



*A year of transformation*

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*Annual Report*

2017/18

# Vision, values and strategic pillars

## VISION

Together, building and supporting a healthy, resilient and inclusive Jewish community.

## PURPOSE

Delivering excellent care and support, underpinned by Jewish values for the community we serve.

## VALUES

Jewish Care's 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. They pervade every aspect of our organisation, informing relationships amongst colleagues, between staff and clients and between our organisation and the wider community. Our values are about people - they provide a moral compass for the way we respond to challenges and the decisions we make.

## דרך ארץ

*derech eretz*

### RESPECT

Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.

## קהילה

*kehilla*

### COMMUNITY

Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.

## הכללה

*hachlala*

### INCLUSION

We embrace diversity and work together for a just and equitable society.

## אחריות חברתית

*achrayoot chevratit*

### SOCIAL RESPONSIBILITY

Behaving ethically with sensitivity and acting in the best interests of all.

## OUR FOCUS

Jewish Care Victoria belongs to the community – each of us owners and stakeholders. With ownership comes responsibility. We each play a role in ensuring the care of those in most need. The strength of our community is in our diversity and in our togetherness – young and old, rich and poor, healthy and sick, religious and unaffiliated. Together we are one.

## 6 STRATEGIC PILLARS

### OUR JEWISH ETHOS

Everything we do embodies 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 CLIENTS

Delivering outstanding client experiences, creating value through service coordination and case management. Embracing a client centric service underpinned by the principles of Choice, Accessibility, Relationships, Evidence-Based, Advocacy, Independence and Diversity.

### OUR PRODUCTS & PARTNERSHIPS

Relevant, innovative, evidence-based programs supported by genuine community partnerships that enhance access to quality services for all people within the Jewish community. Facilities that are convenient, efficient and provide the basis for leading edge service provision.

### OUR PEOPLE

Supporting a vibrant, professional, contemporary environment where people with a passion and initiative will thrive. Attracting and investing in the best and the brightest.

### OUR SYSTEMS & SUSTAINABILITY

Efficient and effective processes and systems that enable quality service provision and accountability. Ensuring financial sustainability that will secure the future delivery of vital services.

### OUR REPUTATION & 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.

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# Highlights



## 01

### LAUNCH OF NEW STRATEGY

Our new strategic plan for 2020, 'Transforming for Our Future', was published in June 2018 and set out 15 business priorities. This constitutes a whole-of-organisation approach, from strategic priorities and values to branding, responding to challenges and leveraging opportunities to secure a sustainable future for the Jewish community.

## 02

### 2018 ANNUAL APPEAL

The 2018 Annual Appeal secured record donations of \$3.5 million, demonstrating our community's confidence in Jewish Care to fully invest in delivering vital services and support to our community.

## 03

### HAND-IN-HAND™ MODEL OF SUPPORT FOR BETTER OUTCOMES

A number of exciting changes have taken place across our residential aged care environment in embedding the Hand-in-Hand™ model of support. This model of support and care has had a significant impact on our Elders, improving their quality of life and general wellbeing.

## 04

### PREPARING FOR YOUR NDIS PLANS

Our Carer Support Program has enabled over 100 families to successfully prepare for their National Disability Insurance Scheme meetings, of which more than 30 families have contracted us to manage their NDIS plans. We were also able to secure package supports five times larger than what they were receiving through their previous arrangements, prior to moving to the NDIS.

## 05

### EMBRACING COMMUNITY INCLUSION

As part of our strategic deliverables set out in the Strategic Plan for 2020, the organisation committed to developing and implementing inclusive practices for all members of the Jewish community. Two key initiatives undertaken include pledging our support with nine other faith-based organisations to providing inclusive services and working towards achieving Rainbow Tick Accreditation.

## 06

### KEY CAPITAL WORKS ROLL ON THROUGH 2017/18

We have completed a busy year of capital works, investing over \$135 million to develop Capital Campaign projects to serve the needs of our community. The Hannah & Daryl Cohen Family Building is progressing well and on time. Tenders were sought for construction of the Anne & Eric Smorgon Active Living Centre and Senior Aged Care Precinct in Carnegie, both to be executed before end of 2018.

# Highlights



## 07

### RELIEVING PEOPLE FROM HOUSING STRESS

Our Community Housing provides transitional and long term housing options to relieve people experiencing housing stress.

Thirty six units were completely refurbished by creating more open spaces for dining and living, and with upgrades to bedrooms and bathrooms including laundry facilities to each unit. Additionally, Jewish Care Board has resolved to add more units to this site as part of our commitment to improving housing outcomes for the community.

## 08

### PARTNERING WITH OUR VILLAGE KITCHEN

The partnership between Jewish Care and Our Village Kitchen enables families experiencing tough times to enjoy healthy and deliciously cooked shabbat meals.

People with disability living at The Manders Villas assisted with organising, storing and distribution of kosher meal parcels to clients.

## 09

### STAFF AND VOLUNTEER AWARDS

The 2017 Staff & Volunteers Service & Excellence Awards honoured staff members and volunteers who have achieved 5 to 40 years of service, and recognised the outstanding achievements of exceptional staff at all levels of Jewish Care and the contributions made by volunteers. The two main awards; Samuel H. Harris and Volunteer of the Year were presented to Ora Glickman and David Wilden, respectively.

## 10

### GEN17 SURVEY

Jewish Care was one of the major sponsors of the Gen17 Survey that measured the extent of change that has occurred within the Jewish population. We were consulted in designing and formulating survey questions, and our involvement in helping to propagate the survey resulted in an impressive outcome receiving over 8,700 responses. The survey has informed our strategic priorities and will continue to provide vital information for decision making, resourcing and allocation of funds for service provision.

## 11

### STANDING AGAINST ABUSE

Jewish Care brought together eight other communal organisations to take a stand against family violence and joined in the annual walk as part of White Ribbon Day. The joint effort was intended to raise awareness about the prevalence of male violence against women and saw more than 1000 people converge at Federation Square. Leading up to White Ribbon Day, our male staff were invited to sign an open pledge committing to stand against abuse.

## 12

### THE BEST PRACTICE COMMENDATION AWARD

Jewish Care Victoria was awarded the highly regarded Best Practice Commendation Award from the Australian Aged Care Quality Agency for implementing continuous improvement plans across our services to address both expectation and satisfaction levels of clients.

# President's message

I am pleased to present my 2018 report to our members, supporters and the community.



MICHAEL DEBINSKI

This is my sixth year as President of Jewish Care, and I am privileged to be part of an organisation that cares deeply about helping our Jewish community – our elders, people living with disability, people experiencing poverty, vulnerable children and families and Holocaust survivors.

We are at a significant time of reform, change and scrutiny of social service programs in Australia. The recently announced Royal Commission into Aged Care and the ongoing development of the National Disability Insurance Scheme will change the landscape of our future service delivery.

At the same time, we face the challenge of delivering programs essential to supporting the diverse needs of Victoria's Jewish population without adequate, or in some cases, any government funding. Additionally, increasing numbers in our community are turning to Jewish Care for help. This year, almost 6000 people sought our assistance.

The GEN17 Study indicates that demand for services is likely to continue, with 1 in 5 respondents assessing their financial circumstances as being marginal; feeling that they are 'just getting along'. Respondents rated aged care and services for people with a disability as the top two areas for services and support needed in the community.

In this environment of significant reform, reduced funding and increasing demand, Jewish Care has a clear vision to guide future

developments, strong leadership, committed and capable staff and volunteers, and an actively supportive community.

Over the past twelve months, the Jewish Care Board and Executive have set a course for the future, adopting new values and a strategic plan, "Transforming for Our Future", to deliver services that are innovative and effective. Our new values are: Respect - *derech eretz*, Community – *kehilla*, Inclusion – *hachlala* and Social Responsibility – *achrayoot chevratit*.

An example of our values in action is our plan to support people with disability to live in the community through the development of new housing and support services. In a growing competitive market, the success of Jewish Care will be our commitment to service quality and innovation. We commit to listen to the aspirations of our clients in the context of our Jewish values and beliefs.

We are also making significant progress towards establishing three best practice senior living precincts. Construction of the first of these precincts, The Hannah & Daryl Cohen Family Building at our St Kilda Road site has begun and is due to open in early 2020. Planning for the Anne & Eric Smorgon Active Living Centre in Caulfield and a new 120-bed Senior Living Precinct in Carnegie are well underway with contracts imminent. Our new residential services are based on the "Hand-in-Hand™" model of care, transforming our approach to care

for our Elders to be more homelike and focused on residents' individual needs and aspirations.

An important question is how do we continue to deliver quality services to our community in an environment where government subsidies do not meet the increasing cost of these services?

To continue to deliver services in this environment, we need to deliver services efficiently and make sure programs target need. To this end, over the past year, we have reduced corporate overheads while maintaining levels of direct care to our clients. We continue to use technology, contemporary systems and scale our operations to minimise our back of house costs. We are developing more contemporary facilities and programs such as the recent refurbishment of 36 Community Housing units located at our St Kilda East site. We will articulate clear outcomes for all our programs and fund against these outcomes. And in the coming years, we plan to identify areas of alternative revenue growth including social enterprise opportunities.

