



ANNUAL REPORT

2011/12



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OUR VISION

Benefiting the community by providing excellent support and care for individuals and families.

OUR MISSION

Supporting and enhancing the wellbeing of the Jewish community of Victoria.

Cover: Resident Sadie Goldsmith with great-grandson Aizik Schachter



HIGHLIGHTS OF THE YEAR 2011/12



» JULY 2011

A group of Melbourne Rabbis completed the Clinical Pastoral Education training course, assisting participants to understand and support our community in a more efficient way.



» AUGUST 2011

Jewish Care, in conjunction with the Pratt Foundation, launched an exciting B'nei Mitzvah program, connecting our youth with the concept of philanthropy and volunteering.



» JANUARY 2012

The doors of our Adult Respite Centre officially opened in response to the diverse needs of Jewish adults with disabilities and their families.



» FEBRUARY 2012

Over 650 people gathered at the Jewish Care Gala Dinner in support of our social justice programs.



» SEPTEMBER 2011

Thanks to the new partnership with Port Phillip Housing Association, we secured nomination rights for 10 additional properties, facilitating transitional housing solutions to those in need.



» OCTOBER 2011

We were successful in our bid to offer a new type of community aged care package, known as Consumer Directed Care, providing our clients with greater control of their support options.



» MARCH 2012

Arriving just in time for Purim, our new tzedakah box mascot Tzeddy has become a new friendly fellow to teach kids about the importance of giving.



» APRIL 2012

Pesach was celebrated widely at Jewish Care with 19 *sedorim* at our facilities, attended by more than 200 family members of our residents and clients.



» NOVEMBER 2011

The *Jewry 2030 Report on Older Jewish Australians*, sponsored by Jewish Care, was released by the Australian Centre of Jewish Civilisation at Monash University.



» DECEMBER 2011

A proud group of teenagers graduated from our Young Achievers Program with improved skills, confidence and a can-do attitude.



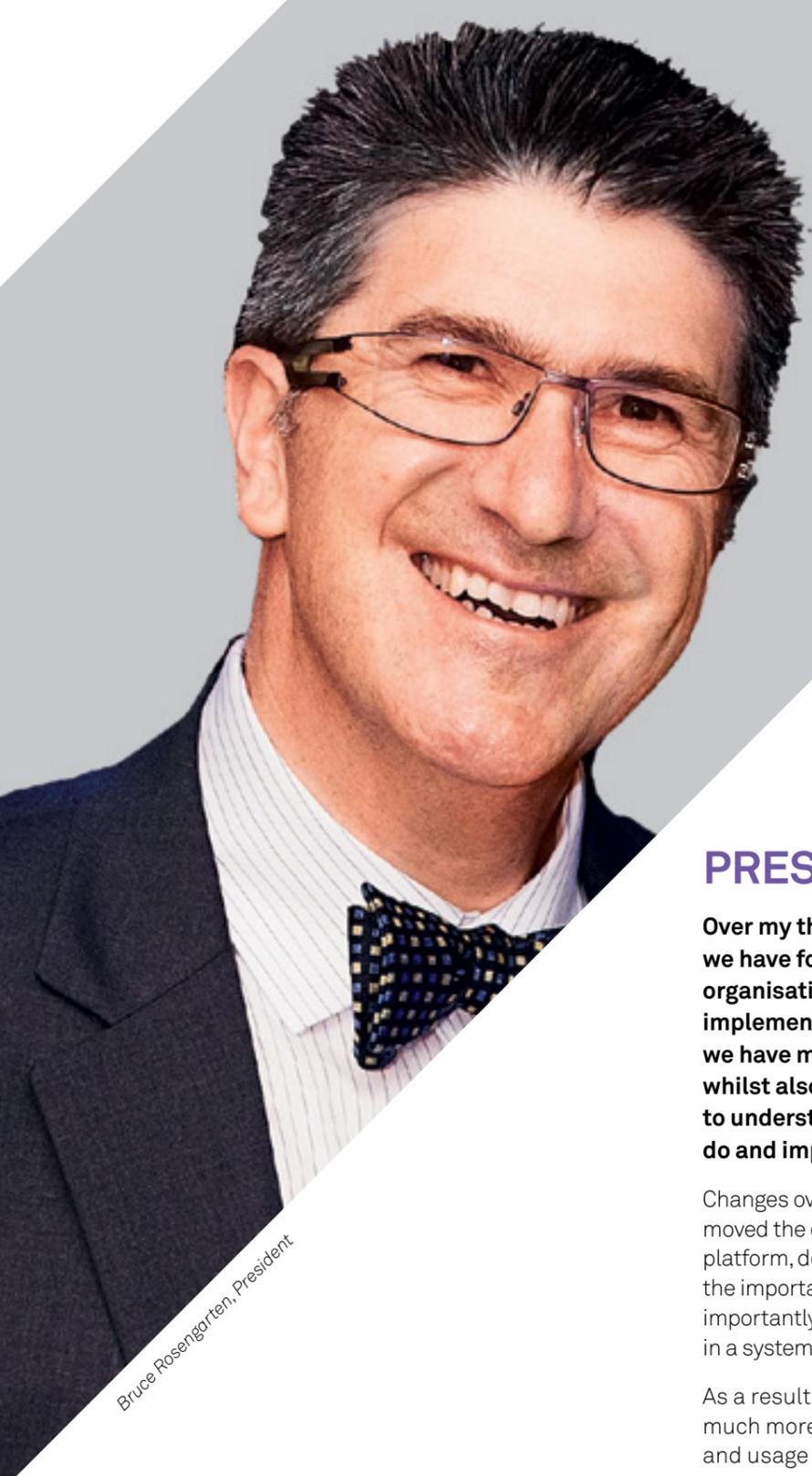
» MAY 2012

Jewish Care was awarded the Aged Care Association Australia's *Best Implementation of the Year Award for Infrastructure*.



» JUNE 2012

The Over 30s Kick for a Cause footy stars raised more than \$10,000 for Jewish Care and the Melbourne Jewish Charity Fund in their annual footy match.



Bruce Rosengarten, President

PRESIDENT'S REPORT

Over my three years as Jewish Care President, we have focused on building a cohesive organisational strategy and its successful implementation. I am proud to report that we have made great progress in many areas, whilst also remaining realistic and pragmatic to understand that there is always more to do and improve upon.

Changes over this time have been significant: we have moved the organisation to a sustainable financial platform, defined our property strategy ahead, brought the importance of the Jewish ethos to new levels, and importantly, worked on each area of service delivery in a systematic and committed manner.

As a result, our programs and services have become much more client focused, with occupancy levels and usage of BlueStar and Keshet Personal Care services reaching record highs. We have placed more people in jobs than ever before through our Employment and Training service, Always Moving Forward; our savings and financial counselling support programs have been fully utilised; and our much anticipated Adult Respite Centre has been operating in full swing for almost a year.

Our community faces a tremendous demographic shift over the next twenty years as the generation

of Baby Boomers begins to age. Jewish Care's service planning considers this issue very carefully: it's now our goal to ensure that we respond proactively and sensitively to meet the needs within our growing community.

We have already begun detailed preparations including asset purchases, revamping existing facilities and generally focusing on growth in the healthy ageing sector of our services. We secured locations and real estate, developed concept plans and financial projections for the next five years — all ready for implementation.

Over the last twelve months in particular, our priority has been to complete our property strategy to support an ageing community and to ensure that our disability and transitional housing can meet the community demands. We now have 48 transitional locations helping to ease the pressure for urgent accommodation.

Our organisation has never held a stronger commitment to the Jewish ethos, professional development and value based leadership. The Jewish Care team is well settled: our staff turnover is the lowest for many years, which is very encouraging. Jewish Care's CEO Bill Appleby and the Executive are a cohesive group, determined to deliver exceptional outcomes and build an organisation that excels.

Jewish Care is founded upon its people: staff and volunteers who undertake thousands of actions each day to deliver outstanding results. During the year, our amazing volunteers contributed 26,832 hours of voluntary service building a stronger organisation and community, which is invaluable. I am so grateful for their commitment to the task.

Each year, even when times are tough, our community responds generously to our Annual Appeal and fundraising campaigns. We ask on behalf of those who cannot ask for themselves, and your assistance makes it possible to turn lives around. Thank you for this support — please know that every donation counts and your help is needed even more in the future.

Importantly, I express my gratitude to our fundraising committees for their ongoing involvement with Jewish Care. In particular, I thank David Smorgon OAM as our Annual Appeal Patron and the fundraising committees of the Gala Dinner, Generations of Women and Friends of Montefiore

“Thank you for this support — please know that every donation counts and your help is needed even more in future.”

for their tireless efforts in ensuring the success of Jewish Care's events throughout the year.

After three years of leading this wonderful organisation I have elected to step down from the Presidency. It is a demanding role but one I have had the honour to serve. I will walk away knowing that we have clarity and sustainability and are on track for the future. And even though we have plenty more to do, the Board of Management, Executive and the Jewish Care team are determined to deliver.

I am grateful to have built an effective personal and professional relationship with an outstanding CEO, Bill Appleby. The Board has provided the organisation with quality governance, guidance and ongoing assessment and review. It has brought a diversity of thought, community positions and energy to Jewish Care.

I would like to extend my special thanks to my Vice Presidents, Jeffrey Appel and Mike Debinski, who have complemented each other and myself, providing broad leadership and support. I also extend a special thanks to our Treasurer Michael Schoenfeld, who retires from the Board after eight years of dedicated and committed service. In addition, I am delighted that Associate Professor Les Reti who has led our Quality and Service Review Committee for the last three years has agreed to continue his role on the Board.

