regular pastoral visits, both on and off-site. The Rabbi visits a number of hospitals each week to visit clients and residents who may be spending time in a local hospital. This service is also extended to staff and family members of our clients and residents. Visits are coordinated in conjunction with care staff across the organisation.

In the period under review, one full-time and two part time Kashrut Supervisors were employed. Every meal is supervised during the preparation, service, delivery and clean up stages. We welcome Rabbi Dovid Travers who was recently engaged as our full-time Kashrut Supervisor.

Three new programs have also become attached to Cultural and Spiritual Office thanks to the proceeds of the Geelong Synagogue trust fund. These are:

1. Community Hospital Pastoral Visiting Program: a pilot program aimed at networking existing communal services to bring Pastoral Care and Cultural/Spiritual support to patients in hospitals throughout Victoria
2. Getting to Shul Program: arranging transport to (and from) the Synagogue for residents requiring assistance, and providing care whilst they are in the Synagogue
3. Disabilities Cultural and Spiritual program: co-ordinating a regular program that will provide clients with disabilities the opportunity to partake in prayer services on a regular basis.

In addition, a brand new Torah Scroll is being written in honour of our clients with disabilities and is due to be welcomed to Jewish Care in the coming months.



Binyomin Klugant says prayers over the lulav and etrog with residents Sara Goldstein, Pola Kleper and Polina Geller on Sukkot



Resident Miron Bendersky receives apples and honey from staff member Janna Koherginsky's daughter Anita on Rosh Hashana

the organisation

חַסֵּד - respect, אֶרֶץ - mishpacha-family, צְדָקָה - tzedakah-charity, חֶסֶד - chesed-kindness

Volunteers

The Volunteer program recruits, trains and deploys volunteers to work in association with Jewish Care programs. It has recently expanded its role to include educating the community regarding the role individuals can play as volunteers. For students in particular, this knowledge and awareness helps to lay the foundations for a future generation of volunteers.

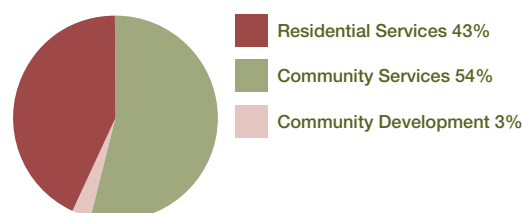
Activities undertaken by Jewish Care volunteers include:

- Artistic/musical performance at our aged care facilities
- Participating in the Annual Telethon
- Fundraising for a particular service or program
- Friendly visiting
- Volunteer transport to appointments or social engagements
- Supporting recreational programs for the aged and clients with a disability
- Participating in our Cultural and Spiritual program, bringing the spirit of Shabbat and Jewish festivals to our Disability houses and aged care facilities
- Tutoring English to migrants
- Functioning as Board members and on committees of management

The Volunteer program has been active in the development of the Australian Council for Children and Youth Organisations (ACCYO). ACCYO seeks to ensure that organisations working with children and young people comply with core standards for client safety, client rights and responsibilities and quality of care and that the effectiveness of services being provided is measured through a transparent accreditation process. In response to this project, Jewish Care has developed a School Volunteer Information Kit. The purpose of the kit is to raise the awareness of the benefits of volunteering among school students. The kit is in the process of being marketed to all Jewish and non-Jewish day schools (see Year In Brief, pages 6 - 8). 13 schools have participated in a range of activities at Jewish Care over the past year. In total, these schools have contributed 273 hours of voluntary support. Three volunteer training sessions successfully inducted 48 new volunteers to Jewish Care over the last financial year. In addition, the City of Glen Eira approached Jewish Care to provide training for 21 volunteers who learned how to work more effectively with Holocaust Survivors. In December 2002, over 200 volunteers attended Jewish Care's annual volunteer awards ceremony at which long service certificates and special commendations were awarded. 15 Jewish Care volunteers were also nominated for National Volunteer Week awards by the City of Glen Eira.