In his report our CEO Bill Appleby has detailed Jewish Care's many achievements during the last 12 months. A few words from me:

- With over \$3.5 million raised, we have had an exceptional Annual Appeal. The funds we raise from our Annual Appeal support social justice programs like housing, counselling, financial aid and employment.



Our Capital Campaign allows us to develop more contemporary facilities. Over the last three years, we have raised nearly \$23 million. I acknowledge the leadership of Alan Schwartz AM, the appeal committee led by Susie Ivany OAM and Lisa Kennett, and the ongoing leadership of Mark Joel and his team.

Thank you to all our donors for your support.

This year, the Board initiated discussions with Bill Appleby, for

an extension of his contract. To achieve our strategic priorities we require strong, stable and committed leadership. We are delighted Bill will continue to lead Jewish Care as CEO until the end of 2021.

I would like to conclude by thanking Jewish Care's staff, volunteers and supporters and our Board of Directors. Your commitment to Jewish Care and to our clients fills me with respect, admiration and pride. Thank you. It continues to be

my privilege to lead Jewish Care and I look forward to another terrific year.

Michael Debinski  
President





# CEO's message

*"History is important if we are to understand our future".*

**BILL APPLEBY**



We all know the famous Lao Tzu saying that "A journey of a thousand miles begins with a single step". Remarkably, this year is our 170th year on this journey of providing much needed care and support to the Victorian Jewish community.

Jewish Care Victoria and its predecessor organisations have enjoyed longevity due to the generous support it receives from the community and its ability to adapt and evolve to ensure it remains relevant to the current needs of the community.

For the dedicated supporters of our past, I trust it gives you enormous pride to know that today Jewish Care is a vibrant, viable and well respected lead agency with a strong advocacy voice on many important societal issues.

Jewish Care continues to transform all that we do, responding to the significant social policy changes both in disability and community aged care; managing through the downward fiscal pressure driven by governments; delivering on a once-in-a-generation capital renewal initiative across six key projects; whilst also effectively supporting the constantly changing needs of our community.

Last year, Jewish Care was at a point where it needed to review its existing Strategic Plan. We completed several external reviews to help inform our thinking, including an analysis of several of our social justice programs; a review of our readiness to realise the opportunities provided under the new NDIS funding scheme;

and a review of our organisational viability, particularly looking at residential aged care and in-home care growth.

The next three-year strategy, 'Transforming for Our Future', is an evolutionary plan which is built on the success of our previous three years of work. The plan was developed through extensive and rigorous consultation and a comprehensive review of the changing external landscape - politically, economically, socially, legally and demographically, all of which have significant implications for us going forward.

Our strategy speaks to all of us, not just the vulnerable. Through the delivery of excellent support and care with real choices and options, Jewish Care will continue to transform from a provider of necessity, to a provider of choice.

Working with their respective teams, our executive team have now turned these strategic priorities into annual business plans, which have subsequently informed the 2018/19 budget process.

## ACHIEVEMENTS

The 2017/18 year at Jewish Care has been incredibly successful as we have crystallised our strategy for the next three years; navigated and competed in the deregulated community aged care and disability markets; and commissioned several significant capital projects.

I would like to take the opportunity to list just a few of the key highlights of the year. Jewish Care:

- Operationally made an overall surplus of \$1.791 million despite some very significant fiscal constraints;
- Supported 372 Elders in residential aged care; 4,939 community clients (across Active Living Services, Disability and Individual and Family Services) and 488 job seekers. A total of 5,799 clients supported through 14,250 service connections with the average client accessing 2.45 services;
- Entered a partnership agreement with Our Village Kitchen to distribute beautifully prepared kosher meals cooked at the Ark Centre and Bialik College;
- Formed an Inclusive Practice Working Group to lead the organisation to attain Rainbow Tick Accreditation by May 2019;
- Held the annual Ethos Retreat in August where 35 leaders from across the organisation were inducted into a leading-edge, year-long leadership program called Potentiallife;
- Assumed responsibility for the community development and capacity building work of the Jewish Taskforce Against Family Violence;
- Underwent accreditation assessments at our Smorgon Family Nursing Home and Montefiore Homes and remain fully compliant, achieving outstanding results;

- Underwent a successful desktop audit conducted by the Australian Childhood Foundation and was successful in maintaining our Safeguarding Children Accreditation for another year;
- Undertook a significant analysis of the Northcote Avenue property and made the difficult decision to sell it as it is surplus to strategic needs;
- Appointed Watpac to build Stage 1 of the redevelopment of the Montefiore site;
- Invited tenders to construct a new 120-bed Senior Living Aged Care Precinct in Carnegie;
- Invited tenders to construct the new Anne & Eric Smorgon Active Living Centre in Caulfield adjoining the existing Gary Smorgon House, which will also include extensive refurbishment works to the ground floor amenity;
- Purchased a property at 168 Bambra Road Caulfield, which has been added to the Community Housing pool to support members in the community who are at risk of homelessness;
- Appointed VisionBuilt to refurbish 36 Community Housing units located at our St Kilda East site;
- Received the Australian Government Better Practice Award for client expectations driving continuous improvement;
- Was selected as a finalist for our mental health promotion campaign "Reach Out, Speak Out" in the Improving Mental Wellbeing category for the 2017 VicHealth Awards;
- In partnership with Australian Jewish Funders, hosted a community forum with Jay and Shira Ruderman of the Ruderman Family Foundation on people with disabilities in Australia;
- Enjoyed another outstanding fundraising year, with \$3.5 million raised through the Annual Appeal.

I am forever grateful to an incredible Board for their stewardship, commitment and guidance over the last 12 months, and thank them for the belief they place in me every day. Our job is certainly not finished, and I am delighted to have extended my term to the end of 2021. This extension ensures stability in leadership over the duration of the current Strategic Plan, including the delivery of several significant capital projects amounting to over \$136 million.

Our 12-month Board Foundation Program, Yesod, continues to go from strength to strength and is now considered by many in the community as a must for those seeking communal board positions. I would like to acknowledge the 2018 participants for their enthusiasm, support and contribution.

Jewish Care has a deep and profound understanding of the community, and how it can positively support individuals and families in a sensitive and meaningful way. It is critical we continue to thrive as an organisation by investing heavily in the quality of leadership and our understanding of the community we support. In that regard, I would like to acknowledge the terrific work of our very capable and hard-working leaders across our organisation for your passion, your dedication, your support and your professionalism, to work intelligently and in concert, to help transform Jewish Care.

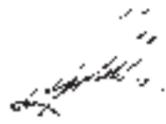
To our fantastic staff and volunteers, you continue to amaze me. I sincerely thank you for your ongoing commitment to the provision of dignified, quality care and support, and the unconditional regard you demonstrate to our community each day.

I would also like to extend my heartfelt appreciation to our donors, organising committees, corporate sponsors, and communal lay leaders, who continually create a vast array of fundraising initiatives across the year.

Lastly, the success of our Capital Campaign, 'Growing. For Our Community' is critically important if we are to deliver on all six important capital projects. At this stage, we have received \$22.6 million in pledges. Thank you to all our donors so far, for demonstrating such wonderful philanthropic leadership. May your generosity of spirit inspire others to be part of what is a once-in-a-generation opportunity to change the face of our services. To achieve our vision of six projects over 10 years, whilst also continuing to provide much needed services to over 6,000 people a year, we need your ongoing belief, your energy, your enthusiasm and your support.

There is no doubt in my mind, that the year ahead will be both extremely challenging and exciting, as we deliver on some significant milestones that will help build and support a healthy, resilient and inclusive Jewish community.

Thank you to everyone involved.



**Bill Appleby**  
CEO



# Products and services

*Jewish Care is the first choice for aged care, disability and community services for the Victorian Jewish community.*

## RESIDENTIAL AGED CARE

### Accommodation

- Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)
- Montefiore Homes Community Residence
- Smorgon Family Nursing Home

### Services

- Memory Care
- Palliative Care
- Respite Care

## DISABILITY SERVICES

### Accommodation

- Hawthorn Road House, Caulfield
- Jacobs House, Carnegie
- LaTrobe Street House, Caulfield South
- Prahran Grove House, Elsternwick
- The Coppel & Piekarski Family Disability Respite Centre, Caulfield
- The Richard & Marietta Manders Villas, Caulfield

### Services

- Planning and Carer Support
- Community Inclusion
- Case Management
- Home Support
- Individual Support Packages
- Outreach Services
- Respite for Children and Adults
- Daily Living Supports

## INDIVIDUAL AND FAMILY SUPPORT SERVICES

### Counselling and Parenting Support

- Complex Care - Social Work
- In-home Parenting Support

### The Employment Centre

- Certificate Courses
- Job Seeking and Recruitment
- Pre-accredited Training Courses

### Financial Services

- Empower Interest Free Loans
- Financial Aid
- Financial Counselling
- Saver Plus Financial Education Program

### Front Door

- Information and Access
- Service Coordination

### Housing Support

- Assistance and Advocacy
- Independent Living Units
- Short Term and Permanent Accommodation
- Transitional Housing