Let me sign off by paying tribute to this wonderful organisation which accomplishes so much good every day. It deserves recognition, encouragement and support from the community. Be proud of how it cares for those in need; and I personally ask all of us to help it grow and build strength to continue turning lives around, together, in every possible way — financially, through volunteering and with community spirit and support.

Bruce Rosengarten,
President

CEO'S REPORT

Norman Peale once said "Change your thoughts and you change your world."

This powerful quote resonates with the way Jewish Care is going about its important work and the way it sees itself today and in the future.

It has been another unprecedented year politically, socially and economically which has significant implications for us going forward, particularly in the aged care and disability area. Jewish Care has responded by raising the bar in terms of professionalism, agility, responsiveness and innovative approaches across all aspects of the organisation, capitalising on the opportunities to deliver sustainable, quality services to the Victorian Jewish community.

Our Strategic Plan, *Towards Tomorrow*, is now well underway. Throughout the year, the Jewish Care team has continued its focus on the provision of much needed services to 5,000 people, whilst working strategically in transforming our organisation to ensure the ongoing provision of responsive, evidence-based services over the next two decades.

We view Jewish ethos as an essential component of the Jewish Care difference.

I am very pleased to report that we have had the most amazing community representatives sitting on our Jewish Advisory Committee this year. Their wonderfully diverse range of opinions contributed to how we express the cultural and spiritual aspects of Jewish life in all that we do at Jewish Care.

A core initiative this year has been the surveying of over 1,300 community members to better understand how the community would like to see Jewish ethos reflected in our service provision. This is a significant body of work which provides an evidence base for Jewish expression across all of our services.

It has been a true year of action with a number of fantastic new service initiatives including 10 new Consumer Directed Care packages in the community; the opening of the adult respite centre; acquiring additional transitional housing stock; the implementation of the 'Classic' product offering at Gary Smorgon House, and the new Carer Support Programs assisting carers in their roles.

Additionally, we have continued to improve the quality of care and support provided to our residents and clients with a renewed quality framework resulting in all external accreditation standards being met.

Furthermore, we have continued to invest heavily in bringing our customer service principles to life through the *Your Say* feedback process and extensive staff training.

The critical success factor of any service based organisation is the ability to attract and retain the best and brightest people. This year we have continued our significant investment in leadership development, assisting our managers to improve their leadership skills, making them more effective in their roles.

We also completed an extensive Staff Engagement Survey which will inform our strategies around people development over the next 12 months.

Additionally, we have seen Jewish Care making its mark across various service sectors, with many of our staff presenting at state, national and international conferences in their respective areas of expertise, and ultimately helping to guide sector reform.

Jewish Care has actively participated in the critical national social policy debates both in the areas of the *Caring for Older Australians Review* and the *Disability Care and Support Review*. We also continue to submit feedback on various aspects of the 2012 Aged Care Reform Package.

Significant focus has been placed on improving the efficiency and effectiveness of all that we do at Jewish Care. Fundamental to this aspiration is our solid investment in infrastructure, both in IT and land. A comprehensive upgrade and overhaul of IT hardware and software has commenced and will continue over the next 12-18 months.

A particularly important achievement has been the crystallisation of an asset plan for the next 5-10 years. I'm proud to report that the organisation has acquired the necessary land in the heart of our community to enable the future expansion of aged care and disability services.

It was pleasing to see our employees receive the *Best Implementation of the Year Award for Infrastructure* at the 2012 National Information Technology in Aged Care Conference.

Jewish Care was also a finalist for the National Aged Care Association Australia Employer of Choice Award for the uniqueness of our Staff Development Matrix with a particular focus on the Jewish ethos stream.

Embracing strong community partnerships is an important part of our growth and success. Over the last 12 months, Jewish Care has forged a new partnership with the Pratt Foundation through the new B'nei Mitzvah Program; and our enduring relationship with Monash University's Australian Centre for Jewish Civilisation and the subsequent release of the *Jewry 2030* reports on community matters such as continuity, ageing, education, anti-Semitism and poverty.

Jewish Care has continued to develop processes that improve the effectiveness of the Board's involvement to bring clarity and consistency to its decision making. This year we engaged in peer review at the Board level and further refined our governance procedures. Two of our Non Executive



Bill Appleby, CEO

Directors also completed the Australian Institute of Company Directors five day program.

Complete, timely and relevant communication, combined with candid assessment and realistic appraisals of all matters that are discussed at the Board are hallmarks of a highly functional and respectful Board. I am pleased to report that there have been a number of critically important decisions made over the last 12 months and on each occasion there has been great care and diligence in ensuring the best decision is being made for the organisation and its stakeholders, the results of which are highlighted in this report.

Jewish Care has again been so fortunate in the support that we receive from our 300 volunteers who donate their time and skills in all areas of our work. Be it organising our annual fundraising events, assisting with office work or paying friendly visits and facilitating lifestyle activities to make a difference to the lives of many — every volunteer's contribution is highly valued and I cannot thank you enough for your incredible dedication; you are true stars of our community.

I would like to make a special mention of Henri Korn who received the 2012 Jewish Care Volunteer of the Year Award. Henri is an extraordinary person who gives of his time so generously across a number of areas both at Jewish Care and other communal organisations.

To our wonderful staff, I thank you sincerely for your ongoing commitment to the provision of dignified, quality care and support of our community. Your professionalism and willingness to embrace change so enthusiastically to reinforce what we do at Jewish Care is an absolute strength of this organisation.

The achievements made throughout the year have only been possible through the actions of the collective. I am indebted to the committed team of professionals who bring enormous skill and passion to their particular craft of leadership. I thank the whole leadership team – Executive and Middle Management alike for being exemplars of our four leadership behaviours – empathy, goal setting, personal development and belonging. It is through your sustained leadership and belief in our future that we have been able to achieve so much.

One of the unique ingredients that I have enjoyed at Jewish Care as the CEO has been the quality of leadership shown by the Board, particularly the

“I am privileged to lead this critically important organisation, supporting and enhancing the wellbeing of its community for almost 165 years.”

outgoing President Bruce Rosengarten. Bruce stands down from the role after three extremely busy years of leading significant change in this wonderful organisation.

It is unusual in your professional career to have the honour to work so closely with a person like Bruce Rosengarten. Bruce has had the courage to challenge status quo; he has had the personal commitment to invest his time willingly; and he possesses the brilliant mix of clarity, intellect and humility that has made him an outstanding President. In my view, the Jewish community of Victoria will benefit greatly from the legacy that he has left in three short years.

I am now looking forward to working closely with our new President and Board as we continue our journey towards tomorrow.

As a concluding remark, I would like to say that I am privileged to lead such a diverse and critically important organisation, which has supported and enhanced the wellbeing of its community for almost 165 years, and successfully continues to do great work today.

I am extremely impressed each year when I take the time to stop and reflect on the amazing achievements of the Jewish Care team: a community within a community, of staff, volunteers, donors, supporters and communal leaders who all invest personally in the wellbeing of this genuinely organic organisation. To all, I say thank you, and I look forward to your continued support over the next 12 months.

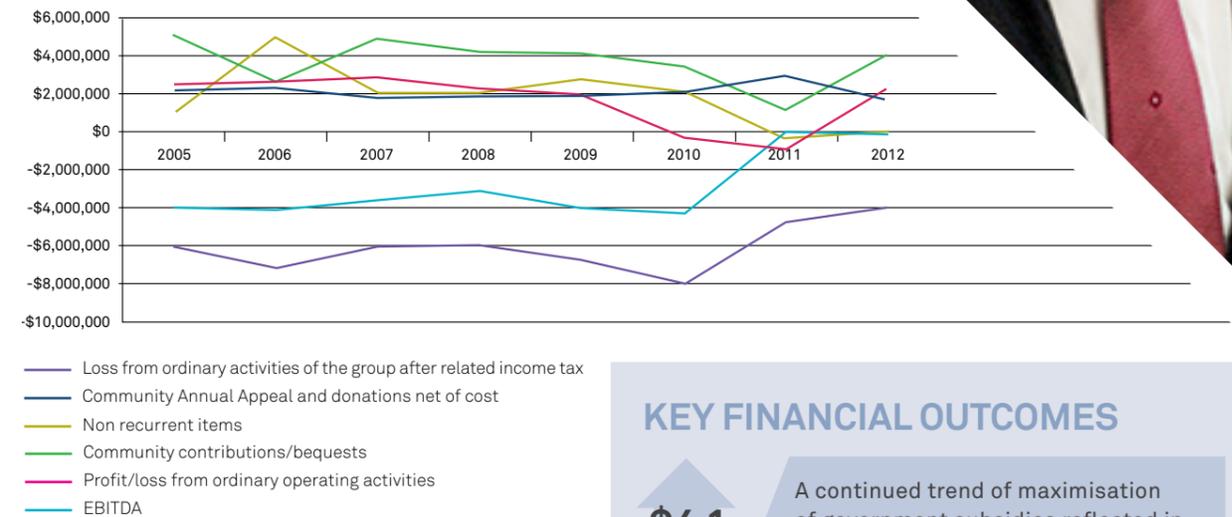


Bill Appleby,
CEO

TREASURER'S REPORT

On behalf of the Chief Executive Officer and Board of Management, I am pleased to present a summary of Jewish Care Victoria's financial results for the 12-month period 1 July 2011 to 30 June 2012. Our financial statements have been prepared in accordance with current accounting policies of the Australian Equivalent of International Financial Reporting Standards.