Volunteer hrs contributed to Jewish Care services for 2002/03



Volunteers Peppy Sherr and Peaches the Poodle

Occupational Health & Safety

Occupational Health and Safety (OH&S) is viewed as a high priority and this is reflected by the organisation's commitment to providing a safe and healthy work environment for our employees, contractors and visitors. Our aim is to open communication across the organisation and disseminate information to all staff. As part of our risk management plan OH&S is continuing to promote a proactive approach to injury prevention.

Highlights for 2002 – 2003

- Re-established OH&S Central Committee in August 2002. 14 members from across the organisation meet on a monthly basis
- Five newly elected OH&S representatives from Residential Services to attend training sessions at Mayfield Education Centre by August 2003. Other committee members to continue training
- Promotion of OH&S via Safety Awareness Week in November 2002. Prizes awarded for best suggestion for OH&S improvement. QBE Mercantile Mutual sponsored the event
- As a result of risk assessments:
 - Smorgon Family Wing reception area renovated
 - Manual handling in Maintenance department and Montefiore Homes Community Residence, Smorgon Nursing Home and Fink Respite House reviewed
 - City of Port Philip Council conducted capital works on footpaths surrounding the St Kilda Road site
 - Ergonomic modifications by the supplier of domestic trolleys
- Manual handling training conducted for Community Services Disability Houses and Hostel with good attendance. Ongoing training planned for 2003/2004.
- WorkCover claim costs, claims lodged and average time loss have been significantly reduced due to extensive return to work and rehabilitation program

Human Resources

The Human Resources Department actively works to provide advice and support to our staff and managers on issues relating to recruitment, staff development, staff motivation, staff retention, culture and climate.

Jewish Care currently has 589 staff members who work across five divisions and 11 sites. Our workforce is primarily made up of part time and casual staff.

Services and developments in the staffing field are central to the successful provision of care to Jewish Care's clients:

- A staff satisfaction survey has resulted in the introduction of a management development program and monthly management forums
- Our professional development programs continue to support over 70 staff who are currently involved in higher educational courses, reflecting the high level of motivation and professionalism of our workforce. The Hilda Kozlowski Education Grant Scheme provides financial support for seven Jewish Care staff members wanting to further their careers in aged care
- A new Enterprise Bargaining Agreement was negotiated for nursing and care staff. Flexi time, paid study leave and maternity leave have been introduced
- Salary packaging has been actively promoted resulting in an increase in staff participation rates from 33% to 61%
- All staff have received new identification cards in order to improve access and security
- A new payroll system is operating successfully and has assisted in the streamlining of our reporting processes

The Human Resources Department will continue to play an active role in enhancing Jewish Care's growth and development in order to realise our leadership and workforce planning strategies.



HR Co-ordinator Nicole Johnson and OH & S Officer Maree O'Dwyer at annual staff party

the organisation

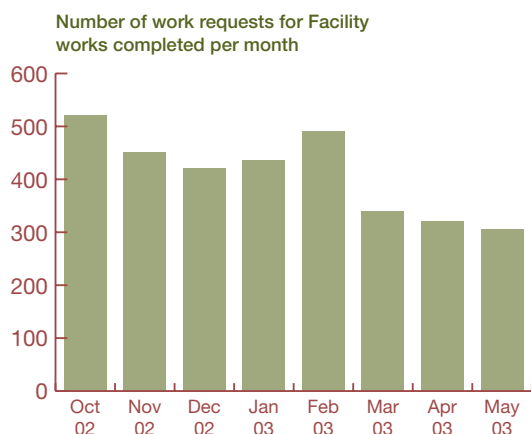
Facility Management Systems

The Maintenance department is focused on positioning itself to meet the facility management needs of all Jewish Care properties. Its objectives are to:

- Effectively, efficiently and economically attend to all the maintenance requirements of the facility grounds, building, services and equipment
- Promote a safe environment consistent with a high standard of care
- Develop and maintain organisational processes capable of providing the required standard of operation and maintenance at an effective cost
- Plan, develop and implement maintenance projects that meet the facility's current and future needs.