### Healthy Communities

- Family Violence
- Financial Literacy
- Mental Health Promotion

### Youth Mentoring Programs

- Young Achievers Program
- Youth Aspire Mentoring Program

### Jewish Care Owned Accommodation

- Bontschek Court and Leo Fink Court, St Kilda East (62 units)
- Freeman Street, Caulfield (2 houses)
- Fulton Street, St Kilda East (6 houses)
- Narong Road, Caulfield North

### Nomination Rights Properties

- Housing Choices: Sth Melbourne, Caulfield South (2 units)
- Launch Housing: St Kilda, Elwood, and Ripponlea (5 units)
- Port Phillip Housing Association: Moorabbin, McKinnon, St Kilda (10 units)

## ACTIVE LIVING SERVICES

### Active Living Centre

### Case Management

### In-Home Services

### Holocaust Survivor Support Program

## SHARED SERVICES

### Community

- Fundraising
- Marketing and Communications
- Next Generation
- Planned Giving
- Volunteer Resource Program

### Jewish Life Services

- Cultural and Spiritual Programs
- Kosher Supervision
- Pastoral Care
- Rabbinical Services

### Finance

- Information Technology
- Financial Services
- Procurement
- Payroll
- Property Management

### Infrastructure

- Developments

### People and Culture

- Employee Relations
- OHS and Emergency Management
- Organisational Development and Wellness
- Recruitment and Workforce Planning

### Research, Quality, Innovation and Policy

- Customer Relations
- Privacy and Information
- Quality and Compliance
- Research Collaboration

### Organisational Lead - Practice and Support

- Hand-in-Hand™
- Practice Leadership

# Strengthening our services

Our Individual & Family Support Services cater for children, young adults and families to achieve positive experiences by alleviating the conditions of poverty and disadvantage in our community.



## SERVICE COORDINATION

This year saw the merging of the In-Home Parenting and Individual & Family Counselling Program into Service Coordination. This has enabled the integration of all Social Workers into one cohesive unit and enhanced collaboration of shared clients and portfolios.

Our qualified team of Social Workers responded to a total of 311 direct transfers and referrals related to issues including family violence, child wellbeing and matters concerning those over the age of 65 years. Thirty percent of our client work involved family violence as the presenting issue, and included both current and historical family violence.

The team also supported other programs within and outside of Jewish Care, contributed to training offered by the Healthy Communities team and provided 37 formal secondary consultations.

With the change in the referral process stemming from the introduction of My Aged Care, referral management became a significant function of the Front Door team, as well as advocating for, and actively supporting community members to register with the new system. In addition, changes to processes resulted in all requests for housing assistance, financial counselling and financial aid being referred to Service Coordination in the first instance. This new process

enabled a more sensitive and thorough assessment of clients' needs, particularly where children were involved.

## HOUSING

Commencing the refurbishment of our existing units at Fulton Street and developing new staff to meet the requirements of the program were the main themes for the housing program during the year. 12 new tenancies were formalised, 44 new referrals were accepted for housing and 11 households were assisted to move into permanent accommodation from transitional housing, continuing to provide for those in the community that require affordable housing options.

Refurbishment of 36 community housing units to current standards with internal and external improvements commenced in 2017, and completed in August 2018.

## HEALTHY COMMUNITIES

The formation of the Healthy Communities team saw the merging of three programs; Mental Health Promotion, Family Violence Education and Financial Literacy. The Mental Health Promotion program continued to target activities to enhance awareness and knowledge of mental health issues to build positive mental wellbeing in the community, as well as increasing knowledge and responsiveness of Jewish Care staff.

Some of the noteworthy projects included:

- An accredited training program to facilitate Youth Mental Health First Aid, enabling the development of relationships with the Australian Zionist Youth Council and Bnei Akiva/Mizrachi communities to offer workshops for their leaders.
- Suicide awareness workshops with SANE Australia for professionals in the Jewish community and peer-led support groups for men's social and emotional wellbeing.
- A series of Financial Literacy programs for disability and residential aged care clients to educate on financial literacy, financial abuse and estate planning.

## YOUTH MENTORING

The two Youth Mentoring programs, Young Achievers and Youth Aspire continued to grow during the year.

Across the two mentoring programs there was a total of 37 young people engaged and matched with a mentor. This is a significant outcome for both programs, which aim in different ways to keep young people engaged and

connected to work, study and the community.

The programs provided a platform to connect the young person with a positive adult role model. The relationship focused on improving engagement with the school and creating a vocational pathway and positive social connections with the community.

The Youth Mentoring programs have also undertaken significant development expanding the program curriculum with additional sections focusing on boundaries, establishing purposeful relationships and communications skills.

## FINANCIAL SUPPORT SERVICES

Financial Support Services comprises a number of programs offering assistance to individuals and families facing hardships. 2018 saw an increase in lending for home purchase loans and household items, and an influx of donations increasing our capacity to respond to a growth in demand for Empower Interest Free Loans disbursing almost \$1.5 million to the community.

## THE EMPLOYMENT CENTRE

The Employment Centre is a professional employment service connecting people in the Jewish community with the right job. The Centre had an excellent year, with 181 registered job seekers finding employment. Key milestones included a project in conjunction with Access Inc. to find job placements for people with cognitive disability, receiving extra course funding, receiving accreditation as a provider of NDIS employment services and meeting all Learn Local training obligations.



**Aaron and Chana\* are an Orthodox Jewish couple blessed with six children to provide for through a life of Jewish education, ritual and tikun olam while struggling to navigate the modern world.**

**They have been struggling for a few years to live a comfortable lifestyle, due to increasing rent and unstable housing and the cost of Jewish life events, education and kosher food.**

**Having contacted Jewish Care through a social worker, Aaron and Chana's lives have changed for the better with in-home support, connections to financial counselling and access to Jewish Care housing. An Empower Interest Free Loan assisted the family with ancillary tuition costs for their children and car repairs enabled Aaron to travel to his job, which was secured through Jewish Care's Employment Centre.**

**With Jewish Care's assistance, Aaron and Chana are now managing their own budget and have moved into private rental accommodation.**

*\*Names and image were changed to protect client privacy.*

2,088

callers were assisted by Front Door

120

individuals and couples were assisted with financial counselling

1,205

referrals made to Jewish Care

37

participants engaged in the Youth Mentoring programs

5,799

clients supported through

14,250

service connections

92

new referrals made to financial counselling

71

household occupants currently residing in Jewish Care and partner housing

181

job seekers secured employment

385

people attended parenting forums and workshops

168

clients assisted with direct financial aid

\$1,465,423

disbursed through Empower Interest Free Loans



## Empowering through independence

*Our suite of services and programs, and contemporary facilities promote independence and wellbeing, and enable a fuller expression of lifestyle choices for Elders and clients.*

This year was one of renewal and progress for aged care services with investment in staff and leadership, commencement of building works and invigoration of lifestyle activities and programs for our Elders and clients.

Building works commenced on The Hannah & Daryl Cohen Family Building with the demolition of the Staff Training Centre and synagogue, paving the way for excavations to begin on the two-level basement. The project is expected to be completed in November 2019 and occupied by Elders in early 2020. Tenders were sought for the construction of two more facilities, the Senior Living Aged Care Precinct in Carnegie and an Active Living Centre in Caulfield.

A number of new initiatives have also been introduced across our facilities to embed the Hand-in-Hand™ model of support in the residential aged care environment.

The courtyard garden at Montefiore Homes proved to be an invigorating experience for Elders to spend time outside, enjoying fresh air and sunshine, and at the same time tending to a garden that has produced fresh vegetables that the Elders have cooked in the newly installed Elder kitchen.

Regular Elder Support Review Meetings have set the framework to discuss and identify Elders' needs and how to tailor our supports to enrich their lives further.

The commencement of a library group at Smorgon Family Nursing Home has given Elders access to books in many languages. These have helped to enhance communication and dialogue with one another and provide new reading experiences. The newly established walking group and music therapy sessions also proved popular with Elders.

A new vertical garden was installed at Gary Smorgon House, converting a once bare courtyard to a lovely lush garden, enabling Elders to tender to the plants.

La Trobe University continues to work closely with us in reviewing the implementation of Hand-in-Hand™, leading up to the opening of The Hannah & Daryl Cohen Family Building.

### ACTIVE LIVING SERVICES

Jewish Care continues to provide high quality care and support and maintained its accreditation standards to add value, supporting people to live independently in the community.

Ageing with self-determination and the ability and freedom to assume responsibility for oneself was key to reimagining Community Aged Care to Active Living Services.

Over the previous 12 months we have transformed our services to empower more Elders to age well in their own homes and community through the provision of supports, structure and systems.

Our structures were reorganised with improved focus on the person and making them central to how we deliver our programs. This change encouraged better choice and control for those needing our support, particularly for those who were in multiple programs.

Our systems were upgraded to complement our best-of-breed strategy. The recently installed Procura platform is driving efficiencies across our service offerings with dramatic reductions in the time taken to respond to support requests due to readily available information. Rostering has improved significantly as well, ensuring the right person is available to support those who request our services. The next wave of developments will see online and mobile technologies used to provide immediate information and updates, as well as allowing clients and families even greater control over the how and when their supports are received.