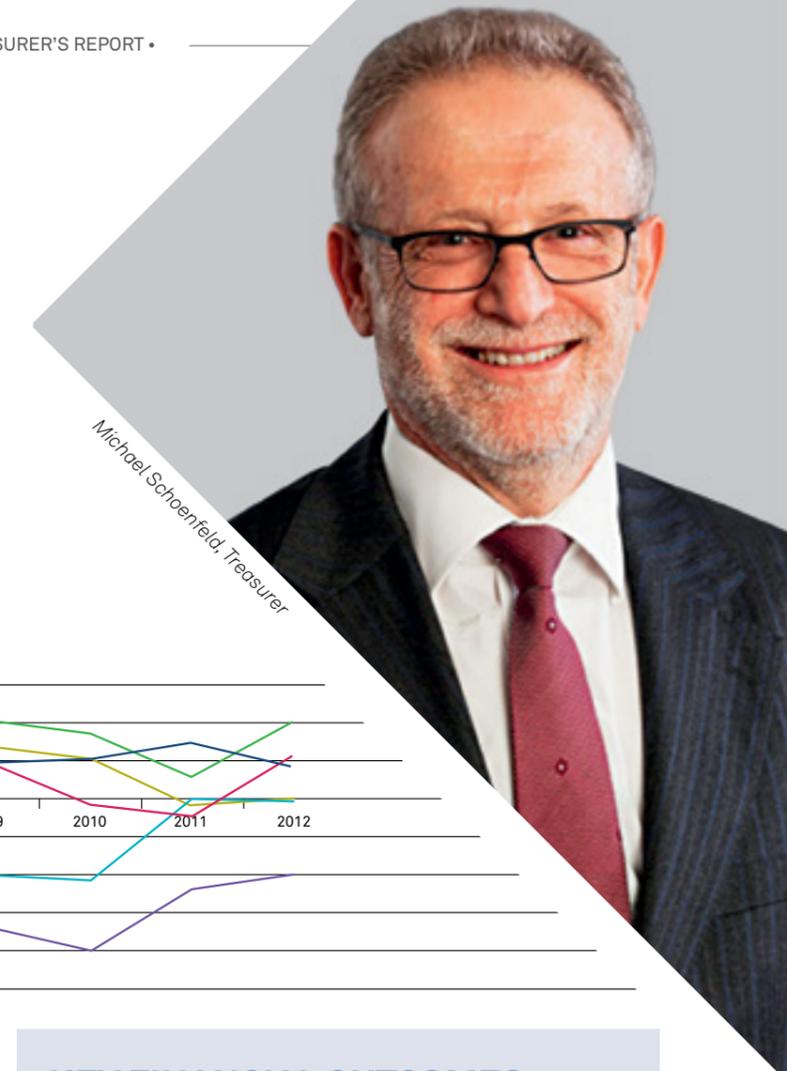
The chart below demonstrates the recurrent deficit from ordinary activities over the past eight financial years:



Jewish Care has continued to work towards achieving the goals set out in our Strategic Plan including the ongoing provision of vital community services and the establishment of long-term financial sustainability. The past year's financial results demonstrate the following notable achievements:

- ▶ A continuation of the operational turnaround;
- ▶ A continued investment in social justice funded initiatives that benefit the community;
- ▶ A commitment to significantly invest in our IT infrastructure.

Against a backdrop of shortfalls to budget and the prior year in communal funding, I again note that the community's ongoing fundraising support and endorsement of these important initiatives is vital for building a strong, relevant and financially sustainable future for Jewish Care.



Michael Schoenfeld, Treasurer

KEY FINANCIAL OUTCOMES

- 

\$4.1 MILLION

A continued trend of maximisation of government subsidies reflected in an improvement to \$29.803m in 2012 from \$25.710m in 2011.
- 

EBIDA

A stable Earnings before Interest, Depreciation, and Amortisation (EBIDA) reflect the ongoing results of the significant efforts in streamlining the organisational operations.
- 

\$642,000

A drop in fundraising from \$3.798m in 2011 to \$3.156m in 2012.
- 

\$3.1 MILLION

Surplus after tax improvement to \$2.195m in 2012 from a deficit of \$0.987m in 2011.

Summary of Key Financial Results

Jewish Care incurred a financial loss from ordinary activities of approximately \$3.182 million. The decrease over the previous financial year's loss of \$3.731 million was largely due to a continuation of the operational efficiencies that were achieved as part of a revitalisation of Jewish Care's operations.

The operating loss was incurred before the items in the table below:

	FY 2012	FY 2011
Annual Appeal & Donations	\$3.156m	\$3.798m
Capital Appeal	\$0.017m	\$0.073m
Depreciation & Amortisation	(\$2.203m)	(\$2.031m)
Foreign currency exchange translation gain/(loss)	\$0.132m	(\$0.313m)
Combined Net Bequests	\$4.271m	\$1.216m
Gain on sale of property	nil	nil

This resulted in an overall operating surplus of \$2,195,542 as compared with a loss of \$987,460 in the previous financial year.

Key Expenditure Items

The following are the key expenditure items incurred in the financial year 2012:

	FY 2012	FY 2011
Salaries (530 employees)	\$26.5m	\$26.1m
Food services	\$5.2m	\$5.0m
Client-related costs	\$4.1m	\$3.5m
Maintenance	\$3.1m	\$2.8m

Community Services Expenditure

Community Services incurred an operating deficit of \$0.4 million before investment earnings and depreciation, due to a shortfall in government funding and a level of community support insufficient to support the provision of services.

Residential Aged Care Expenditure

Residential Aged Care incurred an operating deficit of \$0.96 million before investment earnings and depreciation largely as a result of:

	FY 2012	FY 2011
Cultural food provision	(\$1.8m)	(\$1.7m)
Supported residents	\$0.4m	(\$1.0m)
Residential operations	\$0.4m	\$0.7m

*In addition, across all program areas we expended \$0.4m to support Cultural & Spiritual activities.

Land and Buildings

Jewish Care's land and buildings have been assessed by its Directors in accordance with current accounting policies as having no change from the previous financial year.

Jewish Care is actively pursuing opportunities to renew our residential aged care building stock and community services building stock to vastly improve the quality of our product offering, to meet certification requirements and to eliminate the operating deficit. We are looking forward to launching a capital campaign to support these initiatives.

In conclusion, I would like to thank the Chief Financial Officer, Daniel Goodman, and the members of the Jewish Care Finance and Audit Committee for their ongoing commitment.



Michael Schoenfeld,
Treasurer

FINANCIAL STATEMENTS

Statement of comprehensive income for the year ended 30 June 2012

	Economic Entity		Parent Entity	
	2012 (\$)	2011 (\$)	2012 (\$)	2011 (\$)
Fees and charges	10,101,460	10,719,479	10,101,460	10,719,479
Government subsidies	29,802,620	25,710,275	29,802,620	25,710,275
Other revenues	9,583,930	7,106,919	9,583,930	7,106,849
Total revenues	49,488,010	43,536,673	49,488,010	43,536,603
Employee benefits expense	(26,510,141)	(26,092,526)	(26,510,141)	(26,092,526)
Depreciation and amortisation expenses	(2,202,603)	(2,031,190)	(2,202,603)	(2,031,190)
Community development expenses	(1,694,262)	(1,249,698)	(1,694,262)	(1,249,698)
External services expenses	(2,870,391)	(2,239,510)	(2,870,391)	(2,239,510)
Food expenses	(5,154,068)	(5,035,379)	(5,154,068)	(5,035,379)
Repairs and maintenance expenses	(3,072,185)	(2,761,442)	(3,072,185)	(2,761,442)
Medical and other supplies	(669,663)	(729,091)	(669,663)	(729,091)
Consulting expenses	(516,304)	(354,486)	(516,304)	(354,486)
Energy expenses	(526,208)	(507,650)	(526,208)	(507,650)
Administration expenses	(1,745,830)	(1,560,500)	(1,745,830)	(1,560,500)
Laundry expenses	(623,816)	(572,706)	(623,816)	(572,706)
Other expenses	(1,706,997)	(1,389,955)	(1,706,997)	(1,389,940)
Total expenses	(47,292,468)	(44,524,133)	(47,292,468)	(44,524,118)
Surplus/(deficit) before tax	2,195,542	(987,460)	2,195,542	(987,515)
Income tax expense	-	-	-	-
Deficit after tax	2,195,542	(987,460)	2,195,542	(987,515)
Other comprehensive income				
(Loss)/gain on revaluation of investments	(14,584)	19,426	(14,584)	19,426
Gain on revaluation of property	-	885,000	-	885,000
Other comprehensive (loss)/income or the year	(14,584)	904,426	(14,584)	904,426
Total comprehensive (loss)/income for the year	2,180,958	(83,034)	2,180,958	(83,089)

Statement of financial position at 30 June 2012

	Economic Entity		Parent Entity	
	2012 (\$)	2011 (\$)	2012 (\$)	2011 (\$)
Current assets				
Cash and cash equivalents	9,207,088	6,331,325	9,207,088	6,330,318
Trade and other receivables	4,028,615	2,452,965	4,028,615	2,452,930
Other financial assets	25,349,812	27,506,785	25,349,812	27,506,785
Other assets	132,101	23,430	132,101	23,430
Total current assets	38,717,616	36,314,505	38,717,616	36,313,463
Non-current assets				
Trade and other receivables	-	-	-	121,767
Other assets	483,333	483,333	-	-
Property, plant and equipment	83,834,544	78,856,073	83,834,544	78,856,073
Total non-current assets	84,317,877	78,856,073	84,317,877	78,977,840
Total assets	123,035,493	115,170,578	123,035,493	115,291,303
Current liabilities				
Trade and other payables	2,813,372	3,448,460	2,813,372	3,447,960
Provisions	4,558,633	4,673,691	4,558,633	4,673,691
Borrowings	42,547	58,440	42,547	58,440
Other liabilities	46,565,864	40,117,658	46,565,864	40,560,614
Total current liabilities	53,980,416	48,298,249	53,980,416	48,740,705
Non-current liabilities				
Provisions	426,670	424,880	426,670	424,880
Total non-current liabilities	426,670	424,880	426,670	424,880
Total liabilities	54,407,086	48,723,129	54,407,086	49,165,585
Net assets	68,628,407	66,447,449	68,628,407	66,125,718
Equity				
Reserves	29,209,781	29,224,365	29,209,781	31,437,633
Accumulated funds	39,418,626	37,223,084	39,418,626	34,688,085
Total equity	68,628,407	66,447,449	68,628,407	66,125,718



From left: BlueStar Support Worker Charmaine Genzlik with client Marta Hartman

OUR SIX STRATEGIC PILLARS

Our long-term efficiency and sustainability are built on six strategic pillars ensuring the highest quality of care, coupled with real choices and individualised approach.