This year, systems have been instituted to ensure that mandatory and statutory legislative requirements relating to the maintenance and project works are met throughout all Jewish Care sites. Risk assessment has been completed in the plant, equipment and passenger lifts areas. An audit of confined spaces and pressure vessels has been completed, as have surveys of all facilities for condition and compliance to the Building Codes of Australia. The department plans to intensify its focus on quality in service delivery by streamlining internal communication and reporting procedures at all areas and sites. The full implementation of a new maintenance system will reduce the organisation's risk exposure and maintain its physical assets to optimise their operative life.

Major considerations are the development of a strategy for the Maintenance department to meet the future needs of Jewish Care with regards to the potential building works for the St Kilda Road site, and the impact that this will have with regards to providing maintenance services to satellite facilities.



Supply

The primary function of Jewish Care's Supply department is to plan ahead and forecast consumables usage in all areas of the organisation. The department monitors and records stock movement and has implemented an on-line order system that allows staff to select from a standard requisition. Monthly reports identify products and quantities used for each area in any time frame.

The Supply department is committed to ensuring safe, quality items are in use throughout the organisation.



Supply Manager Ron Craker and Supply Co-ordinator Andrew Douglas

דו"ח הנשיא

באריכט פון פרעזידענט

דעם 24-טן יוני 2003, האט די פארוואלטונג פון "דזשוואיש קער" אנגענומען איינשטימיק צען רעזאלוציעס, כדי צו רעקאנסטראירן די באדינגונגען אין וועלכע עס לעבן די עלטערע איינוווינער. די רעזאלוציעס פארמירן דעם באזיס פון "ווייסן בוך" מיטן פנים צום מארגן". ער וועט ארויסגעלאזט ווערן צו דער געזעלשאפט אין אויגוסט 2003 ווי א באראטונגס מאטעריאל און זאל אינספערירן א מיינונגס אויסטויש.

דער מאטעריאל וועט האבן א דויערנדיקע, אויסווינקנדיקע באדייטונג פאר אונדזער געזעלשאפט, אויף דריי וויכטיקע אופנים. קודם וועט עס אויספילן די וויכטיקע אויפגאבע פון איבערשאצן די מדרגה פון באהאנדלען די ווינונגס באדינגונגען פאר עלטערע מענטשן, וואס וועט לייען די גאר וויכטיקע פינאנסיאלע און באדינונגס פראבלעמען, מיט וועלכע די אינסטיטוציע ראנגלט זיך.

צווייטנס וועט עס קלאר מאכן אונדזער אויפגאבע, ווערן, פינאנסיאלער פאליטיק, און פרינציפן פון באדינונג.

דריטנס וועט עס פארשטעלן מיט זיך א מאדעל פאר סטראטעגישער פלאנירונג און וועט דעמאנסטרירן די פארפליכטונגען צו מאכן באשלוסן באזירט אויף פארזיכטיקע אנאליזן און ברייטער באראטונג.

אין משך פון יאר וועלן מיר אויך ארויסלאזן א "ווייסן בוך" צו אינפארמירן וועגן אונדזער באדינונג בכלל און ספעציעל פאר אומבאהאלפענע מענטשן. די הויפט פראגראמען אין אונדזער ארבעט וועט זיין צו אנגאזשירן אונדזער אנגעשטעלטע און די געזעלשאפט אין אנטוויקלען א דינאמישע קולטור פון קעגנזייטיקן דרך-ארויף, צוטרוי און געמיינזאמע צילן.

אונדזער אויפגאבע איז צו שטיצן און פארבעסערן דען ווילשטאנד פון דער יידישער באפעלקערונג אין יוקראינע. דאס מיינט: אלט און יונג, רייך און ארעם, רעליגיעז און ווילטלעך. דאס מיינט א פארפליכטונג פון פולער באדינונג, וועלכע זאלן אנטשפערען די פולע באדערפענישן.

אין פארבלייב אפטיימשיק, אז מיט קאנטינואירנדיקער אנגעשטרענגטער ארבעט און א קלארע ריכטונג פון אונדזערע צילן, וועלן מיר בויען אן ארגאניזאציע וועלכע וועט זיין א גוטע אפשיגלונג פון אונדזער וויברירנדיקער געזעלשאפט.