As a demonstration of our improvements, the Commonwealth Government has agreed to the transfer of over \$310,000 in annualised funding to Jewish Care

from other organisations. These additional funds will be channelled to support people seeking physiotherapy, occupational therapy and other allied health services, as well as social/educational groups or flexible respite in a person's home. Increasingly, we will be delivering services to the South Eastern suburbs to meet the growing needs and expectations of our community.

### ACTIVE LIVING CENTRE

Our clients were offered a wide range of activities, groups and programs to maintain and optimise their health and wellbeing throughout the year. These included fun filled educational luncheons and entertainment sessions for Rosh Hashana, Succot, Chanukah and Passover and other Jewish life events.

The formation of new social support groups such as chair-based Zumba, daytime lunch excursions, early morning exercise, centre-based respite and outreach programs was another key initiative driven to improve connectedness to the community and enhance daily living skills.

Carers were treated to a day away from their caring duties to focus on their own self-care, as they listened to presentations on carer stress and ways to find calm during a mindful meditation session.

The team also collaborated with other community organisations to enhance cultural awareness through training of council staff and participation at forums.

### HOLOCAUST SURVIVOR SUPPORT PROGRAM (HSSP)

Jewish Care continued to provide much needed support to Holocaust survivors during the year, to remain independent, socially active and financially stable.

Efforts were made by the HSSP team to help clients access Australian Government funded programs and services such as Home Care Packages and Commonwealth Home Support Program (CHSP), indirect transportation and physiotherapy sessions through My Aged Care.

Over 700 clients were visited by assessment officers to determine health conditions, mobility, and home environments to make referrals and functionality assessments and reassessments.

A special forum at Jewish Care, attended by the German Ambassador to Australia, Dr Anna Prinz, Anton Block, President Executive Council of Australian Jewry and Dr Madeleine Tress, Senior Policy Analyst, Claims Conference helped create awareness on services offered to Holocaust survivors and their expectations of the HSSP program.

340,000

meals provided to Elders in our residences

12,584

hours of support provided to private clients

553

Elders supported at our three aged care residences

784

clients supported at the Active Living Centre

4,939

community clients (Across Active Living Services, Disability and Individual & Family Services )



hours of care provided to Elders

\$13M

Claims Conference funding received to support Holocaust survivors

170,000

hours of homecare funded by Claims Conference funding

89.3%

overall occupancy rates at residential facilities

13,000

calls attended to by the HSSP team



Financial assistance provided to Holocaust survivors

302,238

hours of in-home support provided to Elders in our community

104,258

approximate bed days per year

70

Holocaust survivors helped by the HSSP team to apply for restitution from German, Austrian, Romanian, Polish and French Governments



# Caring for our Elders every step of the way

Leon Shulkin is 95 years of age and has been an Elder at Gary Smorgon House since February 2018.

His family contacted Jewish Care in May 2017, requesting additional support as Leon was finding it challenging to care for himself and attend to house chores on a daily basis.

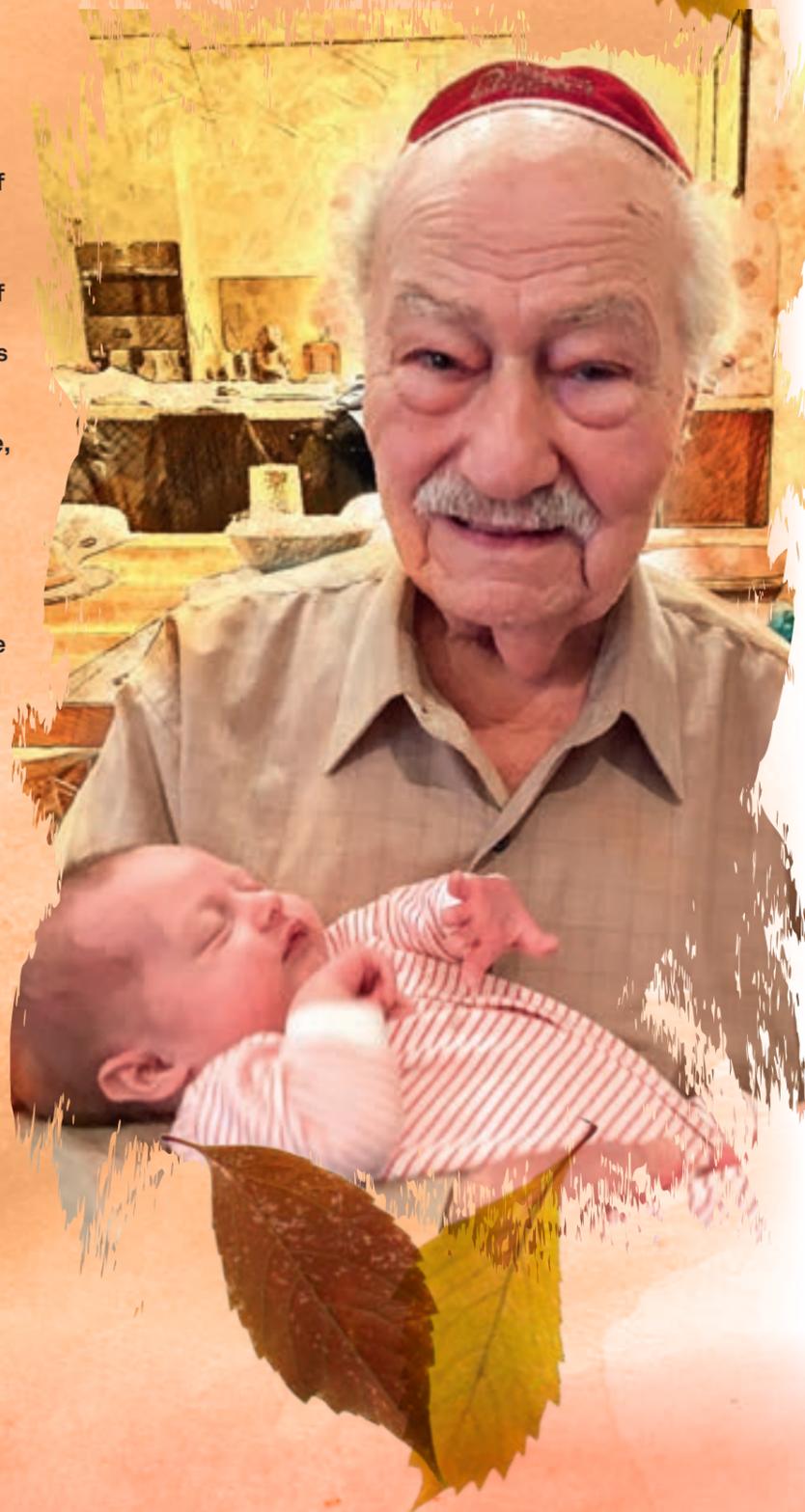
An assessment was conducted and a care plan was designed introducing three hours of companionship services at the onset of our services. Within two weeks, his care plan was revisited to allocate nine hours of combined services and our carers were assisting Leon with cooking, shopping, domestic assistance, going for walks and, most importantly, providing companionship to meet a deep-seated yearning for connection.

Not long after the initial assessment, Leon's health condition started to decline, requiring more hours of care. Because of the close relationship that we have managed to build overtime, our community aged care team were able to help immediately with additional support to allow Leon to remain independent.

In December 2017, Leon was admitted to hospital due to a domestic fall. The complications of the accident significantly impacted his ability to return home and live independently.

Our caring and knowledgeable staff were once again at his service, assisting him with hospital appointments, rehabilitation and respite support, while arrangements were made for a smooth transition into residential aged care.

Happy and satisfied with Jewish Care's services and support, Leon enjoys his new life at Gary Smorgon House and his family visits him every week.



# Personalisation and choice

*Our purpose is to improve the quality of life for people with disability by enabling opportunities for choice, inclusion and achievement at home and in the community.*

It has certainly been a year of transformation and growth for Disability Services, as we continued to navigate and transition through the challenging environment of the National Disability Insurance Scheme (NDIS).

A range of services were offered from support in the home, and in accessing new programs such as plan management, support coordination, therapeutic supports and accommodation, adapting to meet new opportunities and expectations. We will continue to change as our clients and their families embrace the opportunities for self-determination implicit in the NDIS.

## NDIS, PLANNING AND CARER SUPPORT PROGRAM

This year, in response to the community's request to assist them with preparing for the NDIS, we refocused our Carer Support Program to include not just our clients but many members of the community to successfully enter the NDIS.

We have attended over 50 official NDIS planning meetings with clients and delivered a number of workshops in partnership with the Victorian Advocacy League for Individuals with Disability. These efforts have resulted in more people contracting Jewish Care to assist them with their NDIS plans for support coordination or plan management.

## SHORT TERM ACCOMMODATION

Our growth has been humbling and rewarding as we have seen a significant number of new and returning clients accessing our services.

We are a registered provider of short term accommodation under the NDIS and an approved provider of respite services. Our services are fully accessible with a wide range of activities and state-of-the-art mobility assistance technology.