We are committed to strengthening Jewish Care and the diverse community it serves by providing top class services, reflecting the changing needs of the Victorian Jewish community.

Our Jewish Ethos

To embody everything we do with the spirit and cultural aspects of Jewish life. To purposefully live our Jewish values and to be responsive, respectful and inclusive of the unique and diverse needs of the Jewish community.

Our Customers

To deliver outstanding customer experiences, creating value through service coordination and case management. To provide customer-focused service underpinned by the principles of Choice, Accessibility, Partnership, Independence, Evidence-based, Advocacy and Diversity.

Our People

To support a vibrant, professional, contemporary environment where people with a passion and initiative will thrive. To attract and invest in the best and the brightest.

Our Systems and Sustainability

To provide efficient and effective processes and systems that enable quality service provision and accountability. To ensure financial sustainability that will secure the ongoing delivery of our vital services into the future.

Our Products and Partnerships

To provide quality services and facilities that are relevant, innovative, evidence-based and accessible to all members of the Jewish community, supported and enhanced by robust community partnerships.

Our Reputation and Brand

To position our brand to be 'top of mind' in the Jewish community for service provision, giving and volunteering. To ensure repute, relevance and engagement in our immediate and broader communities.

OUR JEWISH ETHOS

At Jewish Care, we understand that cultural and spiritual identification plays one of the central roles for our community's holistic wellbeing.

It is our primary objective to create a unique, welcoming environment that strongly embraces our core Jewish Care values of *chesed* (kindness), *mishpacha* (family), *derech erez* (respect) and *tzedakah* (charity). These values are universal and enduring in nature, but are also particular to the Jewish approach to creating a meaningful life and a strong, cohesive community. Our values define who we are and underpin everything we do at Jewish Care.

Responding to the cultural and spiritual needs of our community

Highlighting the beauty of Jewish practices is an essential part of Jewish Care service delivery. From pastoral and spiritual care and strict kosher supervision, to regular prayer services, learning sessions and vivid festival celebrations, we support the diverse needs of our clients and their families to proudly lead their lives with the spirit of Jewish ethos. Our dedicated team of four Rabbis facilitates regular prayer services, friendly family *shabbatons* and memorials, much appreciated by our residents and clients.

Thanks to our comprehensive Ethos Program, we continue to provide compulsory training to all new staff members, empowering them with a deep sense of respect and understanding of Jewish lifestyle and practices, which is essential for culturally sensitive service delivery.

“Each week I get inspired by going to Gary Smorgon House shul; it makes me feel ‘yiddisher” – Anne

During the past financial year, we've conducted a significant research study, providing an evidence base for understanding our community's expectations on how 'Jewishness' should be reflected in the delivery of our aged care, family, disability and community services. By considering the diverse viewpoints from all sectors of our community, we have positioned ourselves to make informed choices to guide our Cultural and Spiritual service planning for now and years to come.

HIGHLIGHTS OF THE YEAR



4,570 pastoral visits took place last year.



1,300 community members completed the Jewish Ethos survey to help us better understand the Jewish needs of our community.



146 people per week attended our Shabbat services across our three synagogues.

Rabbi Michael Mandel residing at Gary Smorgon House.

OUR CUSTOMERS

Jewish Care is committed to supporting and enhancing the wellbeing of the Victorian Jewish community, providing a full spectrum of capacity building services for people of all ages and abilities.

We advocate with and on behalf of our clients, actively informing government on the issues facing our community. Our goal is to influence social policy and effect positive change.

Together through challenging times

Approximately 30% of Jewish families in the Victorian community earn a combined income of less than \$1,000 per week and struggle to cover basic expenses such as food, housing, utilities, clothing and education. When things get tough, they count on Jewish Care for support.

Each year, Jewish Care touches the lives of over 5,000 people in our community. We provide a full range of vital social justice programs including emergency relief, counselling, financial aid, housing support, employment assistance, restitution guidance for Holocaust survivors, healthy ageing programs, mental health services, kosher food provision and cultural and spiritual services.

“I am so grateful to Jewish Care counsellor Miriam. During the darkest hours, she became my life angel and helped me beyond her call of duty.”
– Yana

We value the unique personalities of our clients, regardless of their age, background and life situation, and assist them to build their capacity, establish long-term security and live full, rewarding lives.

Advocating social inclusion for all

Living with a disability isn't a matter of choice; some people are born with chronic conditions while others acquire disability through unexpected illnesses, accidents or as a result of ageing.

Just like everyone else, people with disabilities deserve to have a dignified, independent life, access quality health and community services, and

HIGHLIGHTS OF THE YEAR

80-90 80-90 families and individuals were assisted through our housing support service each month.

129 Jewish Care assisted 577 jobseekers with job skills training, of which 129 people secured paid employment.

160 160 individuals and families received counselling and support related to issues involving relationships, family, health, stress management, grief and bereavement, anxiety and parenting.

342,735 342,735 kosher meals were delivered to our aged care residents.

4,100 4,100 people received advice, support and referrals to services from our Information, Assessment and Referral Team last year.

4,564 4,564 meals were distributed by Jewish Care to support older people to continue living independently at home.

6,977 We facilitated 6,977 trips to shops and appointments for our older clients.

explore a scope of opportunities for self-development and socialisation.

Thanks to our culturally sensitive disability services, individual support and case management, and educational initiatives and celebrations, we continue to improve the quality of life of community members with disabilities and their carers.

Located in the very heart of our community, Jewish Care's independent living accommodations and respite facilities for children and adults with disabilities are offering its clients a welcoming, *heimish*, inclusive environment, while giving their carers much needed time to rest.

Over the past financial year, we've introduced a new Carer Support Program, assessing Carer's needs and guiding them to receive appropriate support.

Supporting seniors to live an active life

At Jewish Care, we celebrate the beauty of all ages, and consider senior years an opportunity to continue a healthy life, stay connected with family and friends and pursue one's passions and interests. It is our duty to give back to our elders, who devoted their lives to creating a solid foundation for our generation's wellbeing.

Our Healthy Ageing Programs operating in Caulfield, East St Kilda and Kew enhance physical, emotional and spiritual wellbeing of thousands of Jewish seniors each year, offering them a full range of social, therapeutic, restorative and recreational activities delivered in several languages including Russian, Yiddish and Hungarian.

The decision to enter into residential aged care can be very emotional. Jewish Care consults with clients and their families to develop the best and most appropriate care plan for each person. We successfully implement the Active Service Model, empowering our clients and their relatives with greater control and flexibility in regards to their support options.

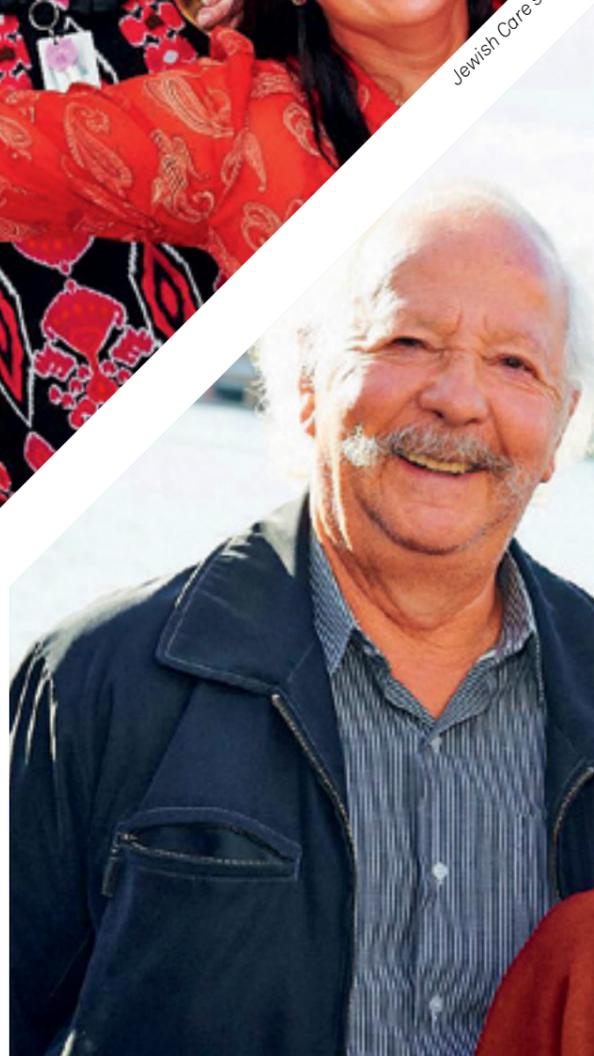
From left: Children's Respite House clients Marley James Wright and Meir Belnick





Jewish Care staff (back row) with Paralympian Louise Sauvage OAM at the Annual Staff and Volunteers Service and Excellence Awards

Henri Korn, recipient of Jewish Care's 2012 Volunteer of the Year Award



OUR PEOPLE

Behind every successful organisation stand passionate, outcome-driven people, willing to go the extra mile to deliver exceptional service and support. Jewish Care is about people — those who we help and those who support us.