אלען שווארץ
פרעזידענט

ב 24 ביוני 2003 מועצת המנהלים של אירגון שרותי הרווחה לקהילה היהודית העבירה פה אחד עשר החלטות לבנייה מחודשת של מבני המגורים בבית האבות. החלטות אלו הן אבן הפינה ל"דו"ח נייר (תוכנית) העבודה לקראת המחר"

שיפורסם באוגוסט 2003 להתייעצויות ולהיוון חוזר (משוב).

מסמך זה יהיה רלוונטי ותהיה לו השפעה חזקה ומתמשכת על קהילתנו בשלוש דרכים חשובות. ראשית, זאת התחלת המשימה החיונית לשיפור מבני המגורים של בית האבות ולהתמודדות עם נושאי הכספים והשרות שעומדים בפני האירגון. שנית, המסמך יבהיר את המשימות העומדות בפנינו, את הערכים שלנו, את המדיניות הפיננסית שלנו ואת עקרונות השרות שלנו.

שלישית, המסמך יספק דגם לאיסטרטגיות התיכנון שלנו ויוכיח את התחייבותנו לתהליך זהיר ומחושב של קבלת החלטות על בסיס של התייעצות נרחבת. במשך השנה נפרסם גם נייר עבודה על תוכנית לשרותי קהילה ושרותים לאנשים בעלי מוגבלויות.

עדיפות ראשונה בכל עבודותינו תהיה לערב את הצוות והקהילה ולפתח תרבות דינמית של פתיחות, כבוד הדדי, אמון ומטרות משותפות.

משימתנו היא לתמוך ולהגביר את הרווחה של הקהילה היהודית בויקטוריה, זאת אומרת זקנים וצעירים, עשירים ועניים, דתיים וחילוניים. זאת אומרת התחייבות למגוון רחב של שירותים שישפקו מגוון רחב של צרכים.

אני נשאר אופטימי לאור העובדה שבעבודה קשה ובבהירות המטרה נבנה אירגון שיהיה ראוי לקהילתנו התוססת.

אלן שוורץ
נשיא

отчет президента

24 июня 2003 года Правление "Jewish Care" единогласно приняло Резолюции о структурной перестройке своих учреждений для проживания престарелых. Эти резолюции стали основой документа, который мы назвали "Белая книга - взгляд в завтрашний день". Этот документ будет обнародован в августе 2003 года, что даст возможность провести консультации с членами общины и узнать их мнения.

Этот документ будет иметь принципиальное значение для нашей общины по трем важным причинам. Во-первых, он положит начало важной работе по переоборудованию находящихся в ведении "Jewish Care" учреждений для проживания престарелых и, таким образом, поможет разрешить самые острые проблемы, стоящие перед нашей организацией, а именно проблемы финансирования и обслуживания.

Во-вторых, в нем будет четко сформулированы наши цели, ценности, финансовая политика и принципы предоставления услуг.

В-третьих, в нем будет разработана модель стратегического планирования и продемонстрировано стремление принимать решения на основе тщательного анализа и консультаций с различными слоями населения.

В течение года мы также издадим "Белую книгу" по Общественным услугам и Плану предоставления услуг инвалидам. Ключевой приоритетной задачей во всей нашей работе будет вовлечение наших работников и членов общины и выработка открытых и динамичных принципов взаимного уважения, доверия и общности целей.

Наша задача - способствовать благополучию еврейской общины штата Виктория. Это относится к пожилым и молодым людям, богатым и бедным, религиозным и нерелигиозным. Это отражает наше стремление предоставлять населению многообразные услуги для удовлетворения разнообразных потребностей.

Я уверен, что продолжая неустанно трудиться и четко сознавая стоящие перед нами цели, мы создадим организацию, которая станет достойным отражением полнокровной и активной жизни нашей общины.