Our group activities held mostly during holiday periods and weekends in partnership with Access Inc., Maccabi All Abilities and Flying Fox have seen modest growth with more clients accessing our programs this year.

As an approved provider for both community and centre-based group and social supports under the NDIS, we provided a range of specific activities for members of the Jewish community. These activities assisted people with increasing independence and ranged from social to recreational events including cooking, sensory art, visits to the zoo, lawn bowls and indoor bowling.

Our group activities catered for adults encouraged to live active, social and healthy lives and ranged from fitness programs and weekend outings to volunteer events.

## DAILY LIVING SUPPORTS

We have assumed responsibility for Jewish Care's Home and Community Care Linkages programs and expanded our outreach supports at The Manders Villas. In addition, services have increased to accommodate people living with a range of disabilities including; intellectual, autism, neurological, chronic illness and psychosocial.

We have seen over 20 clients transition to the NDIS with 30% of them being new clients to the Daily Living Supports program. On average, existing clients who have moved to the NDIS have secured package supports five times larger than what they were receiving through their previous arrangements.

Daily Living Supports has continued to empower clients through our block funded program Outreach, Flexible Support and Case Coordination. This year saw an increase of 24% more clients being serviced through our block funded programs that provided equitable programs to as many people as possible.



## SUPPORTED ACCOMMODATION

Our focus has been to review our Supported Accommodation Services as homes where people live and exercise choice and control over their daily lives. We are building a happy and healthy environment where residents' wishes are met by identifying and supporting them reach their personal goals. Enhancing the quality of support delivery, widening the circle of engagement with cultural life and building high quality communication are key aspects of this transition.

Our research study on Active Support with La Trobe University revealed the quality of staff support across our disability accommodation has increased significantly. The five year study, explored how Person Centred Active Support resulted in increasing engagement, choice and community presence, as well as reductions in challenging behaviours for those with most complex needs. It also examined organisational and motivational structures, which facilitated high quality service to these population groups. Active Support is a proven model of care that enables and empowers people with disabilities to participate in all aspects of their lives.

41,293

hours of respite care provided to children

40,140

hours of respite care provided to adults

100

families assisted to prepare for their NDIS planning meetings

30

families contracted Jewish Care to coordinate their NDIS plans

10

families assisted to appeal their denial to access NDIS plans

# Responding to our community

Many families with a loved one living with disability were unable to access a suitable group activities program that fostered social and learning experiences. Their only option was overnight respite at The Coppel & Piekarski Family Disability Respite Centre, for which some limits were placed on the frequency of access by the NDIS.

This is when the families reached out to the manager and her team at The Centre, and inundated her with requests for a day respite program with a focus on community connectedness. Her team began discussing and planning, and were able to introduce two group activity programs for children and adults.

The group activities program includes a broad range of physical activities enabling them to learn and develop new skills, meet new people and be connected with the community. They were also able to access other services depending on their care needs.

The program, which caters for smaller groups of six people or less, is a personalised service and has included outings to the zoo, working farms, Antarctic Centre and Jewish events organised through local schools and organisations.

At the end of our 2018 summer program, one parent said, "My daughter looks forward to the program so much that she can't wait to leave the house in the morning to get to the program."

Another parent commented, "The new school holiday program is so much better. It's so much more structured and I know what is happening is really good, and good on you for adjusting it."

Our group activities program is now a vital support to families who are struggling to manage their work commitments, school holidays and other family responsibilities.





# Learning from experience

*Our staff and volunteers are our greatest resource. They exemplify Jewish Care's vision and values and provide an invaluable service in maintaining and enhancing the wellbeing of our Elders and clients.*

A significant key to our strategic plan is to continue to develop organisational leadership and culture, and invest in the development of our staff. We strive to build strong ties with other community organisations, industry bodies and educational institutions to endorse knowledge and experience sharing.

In this regard, many members of the executive team and other employees have had opportunities to present at various national and international conferences. These included the Ageing & Society Symposium in Melbourne, Aged and Community Services Australia National Summit in Cairns and Information Technology in Aged Care Conference in Sydney, and prestigious programs at Harvard University. Another wonderful opportunity extended to Jewish Care was to present to the Australian Charities & Not for Profit Commission's Advisory Board Meeting to provide an overview of the Aged Care Sector Reform package and the grass roots impact on the third sector.

35 leaders were inducted into a year-long leadership program, 'Potentiallife', at the Annual Ethos Retreat. The program focused on developing strengths, health and relationships for effective leadership and has given rise to gaining a deeper insight into their strengths and their team's strengths to improve performance and connection to our clients.

Chief Executive Officer, Bill Appleby's recognition as the 'National Aged Care CEO of the Year 2018', at the Australian Health Care Week Awards in Sydney, was a significant achievement for Jewish Care and testament to his leadership capabilities.

March Of The Living was another unique once-in-a-lifetime opportunity

presented to our staff seeking to learn from past experiences. Every year, two employees from the organisation are sent to Poland and Israel as part of the Ethos Program.

Our Ethos Program proved valuable for new staff to familiarise themselves with Jewish values, culture and traditions to provide a better service to our clients.

The 2017 Staff and Volunteer Service and Excellence Awards recognised 71 staff and volunteers for their sustained service and commitment to Jewish Care. Awards were presented to outstanding individuals and teams, amongst them were two employees celebrating over 40 years' service with Jewish Care.

The Yesod (Board Foundation) program, now in its third year, was a resounding success yet again, and we have seen 12 highly energised participants join in 2018.

Our volunteers are an integral part of Jewish Care, helping to provide direct assistance to our Elders and clients through social, recreational and spiritual activities. Throughout the year, efforts were made to encourage more engagement from schools and families to participate in activities organised across our facilities, improve procedures and increase volunteer numbers. David Wilden was awarded the Volunteer of the Year award for his exceptional service.

The current Volunteer Resource program has over 350 volunteers aged from 18 to 85 years. They are from diverse backgrounds, speaking a multitude of languages and bringing with them a range of skills and abilities.

Some of the highlights of the year were the Packing Bees, Mitzvah Day and the screening of 'The Bookshop' that saw our volunteers fill the theatre at the Classic Cinemas.

739  
staff

352  
volunteers

325  
staff attended our  
Ethos program and  
mandatory training

260  
new staff joined  
Jewish Care this year

# Celebrating Jewish life

*Celebrating Jewish culture, traditions and values are an integral part of Jewish Life's services.*

The celebration of Jewish festivals within all facilities and pastoral services empower Elders, clients and their families, and our staff to live a meaningful and spiritual lifestyle that contributes to their emotional, physical and spiritual wellbeing.

Over the last 12 months, a wide range of cultural and spiritual services were facilitated with hundreds of Elders, families and staff attending.

More than 200 people attended a special celebratory community event 'On One Stage' at Gary Smorgon House. It provided an opportunity for our Elders and their family members

to showcase their talents and express what Jewish Care meant to them. It was an extraordinary experience to listen to our Elders perform and to see them reconnect with family and friends and foster new relationships.

The Family Day at Montefiore Homes was another refreshing experience for Elders to stimulate their physical senses while developing friendships and improving social interactions with friends and family.

All the Jewish festivals and holy days were observed and celebrated across our facilities leaving an imprint on diverse aspects of Jewish life.



181  
Jewish festival events  
were attended by  
5,338  
Elders and  
4,054  
guests  
4,430  
pastoral visits within  
Residential Aged Care

150  
shul services at our  
three residential homes

16  
Jewish festival events  
were held for clients of  
Disability Services

# Renewal and progress



*Our Strategic Plan embodies our commitment to building and supporting a healthy, resilient and inclusive Jewish community.*

We have a sustained focus on strengthening and improving our systems and processes to achieve efficiencies and ease of service delivery for our clients.

Procura, the newly installed client management system and Cumulus, a data management platform, are two examples of our best-of-breed approach to managing and sharing information. Winning the Better Practice Award for implementing continuous improvement plans across our services manifests our commitment to service excellence. These combined, showcase our innovation and excellence in aged care.

We also worked earnestly to establish relevant and evidence-based programs supported by community partnerships to enhance access to quality services and programs. We are proud to be associated with:

- The Ethnic Communities Council of Victoria on developing and delivering a community awareness program targeting gambling problems;
- Impact for Women, Jewish Community Council of Victoria, Maccabi Victoria, National Council of Jewish Women of Australia, Progressive Judaism Victoria Inc., Rabbinical Council of Victoria, Tzedek, and Unchain My Heart on family violence support;

- Our Village Kitchen to distribute kosher food prepared at the Ark Centre and Bialik College to people who are in need;

- Access Inc. and Flying Fox to drive an employment initiative to attract young Jewish volunteers to Jewish Care;

- Investment continues to support the Avraham Zeleznikow, Jewish Care and Monash University Russian Jewish Immigration PhD Study, due for completion in June 2019;

- The Jewish Taskforce Against Family Violence for the development of a community capacity building program targeted at 'vulnerable' communities;

- The State Government Department of Education and Training, and vocational education providers to enhance the pathway from education into employment, for Certificate III Individual Support (Aged Care) graduates;

- Jay and Shira Ruderman of The Ruderman Foundation during their visit to Australia.