We are proud of our 500 staff, 300 volunteers and thousands of supporters who constitute our most valuable resource. Together, we are able to turn lives around, making a lasting impact in our community.

Attracting and investing in the best and brightest

Jewish Care is committed to the professional development and training of staff, providing ongoing opportunities in upgrading staff skill set and leadership areas as diverse as management, clinical care and occupational health and safety.

Jewish culture, traditions and values are important components of our orientation, induction and ongoing staff training delivered through our successful Ethos program, comprising three streams:

- ▶ **Ethos Day** is an obligatory full-day workshop familiarising employees with the fundamentals of Jewish lifestyle.

- ▶ **The Ethos Retreat** is an annual two-day workshop for program managers which focuses on leadership development linked to our mission, vision and values.
- ▶ **The Ethos Mission** allows one General Manager and one Middle Manager to undertake an annual mission to Israel, giving them a unique opportunity to gain a deeper understanding of Israeli culture, build long-term relationships with Israeli aged care service providers and gather information for application at Jewish Care.

A rich history of volunteering

Jewish Care is an organisation created through the philanthropic spirit of volunteers. From the small group of volunteers that established the Melbourne Jewish Philanthropic Society in 1848, to those individuals who personally greeted post-war refugees at the Melbourne docks in 1950s, most of our services were initiated through voluntary action.

“When my mother became so unwell that we thought we would lose her, your devoted work, care and wonderful support kept us going. To all Smorgon Nursing Home staff, we can’t thank you enough!” – Chaim

Our dedicated team of 300 volunteers form an integral part of the Jewish Care family and assist us in delivering a variety of programs and services to benefit our community. They enrich our organisation by providing direct assistance to our clients, supporting community engagement, and participating in stewardship through membership on our Board of Management and various other specialist communal committees across Jewish Care.

The vital contribution of our volunteers enables us to reach out to more people and, by reducing costs, ensures that maximum funds are directed towards our social justice, disability and aged care services.

In March, Jewish Care held its second Annual Staff and Volunteers Service and Excellence Awards ceremony. This celebration honoured the contributions of our remarkable staff and volunteers who have demonstrated resilience and the capacity to grow professionally over a sustained period of time to better serve the needs of our community.

HIGHLIGHTS OF THE YEAR

- 45** 45 Jewish Care team leaders and coordinators commenced Certificate IV in Frontline Management as part of the Emerging Leaders Program.
- \$10,000** Introduction of three new professional development scholarships, two valued at \$2,500 and one at \$5,000.
- 12** As part of staff development, 12 monthly Learning Lunches have been held featuring guest speakers from various industry bodies.
- 4,800** 4,800 Rosh Hashana, Chanukah and Purim gift packages have been distributed by our volunteers to residents, clients and isolated community members.
- 112** 112 new volunteers have been recruited by our Volunteer Resource Program.
- 26,832** 26,832 volunteer hours have been provided by our dedicated volunteers.

HIGHLIGHTS OF THE YEAR



Extensive refurbishments of 4 aged care facilities with new acquired artwork.



2 properties were purchased on Glen Eira Road for future planning and development of new respite care facilities.



A \$70,000 new commuter bus was purchased to facilitate more outings for Jewish Care residents, thanks to the generosity of the Friends of Montefiore.



Thanks to \$737,000 of generous community donations, together with \$312,000 of Department of Human Services funding, we successfully secured the ongoing operation of our Adult Respite Centre for the next 3 years.



2 additional properties were bought adjacent to Gary Smorgon House as a land bank for future development to accommodate community needs.



\$612,000 was spent on major refurbishments, renovations and capital works across all Jewish Care sites.

OUR SYSTEMS AND SUSTAINABILITY

At Jewish Care, we recognise the importance of information technology by implementing the latest innovative systems and processes to ensure successful ongoing operation across the organisation.

Implementing robust technology for ongoing success

During the financial year, major improvements were made to our information technology systems and computer software. Jewish Care has decided on a 'best of breed' approach to meet our diverse needs across the various streams.

In addition, significant improvements were made in the area of hardware and connectivity to ensure software can be deployed successfully, introducing new advanced methods of managing and sharing information across the range of our services.

Jewish Care's establishment of a highly advanced, quick, resilient and safe IT centre, using state-of-the-art technology has been appreciated with the Aged Care Association Australia's (ACAA) *Best Implementation of the Year Award for Infrastructure* at the 2012 National Information Technology in Aged Care Awards.

Infrastructure upgrades at our facilities

Our Infrastructure and Property Management Department supports a safe environment for residents, clients and staff at all times, while also facilitating optimal operation of Jewish Care's amenities and ensuring they remain compliant with mandatory regulations.

Undoubtedly, the establishment of our 5-10 year asset plan was one of the biggest achievements of the year. In response to the growing needs of our community, these plans will provide a valuable framework for the ongoing infrastructure upgrades and planned capital projects. The acquisition of land in Caulfield will enable the expansion of respite care facilities for older people and clients with a disability.

Delivery of capital works projects at our facilities included construction of a new *succah* at Gary Smorgon House, refurbishment of transitional housing accommodations, design scoping of

Windsor properties and management of numerous sub-contracted projects.

Development and financial sustainability

There is only one way to build a strong, vibrant, continuing community. And that's together. As the largest not-for-profit organisation providing services to the Victorian Jewish community, we rely heavily on the generosity of our donors to enable us to provide a timely response to those in need.

The goal of meeting Jewish Care's funding for 2011/12 was undertaken in a challenging year when many not-for-profit organisations in Australia and overseas struggled to meet their budgetary demands. Nevertheless, even during tougher economic times, the Victorian Jewish community has responded to generously support many people in our community seeking urgent help.

"I absolutely love the new art work at Montefiore; who needs to go to an art gallery now? It's just beautiful!" – Jane

At Jewish Care we believe that philanthropy is not limited to the wealthy; and donations to Jewish Care vary from \$5 to hundreds of thousands. It's not the amount that matters but a conscious decision and full-hearted intent to make a difference to other people's lives. And that's exactly what our donors are known for.

As time goes by, our community grows and so does the cost of living. Each year, the needs and expectations of our community diversify; therefore, we need extra funds to continue offering appropriate services.

We truly appreciate the involvement of our donors who partner with us to assist thousands of people to manage through the hard times and to move forward towards a better tomorrow.

David Smorgon OAM, Annual Appeal Patron



\$2.5 MILLION

Thanks to charitable community donations we have raised \$2.5 million for the 2012 Annual Appeal needed for ongoing provision of our social justice programs.

50%

A 50% increase of monthly donors has shown a strong, long-term commitment of our supporters to help those in need.



Jewish Care received donations from 345 new donors over the past 12 months, helping us to make a difference to the lives of many in our community.

OUR PRODUCTS AND PARTNERSHIPS

Community Services

- Information, Assessment and Referral
- Individual & Family Support
- Counselling & Case Management
- Mental Health Services
- Employment & Training

Financial Support

- Financial Aid
- Financial Counselling
- JMLC Interest Free Loans
- Saver Plus

Housing Support

- Transitional Housing
- Private Rental Market
- Community Housing
- Live-in/Shared Accommodation

Youth Engagement

- Young Achievers Program
- B'nei Mitzvah Program

Disability Services

- Lifestyle & Family Support Services
- Behaviour Support
- Individual Support
- Carer Support & Advocacy
- Supported Accommodation & Respite Services

Shared Services

- Cultural & Spiritual Services
- Development
- Finance
- Information Technology
- Innovation & Quality
- Procurement
- Infrastructure
- People & Culture
- Volunteer Services

Services for Older People

Community Aged Care

- Healthy Ageing Programs
- Kesher Case Management
- BlueStar Home & Personal Care
- Respite Care (Day and Short Stay)
- Restitution Advisory Service

Residential Aged Care

- Low Care
- High Care
- Extra Services
- Dementia Care
- Palliative Care
- Respite Care

Community and Disability Accommodation

Includes: supported accommodation, independent living units, individual support and transitional housing

- A** Hawthorn Road House
- B** Jacobs House
- C** Latrobe Street
- D** Prahran Grove
- E** The Richard and Marietta Manders Villas
- F** Bontscheck Court
- G** Leo Fink Court
- H** Narong Road
- I** Freeman Street
- J** South Road

Aged Care Residences

- N** Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)
- M** Montefiore Homes Community Residence
- M** Smorgon Family Nursing Home
- O** The Mark and Dina Munzer Community Residence