Alan Schwartz
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Gifts of \$1,000+

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Mr Daryl Abrahams
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Mr Samuel and Mrs Ruth Alter
Mr Anonymous
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Mr Alexander and Mrs Eva Berkovic
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Mr Harry and Mrs Tilly Colman
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Mr John Selwyn
Mr Danny and Mrs Anita Selzer
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Mr Rodney and Mrs Ann Smorgon
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Mr Robert and Mrs Evelyn Westheimer
Mrs Esther Wiener
Mr Brian Wiener
Mr Ivan Wingreen and Mrs Lee Finkelstein
Mrs Lilly Winter
Mr Michael Wise and Dr Deborah Rechter
Mr Israel and Mrs Diana Wolf
Professor Ralph and Mrs Ann Wollner
Dr Abe and Mrs Marlene Zelwer

Bar/Bat Mitzvah

Jamie Den
Benyomin Goldschmiedt
Carmel Ben-David
Cara Fitt
Anna Fryde
Lauren Goldbloom
Amy Goldenberg
Sophie Snow

Birth

Alan and Marcel Duhamel
Sonenberg family

Engagement

Tania Finkelstein
David Krug and Simone Godfrey Krug

Marriage

Tom Jacob and Issy Mac

Pre-Wedding

Justin Castelan and Naomi Kowadlo
Joel Gerschman and Tammy Goldschlager

Special Birthday

Sue Auster
Syd Bagg
Gretl Barnes Barnes
Peter Barnett
Louis Carrier
Henry Cohen
Betty Cohen
Ted Cohen
Jerome Dadon
Sylvia Efron
Stella Eichler
Mary Fisher
Adam Gandel
Steven Gandel
Rodney Goldbloom

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Nusia Rutman
Willie Sacks
Cynthia Salter
Neil Samuel
Lyne Siegel
Geoffrey Simpson
David Southwick
Solly Stein
Fay Sunshine
Hadassa Teicher
Anne Wisniak
Irenette Zion

Wedding Anniversary

Don and Janet Borenstein
Eric and Beverley Cohen
Abe and Vera Dorevitch
Milton and Mona Hirschfield
Wally and Lore Kahn
Bill and Sadie Lurie
Henry and Natalie Miller
Reuben and Sonia Mond
Maurice and Phyllis Reitstein
Tony and Roslyn Roseman
Graham and Annette Smorgon
Jane and Laurie Walters
Sev and Ellen Warren

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acknowledge organisations in the Jewish and
general communities with whom we have
co-operated during the 2002-2003 financial year.**

Abbott Australasia Pty Ltd
ACCESS Fundraising Group
ACCESS INC
Action Recruitment Pty Ltd
Adass Israel Girls School and Kindergarten
Adult Day Activity and Social Support
Aged Care Assessment Service, Caulfield General
Medical Centre
Aged Care Assessment Teams
Aged Care Standards and Accreditation Agency
Aged Foot Care Pty Ltd
Aged Physiotherapy Services
Air Liquide
Albert Road Clinic
Alfred Hospital
Alfred Hospital, The

Alma Road Family Therapy Centre
Alzheimers Association Victoria
Arjo Hospital Equipment Pty Ltd
Australian Hearing
Australian Jewish News
Australian Nursing Federation
Australian Union of Jewish Students
B'nai B'rith
Bayside Council
Beth Rivkah Ladies College
Bethlehem
Bialik College
Boise Cascade
Boroondara City Council
Broadway Linen Services
Cabcharge
Cabrini Hospital
Cameron Morley
Carer Respite Centre (Caulfield)
Carer Respite Service
Carers Victoria
Carlisle Press
Caulfield Community Care
Caulfield General Medical Centre
CH Group Pty Ltd
Chabad House - Bentleigh
Chabad Youth
Chevra Kadisha
City of Glen Eira Council
City of Melbourne Council
City of Port Phillip Council
Clini-call Pty Limited
Club Mediwood
Commonwealth Department of Health and Ageing
Commonwealth Department of Immigration,
Multi-Cultural and Indigenous Affairs
Conference on Jewish Material Claims Against
Germany Inc
Corporate Express
D Rosenbergs Shoes Pty Ltd
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Department of Human Services, Victoria
Department of Victorian Communities
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Epworth Hospital
Eshel
Evin Group
Falls Prevention Clinic (Caulfield Hospital)
Family Touch
Friends of Montefiore, The
Gilly's Creche and Early Learning Centre
Gracelands
Hanover Southern - Housing and Support Services
Hatzolah
Health Services Union of Australia
Holocaust Museum
HomeGround Services Argyle Housing (Inner South)
Hospital Supplies of Australia
Jewish National Fund
Kadimah Cultural Centre
Kids Therapy Centre
King David School
Kosher Meals on Wheels
Krongold Centre, Monash University
Legrande
Leibler Yavneh College
Lift Care Bed Company, The
Liron Choir