Over the past year a number of studies with external research partners have been completed including the:

- GEN17 Survey with Jewish Communal Appeal and

Monash University Centre for Jewish Civilisation and;

- Living the Good Life: Embedding Active Support and Practice Leadership Study (5 year study) with La Trobe University, University of Kent, Anneto, St John of G-d, Accord, Yooralla, DHHS eastern region and Golden City Support Services.

We have had successful visits from the Victorian Human Services Standards Auditors, Australian Childhood Foundation and the Australian Aged Care Quality Agency, and have achieved successful accreditation outcomes. Assessors were generally highly complimentary of the care provided, citing good feedback from clients and progress towards meeting clients' individual goals and goal setting.

Findings from the Jewish Care Customer Satisfaction Survey across Individual and Family Services and Disability Services showed further evidence of an improved level of client satisfaction in more than 80% of the areas assessed.

Our leadership voice across various areas of expertise is further testament to our ability to engage in broader issues reflecting the changing landscape for aged care and disability services. These included the Victorian Multicultural Commission's Regional Advisory Council for the Southern Metropolitan Region, a state-wide Residential Aged Care working group and the Victorian Healthcare Association Voluntary Assisted Dying Model of Care Consultative Committee.

# A sustainable future

*Our journey of renewal will ensure improvements to our services and increased access to aged care, disability and social justice programs, creating a sustainable future for our community.*

'Growing. For Our Community.' is the single largest Capital Campaign in the history of Jewish Care and within the Victorian Jewish community, creating a legacy for future generations.

It has been an exciting year for capital developments with continued investment in infrastructure throughout 2017/18.

## THE COPPEL & PIEKARSKI FAMILY DISABILITY RESPITE CENTRE

**476-478 Glen Eira Road, Caulfield**

The Coppel & Piekarski Family Disability Respite Centre was opened in March 2016. This award-winning design has become a home away from home for our clients. It is fully accessible with a range of activities and state-of-the-art mobility assistance technology. The respite houses, for adults and children, are approved to provide respite on behalf of the Victorian Department of Health Services and short term accommodation under the NDIS.

## THE HANNAH & DARYL COHEN FAMILY BUILDING

**Cnr Punt Road & Union Street, Windsor**

Construction is well underway for the state-of-the-art, \$90 million development situated on the corner of Punt Road and Union Street. Building works commenced with the commissioning of a temporary kitchen and demolition of the Staff Training Centre and synagogue, paving the way for excavations. As at June 2018, the majority of the two-level basement has been excavated and the builders are working their way back up to ground level. The project is expected to be completed

in November 2019 and occupied by Elders in early 2020.

The nine storey Hannah & Daryl Cohen Family Building will feature seven levels of residential aged care facilities and two levels of essential community, health and medical services, synagogue, gallery, as well as light retail spaces.

## ANNE & ERIC SMORGON ACTIVE LIVING CENTRE

**Freeman Street, Caulfield**

The Anne and Eric Smorgon Active Living Centre will comprise a two-level, modern building providing the community with an engaging environment to participate in a range of communal activities including healthy ageing services, outreach programs and respite services. The project will also include the refurbishment of the ground floor at Gary Smorgon House to enhance the multipurpose room and café areas to provide a more social environment for our Elders. We anticipate awarding the building contract by the end of 2018.

## COMMUNITY HOUSING

**Alma Road & Fulton Street, East St Kilda**

Our Community Housing in East St Kilda has assisted people in need with accommodation support for many years, contributing to enhancing their quality of life. Thirty six units were completely refurbished by creating more open spaces for dining and living, and with upgrades to bedrooms and bathrooms including laundry facilities to each unit. Additionally, Jewish Care Board has resolved to add more units to this site as part of our commitment to improving housing outcomes for the community.

## CARNEGIE SENIOR AGED CARE PRECINCT

**1 Wahgoo Road, Carnegie**

Jewish Care is working with a preferred builder and early earthworks have been completed to make way for the development of a 120-bed Senior Living Aged Care Precinct in Carnegie. This development is anticipated to be

completed in 2020, offering best practice services and programs for Elders living in the South Eastern suburbs.

## PARTNERING TO CREATE CARING COMMUNITIES

Jewish Care's philosophy of caring for those who are in need is integral to its operation.

We are inspired by our community's continued engagement with us and support in serving the needs of the community and particularly, during this exciting period of development.

The 2018 Annual Appeal consisting of an annual dinner, seven major

donor dinners, a Sunday Tzedakah Telethon and an innovative social media campaign was a phenomenal success and the highest performing appeal to date with donations exceeding \$3.5 million. The Annual Appeal provides funding for our social justice programs to support people facing various challenges including disability, homelessness, family violence, unemployment and financial stress.

Throughout the year, numerous other events were organised to raise funds with the involvement of major donors, next generation donors, community members and young enthusiasts committed to making

life less challenging for others. Major donors were a crucial part of fundraising for capital investments and since the launch of the Capital Campaign, \$22.6 million has been raised to develop six state-of-the-art facilities. Committees such as Friends of Montefiore and Generations of Women are important strategic and communal partnerships raising vital funds.

Our first Sunday Tzedakah Telethon and other seasonal telethons attracted young volunteers, Elders and community members who helped raise over \$150,000 for social justice programs.



# Honouring our benefactors

We remember the following benefactors who, by leaving a gift to Jewish Care in their will, have helped to create a legacy of support for people in need in our community.



## JACK & DOREEN CARMAN

Jack Carman was born in Cairo, Egypt in 1924. He migrated to Australia with his parents, themselves immigrants from Russia, when he was two. He and Doreen met at the North Judean Tennis Club in Fitzroy. Together they raised three children, David, Philip and Judy. They celebrated their Jewishness and formed strong connections with Kew Hebrew Congregation, helping in its establishment, and later, Caulfield Hebrew Congregation.

An engineer by trade, Jack was known as the family handyman. He remained active and productive throughout his life and he and Doreen took great pride in their children and grandchildren. A believer in the goodness of people, he and Doreen remained devoted to one other for more than 69 years. They were longstanding supporters and Gold Members of Circle of Care.

## GERALD FRIEDLANDER

Born in Berlin in 1935, Gerald was the younger child of Erwin and Eva Friedlander. Together with his family, Gerald escaped Germany in 1938, less than two months before Kristallnacht, with assistance from Jewish Welfare.

Settling in Melbourne, the family re-established their button business in Flinders Lane, supplying some of the city's leading fashion houses. Gerald worked in several occupations before joining the family business where he worked until his retirement. He had two sons, Mark and Steven, and enjoyed many interests. An excellent sportsman, Gerald was a member of the Citizen's Military Force, achieving the rank of Captain. He also enjoyed sailing, serving for some time as Commodore of the Patterson Lakes Yacht Club.

His bequest to Jewish Care acknowledges the assistance extended Gerald's family by Jewish Welfare.



## ARNOLD FRIEDMANN

Arnold Friedmann was born in 1908 in Suhl, Germany to Selma and Max, owners of a successful livestock and butcher business. During the war, Arnold and his two brothers Walter and Kurt were interned in Buchenwald, but they were fortunately released and deported to Australia from England aboard the HMT Dunera.

The brothers married and settled in Melbourne, reuniting with both their mother and sister Grete and her family from Palestine. The three brothers worked for Batagol Brothers in Barkly Street before opening up their own Friedmann Bros butchershop in Glenhuntly Road, Elsternwick, supplying to delicatessens and restaurants all over Melbourne. The three brothers continued to work together until their retirement in the early 1980's. Arnold was a Elder of Montefiore Home for the Aged for a number of years until his passing in 1987.



## ZARA MURKIES

Zara Murkies was born in 1923, the only child of Ralph and Beatrice Rubin. In 1938, the family immigrated from London to Melbourne, where her parents ran a milk bar.

Zara met Nathan Murkies at the Kadimah in Lygon St, Carlton. They married in 1946 at Toorak Shul with Rabbi Goldman officiating. This loving marriage produced their only child, David.

Zara worked in the family paper manufacturing business alongside her husband. She was an avid reader, enjoyed gardening, watching tennis and was involved with South Caulfield Hebrew Congregation and the Jewish National Fund. She was a long term supporter of Jewish Care. Her gift was made in appreciation of the work of Jewish Care in the community.

## ANNY SCHEUER

Anny Scheuer was born in Vienna, Austria in 1920, the first child of Feyga and Karl Rosenkranz. Her childhood was overshadowed by her mother's illness and subsequent passing, leaving Anny to take on responsibilities beyond her years.

The family survived the war in Shanghai. Following the war, Anny immigrated to London and then to

Melbourne in 1952. Together with her first husband, Robert Scheuer, she raised a son Stephen and established a successful business. Following Robert's passing, Anny married Stanley Rubens, whose companionship she enjoyed over the next 20 years, travelling together and pursuing shared interests.

Ever mindful of her own difficult beginnings, Anny's bequest to Jewish Care provided for the establishment of "The Anny Scheuer Scholarship", enabling less fortunate children to access opportunities which she herself would have liked to have had.