Community Aged Care Services

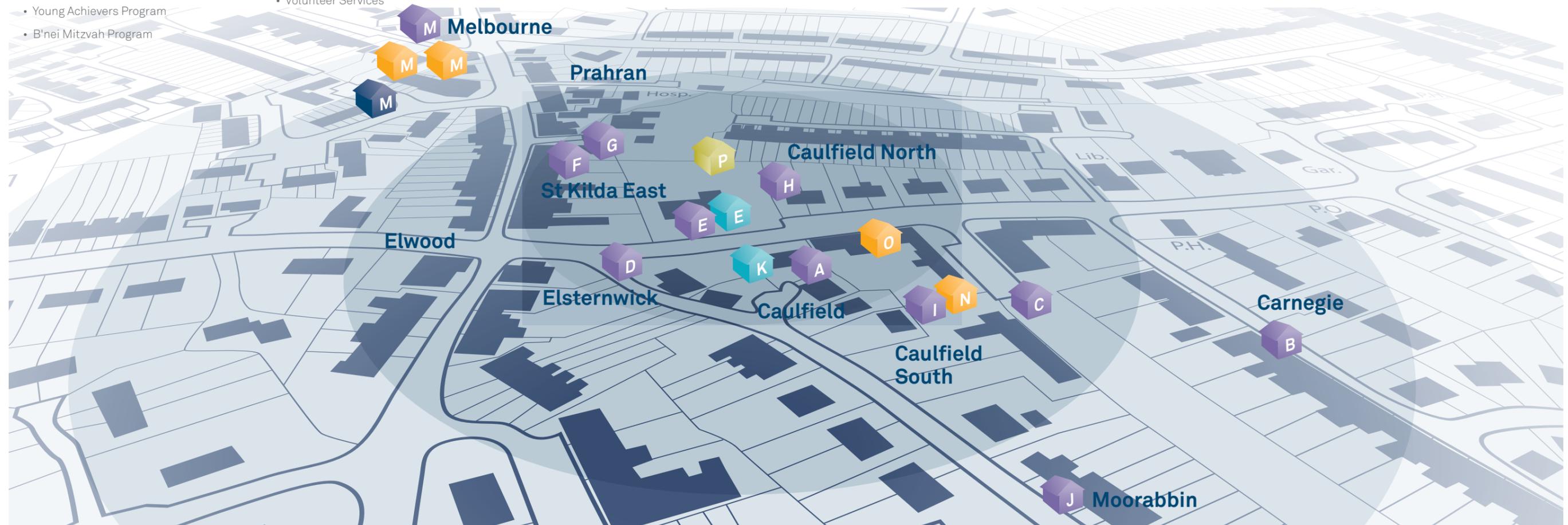
- P** Active Living Centre includes:
 - Alan Rabinov Planned Activity Group
 - Jack and Ethel Goldin Day Therapy Centre

Respite Centres

- E** Adult Respite Centre
- K** Children's Respite House

Employment and Training Services

- M** Always Moving Forward



OUR PRODUCTS AND PARTNERSHIPS

Jewish Care believes in strong ties with other community organisations, industry bodies and educational institutions endorsing knowledge and experience sharing to benefit the wider community into the future.

During the previous financial year, Jewish Care has strengthened our existing partnerships and expanded our networks with other service providers and non-profit organisations to improve the wellbeing of the Victorian Jewish community.

Innovating for our future

Willing to provide a timely response to the needs of our community with the finest and most progressive services, we must understand the makeup and future trends of our community. Fundamental to this understanding is reliable, evidence-based information about who we are and where we are heading.

“Helping with schooling fees, programs like Saver Plus are so important for the community’s wellbeing.” – Nechama

In 2011/12, together with Monash University, we invested in evidence-based research for the groundbreaking report on *Older Jewish Australians*. This report has influenced our organisational strategic planning on how we respond to the community’s future ageing needs and expectations over the next 10-20 years.

We continued our work through the three year Australian Research Grant with La Trobe University and Yooralla to explore how the built environment can enhance the social interactions of people with an intellectual disability.

Thanks to the new, exciting partnership with Port Phillip Housing Association, 10 additional housing units became available to our clients as we secured nomination rights for new transitional housing units for the next 30 years.

In addition, we have partnered with the Pratt Foundation to deliver an exciting B’nei Mitzvah

HIGHLIGHTS OF THE YEAR



12

12 students participated in a year-long Return to Learning course designed for people with mental and physical disabilities, and run in partnership between the Mental Illness Fellowship Victoria and Jewish Care.



5

The Clinical Pastoral Education course, completed by 5 Rabbis in our community, has enhanced their pastoral and interpersonal skills and provided practical methods of interaction.

\$10,000

The Over 30s Kick for a Cause footy match, run in partnership between Jewish Care and the Melbourne Jewish Charity Fund, raised more than \$10,000.



\$2 MILLION

We have distributed over \$2 million worth of services and direct aid to over 1,200 Holocaust survivors through Claims Conference and a variety of Jewish Care programs.



100

Jewish Care Victoria and Jewish Aid Australia have combined forces to support a Darfuri refugee, Francois Adam, to secure employment at Jewish Care after completing 100 work placement hours.



From left: Bill Appleby – Jewish Care CEO, Nina Bassat AM – JCCV President, Bruce Rosengarten – Jewish Care President

Program – a first of its kind Australian initiative, aiming to connect a new generation of young Jewish people to the concept of *tzedakah* and volunteering. The program is designed for young people celebrating their Bar/Bat Mitzvah, a crucially important stage in one’s life which signifies the transition into adulthood. The Pratt Foundation generously supports the B’nei Mitzvah Program by matching each donation to Jewish Care dollar-for-dollar.

So too, Jewish Care and the Jewish Community Council of Victoria have signed an agreement to explore the feasibility of establishing a joint Volunteer Resource Centre with the goal of becoming a ‘one stop shop’ in recruitment, matching, referral and training of local volunteers to support the Victorian Jewish community.

This partnership and those which are listed on these pages underscore our commitment to communal planning.

Academic partnerships

La Trobe University - Australian Institute for Primary Care and Ageing

La Trobe University - Faculty of Health Sciences, School of Allied Health

La Trobe University - Faculty of Health Sciences, School of Public Health and Human Biosciences

La Trobe University – World of Wounds

Leading Age Services Australia

Monash University - Australian Centre for Jewish Civilisation

Monash University - Centre for Medicine Use and Safety

Monash University – Faculty of Medicine, Nursing and Health Sciences

University of Kent - Tizard Centre (UK)

University of New South Wales

Government and organisational partners in research

Annecto

Commonwealth Respite and Carelink Centre Southern Region

Department of Human Services – South Metro Region

Department of Human Services – Eastern Region

Golden City Support Services

Jewish Community Council of Victoria

Maccabi Victoria

National Council of Jewish Women

Office of the Senior Practitioner

Office of the Public Advocate

Reinforce Inc

St John of God Accord

The Jewish Taskforce

Uniting Aged Care

Yooralla



Tzeddy, our tzedakah box mascot, with Grade 2 children from Gandel Besen House outside Montefiore Homes Community Residence

OUR REPUTATION AND BRAND

Founded as the Melbourne Jewish Philanthropic Society in 1848, we have grown with the community for almost 165 years, working diligently to assist its members, helping them to withstand life's turbulences and to thrive.

Jewish Care is committed to maintaining the highest levels of professional and ethical standards, which is a critically important aspect in preserving credibility and trust in the eyes of our respected clients, supporters, community members, partners and industry bodies. This commitment is reflected in the results of our latest Brand Audit, demonstrating a 95% community awareness of Jewish Care as a significant service provider throughout one's life.

Indeed, our purpose speaks to all of us, not just the vulnerable, and our services cover all important aspects of Jewish life.

During the year, our marquee fundraising events, including the Gala Dinner, Generations of Women Brunch and Friends of Montefiore Brunch, have engaged hundreds of Jewish Care's supporters willing to make a difference to our community, and achieved extremely pleasing outcomes that assist us in providing the ongoing support for our vital social justice programs.

Our newly introduced tzedakah box mascot, Tzeddy, has raised awareness about Jewish Care at schools and community events, teaching children an important lesson that one is never too young to help people in need.

"We came to Australia as Holocaust survivors, and Jewish Care was the first place that we asked for help. Thanks to this organisation, Jewish immigrants have been able to build a strong, united community."
– Masha and Avram

In 2011/12, Jewish Care representatives have been outstanding ambassadors at home and abroad, presenting at a number of state, national and international conferences about the wonderful work of our organisation. Jewish Care staff shared knowledge in Italy, Germany and Israel as well as at a number of forums and conferences in Victoria, demonstrating our leadership voice across various areas of expertise.



HIGHLIGHTS OF THE YEAR

95%

Our 2012 independent Brand Audit demonstrates a 95% brand awareness of Jewish Care as an important community service provider.

106,569

The Jewish Care website has been visited 106,569 times by more than 30,500 people.

534

534 primary school students attended workshops to learn about the work of Jewish Care and its values.

1,000

1,000 people in total attended our marquee fundraising events including the Gala Dinner, Friends of Montefiore and Generations of Women.

11,000

Our quarterly newsletter *My Connection* reached more than 11,000 people, sharing the knowledge about our services with the community.