Malvern Nursing Agency
Margaret Sutherland Strings
Mayfield Education Centre
Mayne Health Pathology Pty Ltd
Medical Emergency Personal Alarm Service
Melbourne Clown Group, The
Melbourne Girls Grammar
Melbourne Hebrew Ladies Benevolent Society Inc
Melbourne Jewish Orphan and Children's Aid
Society Inc
Mobile Aged Psychiatry Team
MOIRA
Mont Design and Construction
Mother-Daughter Committee, The
Mount Scopus Memorial College
MRG Management Plus
National Council of Jewish Women
Nationwide Maintenance Services Pty Ltd
Noah's Ark
Nursing Australia
Occupational Risk Management Pty Ltd
Office of the Public Advocate
Ohel Chana Seminary
Parents and Friends of Glen Eira House, The
Pedal Black Design
Posh Opp Shop
Print Dynamics
QBE Mercantile Mutual
Regent Park Lodge
Riordan and Partners
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Royal District Nursing Service
Royal Victorian Institute for the Blind
SCOPE
Service Industry Advisory Group
Shelford Girls Grammar
Sholem Aleichem College
Slade Wyatt Pharmacy
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South Caulfield Day Care Centre
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Very Special Kids
Victorian Aids and Equipment Service
Victorian Police Bands
Victorian School for Deaf Children
Victorian Symphony Orchestra
Viney Group, The
Wesley Prep School
Williams Road Family Therapy Centre
WIZO
Work Safe Victoria
Yeshivah College
Yisodei HaTorah

jewish care (vic) incorporated and controlled entities

STATEMENT OF FINANCIAL PERFORMANCE FOR THE YEAR ENDED 30 JUNE 2003

	Economic Entity		Parent Entity	
	2003 - \$	2002 - \$	2003 - \$	2002 - \$
Revenues from ordinary activities				
Accommodation charges	7,171,297	6,608,221	7,171,297	6,608,221
Government subsidies	15,749,415	15,379,908	15,749,415	15,379,908
Other revenues from ordinary activities	5,733,963	7,051,271	5,738,829	7,048,491
	28,654,675	29,039,400	28,659,541	29,036,620
Expenses from ordinary activities, excluding borrowing costs expense				
Employee benefit expenses	(19,720,158)	(19,034,980)	(19,720,158)	(19,034,980)
Depreciation and amortisation	(1,779,966)	(1,648,148)	(1,779,966)	(1,647,732)
Community development expenses	(983,603)	(762,108)	(983,603)	(762,108)
External services	(746,598)	(954,020)	(746,598)	(954,020)
Food expenses	(3,527,923)	(3,522,519)	(3,527,923)	(3,522,519)
Repairs and maintenance	(1,173,982)	(866,297)	(1,173,982)	(866,297)
Medical and other supplies	(552,162)	(508,078)	(552,162)	(508,078)
Consulting expenses	(667,975)	(592,444)	(667,975)	(592,444)
Energy expenses	(366,663)	(313,135)	(366,663)	(313,135)
Office administration expenses	(723,540)	(598,438)	(723,540)	(598,438)
Laundry expenses	(505,965)	(459,112)	(505,965)	(459,112)
Write-down of assets	(1,359,806)	(163,864)	(1,359,806)	(163,864)
Other expenses from ordinary activities	(1,082,717)	(1,497,042)	(1,087,583)	(1,494,678)
	(33,191,058)	(30,920,185)	(33,195,924)	(30,917,405)
Borrowing costs expense	-	-	-	-
Deficit from ordinary activities before income tax expense (income tax revenue)	(4,536,383)	(1,880,785)	(4,536,383)	(1,880,785)
Income tax revenue (income tax expense) relating to ordinary activities	-	-	-	-
Deficit from ordinary activities after related income tax expense (income tax revenue)	(4,536,383)	(1,880,785)	(4,536,383)	(1,880,785)
Increase/ (decrease) in asset revaluation reserve	2,330,494	-	2,330,494	-
Total revenues, expenses and valuation adjustments attributable to members of the entity and recognised directly in equity	2,330,494	-	2,330,494	-
Total changes in equity other than those resulting from transactions with owners as owners	(2,205,889)	(1,880,785)	(2,205,889)	(1,880,785)

STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2003

	Economic Entity		Parent Entity	
	2003 - \$	2002 - \$	2003 - \$	2002 - \$
CURRENT ASSETS				
Cash assets	255,006	421,035	213,986	373,115
Receivables	1,231,923	1,060,233	946,132	784,426
Inventories	40,503	36,938	40,503	36,938
Other financial assets	9,418,175	7,994,035	9,239,784	7,842,815
Other	94,269	30,646	94,269	30,646
TOTAL CURRENT ASSETS	11,039,876	9,542,887	10,534,674	9,067,940
NON-CURRENT ASSETS				
Receivables	-	-	188,695	154,825
Other financial assets	-	-	24	24
Property, plant and equipment	44,546,764	45,899,596	44,546,764	45,899,596
TOTAL NON-CURRENT ASSETS	44,546,764	45,899,596	44,735,483	46,054,445
TOTAL ASSETS	55,586,640	55,442,483	55,270,157	55,122,385
CURRENT LIABILITIES				
Payables	2,463,490	2,224,140	2,462,490	2,219,525
Interest-bearing liabilities	379,970	26,600	379,970	26,600
Provisions	2,991,052	2,789,434	2,991,052	2,789,434
Other	3,716,339	3,079,745	3,716,339	3,079,745
TOTAL CURRENT LIABILITIES	9,550,851	8,119,919	9,549,851	8,115,304
NON-CURRENT LIABILITIES				
Interest-bearing liabilities	32,169	13,622	32,169	13,622
Provisions	678,305	529,070	678,305	529,070
Other	751,332	-	751,332	-
TOTAL NON-CURRENT LIABILITIES	1,461,806	542,692	1,461,806	542,692
TOTAL LIABILITIES	11,012,657	8,662,611	11,011,657	8,657,996
NET ASSETS	44,573,983	46,779,872	44,258,500	46,464,389
EQUITY				
Reserves	22,050,144	19,594,840	22,001,318	19,546,014
Accumulated surplus	22,523,839	27,185,032	22,257,182	26,918,375
TOTAL EQUITY	44,573,983	46,779,872	44,258,500	46,464,389

glossary

ACAS

The local governmental Aged Care Assessment Service provides comprehensive assessments for people who have higher needs of care, generally associated with aging or long term disability, and to facilitate access to appropriate care services

Accreditation

A three-yearly process whereby aged care facilities are assessed and are subject to a thorough review of management and leadership structures, health and personal care systems, resident lifestyle and environment and safety systems. Conducted by the Aged Care Standards and Accreditation Agency

Aged Care Standards and Accreditation Agency

The independent body responsible for managing the accreditation and ongoing supervision of Commonwealth-funded aged care homes

CACPS

Community Aged Care Packages; Commonwealth government funding for care for the elderly in their own homes including services such as nursing, personal care, meals and transport

Claims Conference

The Conference on Jewish Material Claims Against Germany works to secure compensation and restitution for survivors of the Holocaust and heirs of victims (Claims Conference website: www.claimscon.org)