## MAGDA SOMOGYI

Magda Somogyi was born in Hungary in 1923. She migrated to Melbourne in the early 1950's and married Pista Somogyi, who operated a bric-a-brac shop in Chapel St, Prahran. Pista also worked part-time for Magda's father, who operated a carpentry factory.

Following Pista's passing in 1990, Magda's health declined and she moved to Jewish Care's Melbourne Hebrew Memorial Nursing Home, which was then located in Ashwood. Magda's bequest to Jewish Care acknowledges the care extended to her over many years.



## ESTHER WERBLUD

Esther Werblud was born in Bialystock, Poland in 1923. She was a teenager when the Nazis invaded her hometown and was the only one of her family to survive. In the war's aftermath, Esther met and married fellow survivor Philip Werblud, with whom she immigrated to Melbourne in 1947. Together they rebuilt their lives and raised a son and a daughter.

In her later years, Esther became an active member of the Holocaust Survivor Project and often gave testimony at the Holocaust Museum and at Yom Hashoah Commemoration events. Esther was a longstanding member of Jewish Care and spent her last years as a Elder at Gary Smorgon House, where she was loved by staff and residents alike.

# 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) Inc. financial results for the 12-month period 1 July 2017 to 30 June 2018 (FY 2018). Our financial statements have been prepared in accordance with Australian Accounting Standards.

ROHAN FILER



It was a challenging 12 months to 30 June 2018, particularly in residential aged care with zero indexation to funding received. The NDIS rollout was delayed into our region and the Commonwealth Home Care Packages were deregulated. These challenges coupled with renegotiations with our major partners on the Grant Agreement with the Material Claims Conference and the Enterprise Agreement for Nurses, Health & Allied Services, resulted in a difficult financial environment in our sector and for our organisation.

Nonetheless, Jewish Care had the continued generous support from the Jewish community with good responses all round in bequests, capital and annual appeals as per Figure 1. We are confident that Capital Campaign pledges will continue to grow in the coming twelve months as development of The Hannah & Daryl Cohen Family Building nears finalisation and building commences at the new precinct in Carnegie and the Anne & Eric Smorgon Active Living Centre in Caulfield.

Figure 2 shows the total revenue trend since 2011 – operating revenue has continued to trend upwards, noting that the fall in overall revenue in FY 2018 relates primarily to a one-off gain on sale of bed licences in the prior year, as well as reduction in investment returns as investment funds have been drawn down to fund building works at the St Kilda Road Stage 1 site.

Jewish Care delivered a \$1.79 million surplus from operations for the year. This reflects the range of diverse support services needed by our community, which are provided by Jewish Care with only a marginal revenue base and which rely on community support to fund.

## KEY HIGHLIGHTS

- Initial soil works have been carried out at 1 Wahgoo Road, Carnegie for a new 120 bed Senior Living and Community Precinct.
- Final planning undertaken for construction of the new Anne & Eric Smorgon Active Living Centre in Caulfield abutting the existing Gary Smorgon House, which will also include extensive refurbishment works to the ground floor amenities of Gary Smorgon House.
- Completion (following year end) of the refurbishment of 36 Community Housing units located at our St Kilda East site.
- Settled on a property in Bambra Road Caulfield, which has been added to the Community Housing pool to support members in the community who are at risk of homelessness.
- Received \$2.758 million from capital appeal fundraising in addition to an increased annual appeal for the year of \$3.506 million. The donors in our community continue to support the strategic vision and the major projects that Jewish Care has embarked on.
- Our bank ANZ, has continued to provide support through the approval of debt funding for the capital development works being undertaken.
- Continued financial funding received from the Material Claims Conference towards providing critical care and support services to our Holocaust survivors.
- Extensive support towards social justice programs, particularly towards Individual & Family Support and Disability Support Services.
- Investment funds, separated into two portfolios (one relating to refundable accommodation deposits and the other relating to bequests and capital appeal funds received) continue to deliver returns, though funds continued to be drawn down during the year as required for investment in our already commenced 156-bed Senior Living and Community Precinct capital project at the corner of Punt Road and Union Street.

In FY 2018, Jewish Care continued to invest in the welfare of the vulnerable members of our community. The social justice programs in Active Living Services and Disability Services amounted to \$4.1 million with little support through Government funding.

Overall expenditures have been well managed with savings derived from the insourcing of our repairs and maintenance function, as well as through investment in a new operational management program, Procura, which has introduced several systems efficiencies within Jewish Care operations.

Salaries and wages continue to be the largest expenditure incurred by Jewish Care at \$45.59 million, 65% of the total expenditure (FY 2017 \$41.66m, 63%), with the organisation employing 765 employees as at 30 June 2018.

## KEY ITEMS – STATEMENT OF FINANCIAL POSITION

	FY 2018	FY 2017 Restated
Total Assets	\$265,438,286	\$249,489,403
Total Liabilities	\$70,527,856	\$67,828,788
Reserves	\$125,613,652	\$114,155,573
Accumulated Funds	\$69,296,778	\$67,505,042
Total Equity	\$194,910,430	\$181,660,615

Jewish Care's land and buildings were independently valued in FY 2018 in accordance with current accounting policies. There was a net increment in the total value of the land and buildings held at FY 2018 as shown in the reserves and no impairment had been required in the statement of financial position for the year.

In conclusion, I would like to thank the members of the Jewish Care Board, Finance and Audit Committee and the Executive team of Jewish Care for their ongoing commitment in supporting and enhancing the lives of the Jewish community. As our building works progress and develop, we can be assured that the infrastructure to support best practice services for the Jewish community will be in place, for decades to come.

Rohan Filer  
Treasurer

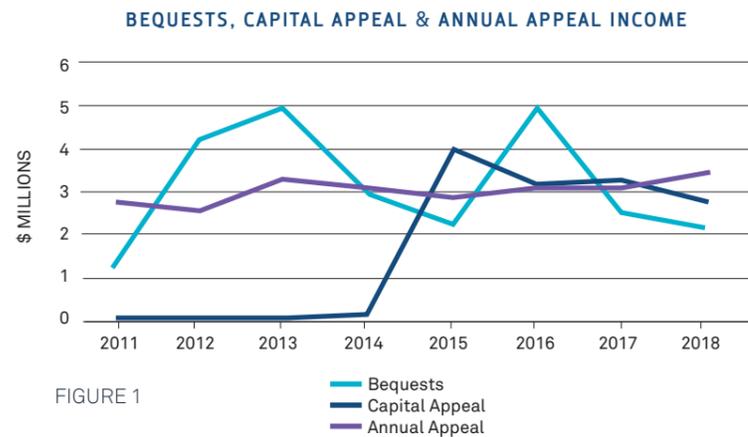


FIGURE 1

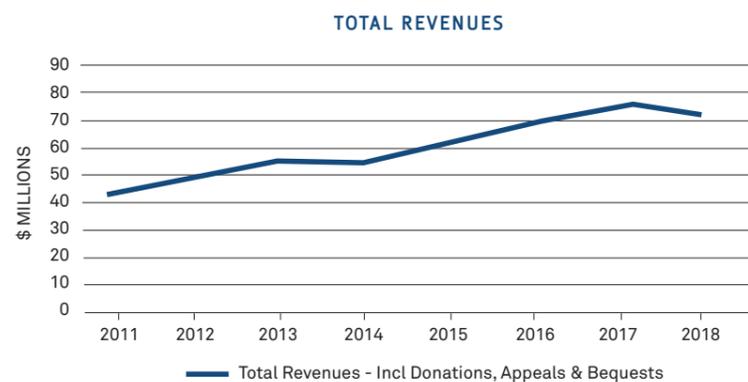


FIGURE 2

## SUMMARY OF KEY FINANCIAL RESULTS

	FY 2018	FY 2017 Restated	Variance
EBITDA	\$184,778	\$4,759,857	(\$4,575,079)
Operating Net Surplus*	\$1,791,736	\$10,005,318	(\$8,213,582)
Annual Appeal	\$3,506,317	\$3,147,554	\$358,763
Other General Donations	\$1,023,115	\$922,973	\$100,142
Capital Appeal	\$2,758,167	\$3,257,708	(\$499,541)
Bequests	\$2,116,158	\$2,543,862	(\$427,704)

\*FY 2017 (restated) Includes \$2.9 million from gain on sale of bed licenses, land and buildings

# Financial statements

Consolidated statement of profit or loss and other comprehensive income for the year ended 30 June 2018