EXECUTIVE TEAM



From left: Marcus Harty, Maureen Flaherty, Mary Scott, Daniyela Rob, Bill Appleby, Robbie Franco, Rabbi Meir Shlomo Kluwgant, Daniel Goodman, Meigan Lefebure

Bill Appleby
Chief Executive Officer

Daniel Goodman
Chief Financial Officer
Information Technology
Procurement
Business Analysis
Financial Control

Maureen Flaherty
General Manager Community Services
Disability Services
Individual & Family Support
Service Development

Meigan Lefebure
General Manager Services for Older People
Montefiore Homes Community Residence
Smorgon Family Nursing Home
Mark & Dina Munzer Community Residence
Gary Smorgon House
BlueStar & Keshet Home Care Services
Healthy Ageing Program
Claims Conference Holocaust Survivors Funding

Daniyela Rob
General Manager Innovation & Quality
Service Growth
Quality, Research, Innovation & Policy

Rabbi Meir Shlomo Kluwgant
General Manager Cultural & Spiritual Services
Cultural and Spiritual Programs
Kosher Supervision
Pastoral Care
Rabbinical Services

Robbie Franco
General Manager Development
Fundraising
Marketing & Communications
Youth Engagement
Brand Management

Mary Scott
General Manager People & Culture
Services for Older People Human Resources
Community Services Human Resources
Organisational Development
OHS & Employee Wellbeing
Volunteer Services

Marcus Harty
General Manager Infrastructure
Property Management
New Developments



Board Members pictured from left: Bruce Rosengarten, Susie Ivany, Jeffrey Appel, Michael Schoenfeld, Leah Balter, Rohan Filer, Assoc Prof Leslie Reti, Michael Debinski, Marcia Pinskiar, Sally Genser, Simon T. Morris, Greg Nankin

BOARD OF MANAGEMENT

Bruce Rosengarten **President**

B Ec (Monash), Post Grad Dip Phys Distrib Mgmt (Chisholm Inst of Tech)

Bruce is currently President of Weight Watchers Asia Pacific, and boasts a comprehensive professional background, having held senior executive roles at Shell, Crown, and Coles Myer at regional and global levels.

He has held key community roles including Chairman of the Singapore Jewish Community Education Committee and membership of the Mount Scopus Memorial College Council.

Jeffrey Appel **Co-Vice President**

LLB

A lawyer with Schetzer Brott & Appel since 1973, Jeffrey is a former President and Vice President of Jewish Community Services and of Montefiore Homes for the Aged.

He serves on the Executive Cabinet of the United Israel Appeal and is legal advisor to the Rabbinical Council of Victoria and Caulfield Hebrew Congregation.

Michael Debinski **Co-Vice President**

BA, B SW Hons (Monash)

Michael is a senior executive in the Victorian government and has held a range of leadership roles overseeing the planning and delivery of health and

community services. He is a member of a number of Jewish organisations promoting a strong and active secular Jewish community life in Australia.

Michael Schoenfeld **Treasurer**

Fellow of the Institute of Chartered Accountants in Australia

Michael operates his own consulting practice, specialising in business and taxation planning advice, management consulting, restructuring of businesses, business valuations, acquisitions, mergers and sales. Michael also participates on several advisory boards including property developers, financial service providers and technology companies.

Rohan Filer **Assistant Treasurer**

LLB (Melb), BCom (Melb), MBA (London Business School)

Rohan is a Director of Pitcher Partners specialising in mergers and acquisitions advisory services and has considerable experience advising on acquisitions, disposals and capital raisings for public, private and not-for-profit organisations. Rohan's previous experience includes advising on strategic financial and taxation structuring.

Greg Nankin **Board Secretary**

LLB (Melbourne), GradDip Commercial Law (Monash), MBA (RMIT)

Greg has spent most of his career as in-house legal counsel and company secretary for large private

and public listed corporations involved in the mining and resources, telecommunications, food manufacturing, financial services and logistics industries.

Leah Balter

B Eng (UNSW), MBA (AGSM/Stern School Business), MAICD

Leah is a management consultant and works on key strategic issues across a number of industries and in the Jewish community. She was former Chief of Staff to ANZ Australia CEO and held other senior executive banking positions.

Leah was an Associate Principal at McKinsey & Company where she worked in various countries and industries for 9 years.

Sally Genser

Sally is a Licensed Real Estate Agent and has been a Director of The Belgrave Group of Companies for more than 20 years, a boutique, family-owned property development group. She is also Managing Director of Quest Phillip Island (Serviced Apartments).

Sally is a Director of the Epilepsy Foundation of Victoria, was Board Member of Yarra Health Services and Past President of Richmond Crèche Society Inc. For many years, Sally was an advisor to The Meat Workers Union Industry Employees Superannuation Fund advising on their Property Investment Portfolio.

Simon T. Morris

Simon is the Joint Managing Director of Newmark Property Group, a property funds management group that specialises in development and investment in commercial and retail property throughout Australia.

Simon is a Director of numerous companies and holds both Executive and Non Executive positions in various businesses across many sectors, including entertainment, media, manufacturing and retailing.

Marcia Pinskiar

B.A. (Monash) Dip Ed (Deakin University)

Marcia is a former member of the Victorian Mental Health Reform Council and Co-Chair of the Migrant Mental Health Taskforce. She is Vice-President of NCJWA Victoria and a Director on the National Board. She is the Founder of the Jewish

Inclusion Network. Marcia works as a community consultant and contributes extensively as a volunteer specialising in NFP organisation structure and governance. She teaches Good Governance and Accountability in Non-Profit and Social Enterprises at Monash University.

Marcia is also former Commissioner with the Victorian Multicultural Commission. She is currently undertaking a Master's Degree in Jewish Communal Service and Leadership and is lecturing at Monash University in NFP Governance.

Assoc Professor Leslie Reti

MB BS (Melbourne), SM (Harvard), FRCOG, FRANZCOG

Les is Director of Gynaecology, Cancer Services and Clinical Governance at the Royal Women's Hospital and Adjunct Associate Professor of Public Health at La Trobe University.

Founder of the Centre Against Sexual Assault (CASA House), Les is an executive member of the Victorian Council on Safety and Quality in Health and has been Chair of the QA Committee at The Royal Australian and New Zealand College of Obstetricians and Gynaecologists.

Susie Ivany

BA (Hons)

Susie has been actively involved with the Community for many years.

She is the Immediate Past President of National Council of Jewish Women Australia (Vic), Vice President of NCJWA and board member on the International Council of Jewish Women.

In addition to sitting on the Jewish Care Board, Susie is a member of the Jewish Care Jewish Advisory Committee and co-chaired the Annual Appeal in 2004.

ACKNOWLEDGEMENTS

A big thank you to all who have helped Jewish Care on our journey of turning lives around. By combining the commitment of our supporters with the resources of Jewish Care, we've been able to assist thousands of people in the Victorian Jewish community during 2011/12.

THANK YOU TO OUR SUPPORTERS

We thank our exceptional donors and volunteers for your generous contributions and heartfelt gifts of time and spirit which made a lasting difference to the lives of many. Your dedication is highly appreciated.

THANK YOU TO OUR COMMUNITY PARTNERS

Jewish Care is grateful to numerous community organisations and companies for your ongoing involvement, sponsorship and support of our important work, helping Jewish Care to improve the wellbeing of our community.

IN MEMORY OF

Our sincere condolences go out to the family of Rodney Lloyd Benjamin OAM PhD, on the sad occasion of his passing in June 2012. For almost twenty years, Rodney was associated with the Australian Jewish Welfare Society as Board Member, President and Federal President.



Rodney Lloyd Benjamin OAM

LIFE GOVERNORS

Jewish Care Life Governors are recognised for their outstanding service and assistance to the organisation.

Jeffrey Appel

Dr Rodney Benjamin OAM 5"ד

Philip Brass

Michael Dubs

Jacob Fajgenbaum

Nathan Fink

Assoc Prof David Fonda

Barry Fradkin OAM

Geoffrey Green OAM

Dr Paula Hansky OAM

Bronka Kaplan

Deanna Levin

Marion Lippmann

David Mandie AM OBE 5"ד

Philip Mayers

Max New

Liz Nissen

Delysia Pahoff

Alan Schwartz AM

Robyne Schwarz AM

Phillip Shulman

Rosalie Silverstein

Graham Slade

Val Smorgon OBE

Jack Smorgon AO

Robert Smorgon AM

David M Southwick

Roy Tashi OAM

Avram Zeleznikow OAM

Masha Zeleznikow OAM

ESTATES, TRUSTS & FOUNDATIONS

We wish to pay our respects to the memory of the following individuals who in their passing, have helped to ensure the future

wellbeing of our community by including Jewish Care in their Will:

Lily Barbanell Estate

Viktoria Charlotte Bench Estate

Bernard A Boas Estate

Bertha Emily Gunthner Estate

Samuel Havin Estate

Norma Leah Hickman Estate

Adam Kalinski Estate

Pinek Krystal Estate

Stella Lanner Estate

Jetty Laster Estate

Marietta Manders Estate

Betty Miodek-Kagan Estate

Robert Raynor Estate

Hilda Sino Estate

Jewish Care is grateful for the generous support from the following trusts and foundations:

The William Angliss (Victoria) Charitable Fund

The Bardas Foundation

Bell Charitable Fund

Besen Family Foundation

Philip & Vivien Brass Charitable Foundation

Isobel Hill Brown Charitable Trust

Collier Charitable Fund

S & M Feiglin Charity Trust

Leo and Mina Fink Fund

The Finkel Foundation

The Marian & E H Flack Trust

Fonda Family Charitable Foundation

Gandel Philanthropy

Jack & Ethel Goldin Foundation

Ethel Herman Charitable Trust

Ken & Carol Klooger Family Foundation

The Landman Foundation

Lord Mayor's Charitable Fund

National Council of Jewish Women of Australia Foundation

Nordia Foundation Pty Ltd

The Pratt Foundation

Sherman Foundation

Silver Gold Fund, a sub-fund of Australian Communities Foundation

Jack & Robert Smorgon Families Foundation

The Victor Smorgon Charitable Fund

Spotlight Stores Charitable Foundation

Trawalla Foundation

Werled Foundation

GRANTS

Jewish Care gratefully acknowledges the following grants and sources which have provided funding for programs benefitting Holocaust survivors:

Conference on Jewish Material Claims Against Germany Inc.