DHS

The Department of Human Services, Victorian Government

Disability Self Assessment System

To ensure quality improvement in disability services, there are three objectives that disability service providers (either managed or funded by the Department) are required to meet:

- Annually self-assess their performance against the Victorian Standards for Disability Services
- Complete an annual self-assessment
- As part of the annual self-assessment, complete an annual quality plan
- Services are expected to be fully compliant with the Victorian Standards for Disability Services by June 2003, however ongoing assessment is expected as a process of continuous quality improvement

First Call Jewish Care

The name given to Jewish Care's intake procedure for new clients. Based on extensive research and endorsed by Jewish Care's Services Delivery committee, the system channels all first-time callers through a single phone number and central entry point - the Intake and Assessment Unit - for analysis and referral to a Jewish Care program or to other service providers, where requested

HACC

Provides basic maintenance and support services for frail older people, younger people with moderate to severe disabilities, and the carers of those people. It aims to support people at home and to prevent premature or inappropriate admission to residential care. HACC is funded jointly by the Commonwealth and State governments under the Home and Community Care Act 1985

ILUs

Low cost accommodation for Jewish senior citizens wishing to live independently. Independent Living Units operated by Jewish Care include:

27 units at Rose Court, 27 Herbert Street, St Kilda;
41 units at Pras Court, 3 Herbert Street, St Kilda;
26 units at Leo Fink Court, 27 Fulton Street, East St Kilda; and
36 units at Bontschec Court, 13 Fulton Street and 140 Alma Road, East St Kilda

Kashrut

Kosher Jewish dietary laws

Kerem

Meaning vineyard, Kerem is the name given to the Values Integration committee comprised of staff members from each of the organisation's divisions. The committee has been charged with finding ways of developing awareness and encouraging the practice of Jewish Care's values – charity, kindness, respect and family

Linkages

The aim of Linkages is to support people with complex care needs to live independently in the community by providing individually tailored packages of care provided through the Home and Community Care Program. Linkages providers receive "brokerage" funds through the HACC Program to cover the costs of case management, and to purchase a flexible package of services designed to meet the specific needs of each individual client within available resources

Service Coordination Tool Templates (Intake and Assessment Unit)

Developed and designed by the DHS to support Initial Contact, Initial Needs Identification and Care Planning and sharing of health and care information (e.g. referral) between service providers

White Paper

A research paper compiled by the Board of Jewish Care to promote the informed participation and support of the Jewish community in the vision, challenges and strategy for Jewish Care, with special emphasis on the restructure of residential aged care facilities

Young Achievers Program

Launched in 2003 and generously sponsored by the Brass family, the scholarship program is open to young people within the Melbourne Jewish community who are in need of mentor support and financial aid

תְּהִי לָנוּ מִשְׁפָּחָה - *mishpacha* - משפחה, אֶרֶץ דֶּרֶךְ אֲרָץ - *arech eretz* - respect, חֶסֶד - *chese* - kindness, תְּהִי לָנוּ מִשְׁפָּחָה - *mishpacha* - charity,

chastity, חסד-chesed-kindness, ארץ ארץ-aerech eretz-respect, משפחה-mishpacha-family,

locations

Jewish Care Head Office

The Gary Smorgon Centre

including:

Community Services

Montefiore Homes Community Residence

Residential Services

Smorgon Nursing Home

619 St Kilda Road Melb VIC 3004

Ph: 8517 5999 Fax: 8517 5778

www.jewishcare.org.au

ABN 78 345 431 247

ARN A0040705X

Alan Rabinov Day Centre

14 Eastbourne Street

Prahran VIC 3181

Goldin Day Centre

58 Northcote Avenue

Caulfield VIC 3162

Joseph & Stera Gutnick

Nursing Home

52 Northcote Avenue

Caulfield VIC 3162

Melbourne Hebrew Memorial Nursing Home, Fink Family Wing

95 High Street Road

Ashwood VIC 3147

Hawthorn Road & La Trobe St

Caulfield VIC 3162

Jacobs House

Carnegie VIC 3163

Respite House

Caulfield VIC 3162

Glen Eira House

Caulfield VIC 3162