Conference on Jewish Material Claims Against Germany for an Austrian Holocaust Survivors Emergency Assistance Program.

Funding to support Hungarian Holocaust Survivors through the Claims Conference's agreement with the Hungarian Government and MAZSOK.

Social Services for Holocaust Survivors have been supported by a grant from the Conference on Jewish Material Claims Against Germany (Claims Conference).



ACADEMIC & RESEARCH PARTNERSHIPS

Jewish Care continues to work alongside leading academic institutions and recognises their enormous contributions in helping to build an evidence-base for decision making.

Academic Partnerships

La Trobe University – Australian Institute for Primary Care and Ageing

La Trobe University – Faculty of Health Sciences, School of Allied Health

La Trobe University – Faculty of Health Sciences, School of Public Health and Human Biosciences

La Trobe University – World of Wounds

Leading Age Services Australia

Monash University – Australian Centre for Jewish Civilization

Monash University – Centre for Medicine Use and Safety

Monash University – Faculty of Medicine, Nursing and Health Sciences

University of Kent – Tizard Centre (UK)

University of New South Wales

Government and Organisational Partners in Research

Annecto

Commonwealth Respite and Carelink Centre Southern Region

Department of Human Services – Eastern Region

Department of Human Services – South Metro Region

Golden City Support Services

Jewish Community Council of Victoria

Maccabi Victoria

National Council of Jewish Women

Office of the Public Advocate

Office of the Senior Practitioner

Reinforce Inc

St John of God Accord

The Jewish Taskforce

Uniting Aged Care

Yooralla

BOARD SUBCOMMITTEES

Jewish Care extends sincere thanks for the dedication and hard work given by the following individuals:

Building Committee

Simon T Morris (Chair)

Jeffrey Appel

Bill Appleby

Sally Genser

Daniel Goodman

Marcus Harty

Meigan Lefebure

Bruce Rosengarten

Michael Schoenfeld

Andrew Schwartz

Development Committee

Leah Balter (Chair)

Jeffrey Appel

Bill Appleby

Andrew Blode

Melissa Davis

Robbie Franco

Dianne Gringlas

Bruce Rosengarten

Finance and Audit Committee

Michael Schoenfeld (Chair)

Frank Ajzensztat

Bill Appleby

Michael Debinski

Rohan Filer

Daniel Goodman

Robert Lebovits

Greg Nankin

Bruce Rosengarten

Quality and Service Review Committee

Assoc Prof Leslie Reti (Chair)

Bill Appleby

Michael Debinski

Maureen Flaherty

Susie Ivany

Meigan Lefebure

Ljubica Petrov

Sabine Phillips

Marcia Pinskier

Daniyela Rob

Remuneration and Review Committee

Bruce Rosengarten (Chair)

Jeffrey Appel

Bill Appleby

Leah Balter

Michael Debinski

FUNDRAISING COMMITTEES

Jewish Care's fundraising efforts are supported by dedicated teams of volunteers to whom we are indebted for their continued commitment and hard work.

Friends of Montefiore Committee

Delysia Pahoff (Chair)

Lisa Blode

Eve Casper

Suzy Cohen

Myrna Goldsmith

Jan Green

Deanna Levin

Sophie Lipp

Gloria Milgrom

Eva Rose

Annette Rosen

Shirley Sekler

Nicole Silberberg

Shirley Sweet

Susan Swiatlo

Judith Varlamos

Caroline Wein

Lea Woolf

Gala Dinner Committee

David Smorgon OAM (Patron)

Karen Goldenberg (Co-Chair)

Annette Smorgon (Co-Chair)

Dianne Gringlas

Lorelle Krulis

Suzanne Slomoi

Adira Werdiger

Generations of Women Committee

Melissa Davis (Chair)

Rachel Bloom

Suzy Cohen

Rebecca Fried

Ruth Kaye

Karen Korn

Dahlia Sable

COMMUNITY ADVISORY GROUPS

Jewish Care acknowledge the following individuals for their time, invaluable guidance and expertise.

Always Moving Forward Advisory Committee

Ruth Casen

Leanne Faraday-Brash

Suzi Finkelstein

Vicki Gordon

Myer Herszberg

Paul Hoffman

Romy Katz

Sharon Marlow

Doron Paluch

Austrian Holocaust Survivors Program Advisory Committee

Herbert Leder (Chair)

Lisl Henenberg

Erica Hurwitz

Eva Marks

Marianne Schwarz

Vernon Ungar

Emergency Aid Holocaust Survivor Advisory Committee

Magalí Kaplan (Chair)

Joanne Cochrane

Alice Halasz

Vera Klein

Meigan Lefebure

Kathy Loffler

Claims Conference Holocaust Survivors Advisory Committee

Magalí Kaplan (Chair)

Joanne Cochrane

Michael Cohen

Vera Klein

Henri Korn

Meigan Lefebure

Irene Slepoy

Vernon Ungar

Hungarian Holocaust Survivors Program Advisory Committee

Magalí Kaplan (Chair)

Joanne Cochrane

Alice Halasz

Vera Klein

Meigan Lefebure

Kathy Loffler

Jewish Advisory Committee

Rabbi Meir Shlomo

Kluwgant (Chair)

Bill Appleby

Maureen Flaherty

Robbie Franco

Susie Ivany

Melinda Jones

Laurine Kark

Meigan Lefebure

Mordechai Oyberman

Danielle Pogos

David Preiss

Karen Rosauer

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HOW YOU CAN HELP

TOGETHER FOR OUR COMMUNITY

There are a number of ways you can support our programs and services. By getting involved you can make a real difference to the lives of others.

DONATE

Make a One-Off Donation

Make a single donation any time or in response to one of our special appeals. You can do so on our website at www.jewishcare.org.au/donate or call **1800 JEWISH (1800 539 474)**.

Star Club Monthly Giving Program

Become part of a passionate group committed to making a lasting difference. Join the Star Club monthly giving program and make automated monthly contributions from a nominated credit card.

Support a Program

If you would like to make a significant contribution to a specific area, please speak to us to discuss how we can help.

Gifts in Memory

Remember and honour a loved one by giving a gift in their memory to Jewish Care.

Tzedakah Boxes

Tzedakah boxes are a great way to set an example about the importance of giving. Call 1800 JEWISH (1800 539 474) and ask us for a Jewish Care tzedakah box for your home, school or business.

SHARE YOUR SIMCHA

Simcha Giving

Many people use the opportunity of a celebration, anniversary or milestone to request a donation to Jewish Care in lieu of gifts.

B'nei Mitzvah Program

The B'nei Mitzvah Program is designed to connect a new generation of young Jewish people to the concept of *tzedakah* and volunteering. Program participants can have their donation matched dollar for dollar, thanks to the generosity of the Pratt Foundation. Email mitzvah@jewishcare.org.au to register.

VOLUNTEER

Come join our volunteer team and help make a tremendous difference to our community. New volunteers are always needed to support our vital work – all you need is a positive attitude!

To register as a volunteer, contact our Volunteer Resource Program team on **(03) 8519 5917** or email volunteers@jewishcare.org.au

WILLS AND BEQUESTS (Circle of Care Club)

Many people have chosen to make a profound and lasting contribution by including Jewish Care in their Will. By including Jewish Care as a beneficiary, you can help to ensure the wellbeing of our community into the future.

OUR VALUES

טוֹן
chessed *kindness*

is a concern for others. By focusing our efforts in practical ways that really make a difference, we take kindness to the highest level and help others to help themselves.

משפחה
mishpacha *family*

is about all-inclusive, unconditional belonging. We are a diverse community; young and old, affluent and disadvantaged, Australian-born and migrant, observant and secular. Despite these differences, we are all members of the one family. We all matter, and we all belong.

דֶּרֶךְ אֶרֶץ
derech erez *respect*

is the foundation of all human relationships. There is something special about each and every one of us, regardless of age, ability, status or background. Derech erez acknowledges that specialness in everyone.

צְדָקָה
tzedakah *charity*

from the Hebrew word, meaning justice, tzedakah is about making the world a better place. While often financial in nature, tzedakah is also about sharing what you have with others, be it your time, skills, experience or unique qualities. The reward is in the giving.

Yes, giving is in my nature and I want to help turn lives around.

Please accept my donation of <input type="checkbox"/> \$25 <input type="checkbox"/> \$50 <input type="checkbox"/> \$100 <input type="checkbox"/> \$150 <input type="checkbox"/> \$250		Please send me more information on	
OR my choice \$ (All donations over \$2 are tax deductible)		<input type="checkbox"/> Wills and bequests	
<input type="checkbox"/> Please find my cheque enclosed (made payable to Jewish Care)		<input type="checkbox"/> Simcha giving (donations in lieu of gifts)	
OR Please debit my <input type="checkbox"/> Visa <input type="checkbox"/> MasterCard <input type="checkbox"/> Amex		<input type="checkbox"/> Becoming a volunteer	
Card Number		<input type="checkbox"/> Programs and services	
Expiry Date	Signature	Name	
Name on Card	Email	Address	
Home Phone	Mobile		
<input type="checkbox"/> Yes, I would like to make monthly donations to Jewish Care			
I authorise my credit card to be debited \$ _____ per month. (Minimum \$10)			

Jewish Care, PO Box 6156 St Kilda Rd Central, Victoria 8008 www.jewishcare.org.au/donate Phone 1800 JEWISH (1800 539 474)





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