	2018 (\$)	Restated 2017 (\$)
Fees and charges	21,244,671	20,426,440
Government subsidies	39,040,992	39,072,216
Other revenues	11,986,338	17,036,595
<b>Total revenues</b>	<b>72,272,001</b>	<b>76,535,251</b>
Employee benefits expense	(45,590,054)	(41,658,871)
Depreciation and amortisation expenses	(2,754,812)	(3,116,585)
Community development expenses	(2,276,706)	(2,248,748)
External services expenses	(6,386,497)	(5,677,638)
Food expenses	(4,796,715)	(4,897,049)
Repairs and maintenance expenses	(2,549,614)	(3,267,683)
Medical and other supplies	(638,923)	(694,969)
Consulting expenses	(570,102)	(657,859)
Energy expenses	(597,268)	(522,355)
Administration expenses	(2,437,493)	(2,127,219)
Laundry expenses	(524,435)	(441,700)
Other expenses	(1,357,646)	(1,219,257)
<b>Total expenses</b>	<b>(70,480,265)</b>	<b>(66,529,933)</b>
Surplus before tax	1,791,736	10,005,318
Income tax expense	-	-
<b>Surplus after tax</b>	<b>1,791,736</b>	<b>10,005,318</b>
<b>Other comprehensive income</b>		
Other comprehensive income to be reclassified to profit and loss in subsequent periods:	-	-
Other comprehensive income not to be reclassified to profit and loss in subsequent periods:		
- Revaluation of land and buildings	11,458,079	84,818,737
<b>Other comprehensive income for the year</b>	<b>11,458,079</b>	<b>84,818,737</b>
<b>Total comprehensive income for the year</b>	<b>13,249,815</b>	<b>94,824,055</b>

## Consolidated statement of financial position as at 30 June 2018

	2018 (\$)	Restated 2017 (\$)
<b>Current assets</b>		
Cash and cash equivalents	8,104,166	7,732,298
Trade and other receivables	4,837,982	3,466,578
Assets held for sale	5,084,854	-
Financial assets	39,360,358	51,495,146
Other assets	193,504	211,487
<b>Total current assets</b>	<b>57,580,864</b>	<b>62,905,509</b>
<b>Non-current assets</b>		
Trade and other receivables	2,548,871	2,776,355
Other assets	769,429	802,764
Property, plant and equipment	203,590,533	176,694,015
Intangible assets	948,589	1,079,239
Investment properties	-	5,231,521
<b>Total Non-current assets</b>	<b>207,857,422</b>	<b>186,583,894</b>
<b>Total assets</b>	<b>265,438,286</b>	<b>249,489,403</b>
<b>Current liabilities</b>		
Trade and other payables	10,878,495	6,542,491
Provisions	3,991,576	3,706,203
Refundable accommodation deposits	54,545,392	56,568,318
<b>Total current liabilities</b>	<b>69,415,463</b>	<b>66,817,012</b>
<b>Non-current liabilities</b>		
Provisions	1,112,393	1,011,776
<b>Total non-current liabilities</b>	<b>1,112,393</b>	<b>1,011,776</b>
<b>Total liabilities</b>	<b>70,527,856</b>	<b>67,828,788</b>
<b>Net assets</b>	<b>194,910,430</b>	<b>181,660,615</b>
<b>Equity</b>		
Reserves	125,613,652	114,155,573
Accumulated funds	69,296,778	67,505,042
<b>Total Equity</b>	<b>194,910,430</b>	<b>181,660,615</b>



Michael Debinski



Jeffrey Appel OAM



Susie Ivany OAM



Rohan Filer



Frank Ajzensztat



Greg Nankin

# Board of governance



## MICHAEL DEBINSKI

### President

Mike retired from the Victorian Government after a long career as a senior executive holding a range of leadership roles overseeing the planning and delivery of health and community services.

Immediately prior to his retirement, he played a lead role negotiating and supporting the implementation of the National Disability Insurance Scheme.

Throughout his career, Mike has worked towards reducing inequality and disadvantage, and achieving better lives for the most disadvantaged in our community. He is a member of a number of Jewish organisations promoting a strong and active secular Jewish community life in Australia.

## JEFFREY APPEL OAM

### Co-Vice President

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.

## SUSIE IVANY OAM

### Co-Vice President

Susie has been actively involved in the community for many years.

Susie has been President of National Council of Jewish Women Victoria, Vice President of NCJWA and is Vice President (Australia) of International Council of Jewish Women. She founded and is Chair of Unchain My Heart, dedicated to educating about and advocating and supporting Agunot (women chained to recalcitrant husbands under Jewish law). Susie is passionate about developing and engaging the next generation.

## ROHAN FILER

### Treasurer

Rohan is Chief Financial Officer of b.box, one of the fastest growing Australian companies in the baby products industry. He is a qualified Chartered Accountant with over 20 years of experience in finance, strategy, mergers and acquisitions, and international structuring.

Rohan was previously Head of Corporate Development at technology company MessageMedia, responsible for strategy and acquisitions. He also spent many years as a consultant in professional services firms in Australia and the UK advising clients on transformational projects, strategic reviews, corporate finance projects and taxation issues.

## FRANK AJZENSZTAT

### Assistant Treasurer

Frank has extensive technical and senior management experience in consulting, technology solutions, process re-engineering and technology architecture.

He has been the Chief Technology Officer and Chief Executive Officer of Touchcorp Holdings Ltd, General Manager IT at Mayne Nickless Express, National IT Manager at IPEC Road Express, Senior Process Re-engineering Consultant at Coles Myer, and Systems Engineer at IBM.

He is currently a director of Cullinan Group which provides technology-based self-service solutions for retailers.

## GREG NANKIN

### Secretary

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.



Prof Sharon Goldfeld



Adam Joel



Lisa Kennett



Andrew Schwartz



Michael Schoenfeld



Simone Szalmuk-Singer

## PROF SHARON GOLDFELD

Professor Sharon Goldfeld is a developmental paediatrician and public health physician at the Royal Children's Hospital's Centre for Community Child Health (CCCH) and Co-Group leader of Child Health Policy, Equity and Translation at the Murdoch Children's Research Institute.

She has a decade of experience in state government as a senior policymaker in health and education including Principal Medical Advisor in the Victorian Department of Education and Training. Her research program is focused on investigating, testing and translating sustainable policy relevant solutions that eliminate inequities for Australia's children.

Sharon has over 20 years of board experience including Sholem Aleichem College, being President for 10 years, and Very Special Kids.

## ADAM JOEL

Adam has a Bachelor of Commerce and an MBA from Melbourne Business School. He started his career as a Management Consultant in Australia and the United States, working across a broad range of industries.

Adam spent 14 years as the Managing Director of TIC (Reverse Logistics) Pty Ltd. an international retail services company. In his role, Adam oversaw a number of businesses including Software as a Service Division, an inventory trading operation, a reverse logistics business and a Goods Not-For-Resale fulfilment division.

## LISA KENNETT

Lisa is a Specialist Consultant in Conflict Resolution where she has worked in wide variety of commercial areas including the Electricity Industry and Financial Sector. Prior to this she practised as a Barrister and Solicitor.

She is the immediate past President of Mount Scopus Memorial College, a position she held for over seven years and also serves on the Boards of other Community organisations.

## ANDREW SCHWARTZ

Andrew is the Managing Director and one of the founders of Qualitas Property Partners. He is responsible for overseeing the group's activities, setting the strategic direction of the business, transaction origination as well as building and enhancing relationships with the Group's strategic capital providers, clients, investors, financiers and consultants.

Qualitas provides direct loans to the property sector and manages private equity. Andrew is on the advisory Board of Property Industry Foundation Victoria and is also a full member of the Chartered Accountants Australia and New Zealand.

## MICHAEL SCHOENFELD

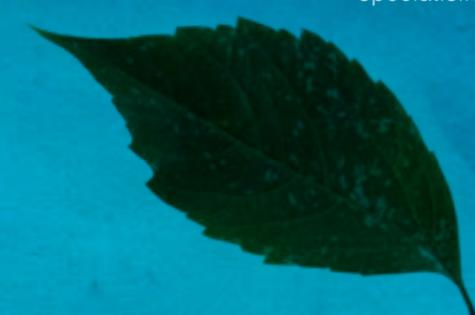
Fellow of the Institute of Chartered Accountants in Australia Michael operates his own consulting practice, specialising in business and taxation planning advice, management consulting, restructuring of businesses, business valuations, acquisitions, mergers and sales. Michael also participates on several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

## SIMONE SZALMUK-SINGER

Simone Szalmuk-Singer is passionate about developing Jewish communal leadership for the future and is involved in many initiatives to train and mentor current and potential leaders.

She is a director of the Australian Jewish Funders and co-founder and co-editor of Jewish Women of Words, an online publication for emerging and established Jewish women writers.

As former President of JNF Victoria and Australian National Vice-President, Simone played a key role in restructuring JNF Australia striving for strict levels of governance and benchmark multi-generational reach. Simone worked for many years as a lawyer, specialising in employment law.



# Executive team



## BILL APPLEBY

### Chief Executive Officer

Bill is a strong executive leader with extensive experience and strategic understanding of the aged care and community services.

Bill is currently a Board Member for East Timor Hearts Fund (ETHF) and a graduate of the Australian Institute of Company Directors (GAICD). Additionally, he served as a Victorian Divisional Councillor for Aged & Community Services Australia for two years and member of the Consumer Reference Group for Calvary Health Care Bethlehem. Bill has held various senior positions including Board Member of Leading Age Services Australia (LASA) Victoria for six years, Director on the Tweddle Child & Family Health Service Board (Vic) for six years and his most previous roles preceding Jewish Care as Executive Director, Aged Care, Mercy Health and National General Manager of Operations at Regis Group.

## MAHAN KRISHNAN

### Chief Financial Officer

With over 21 years of experience in a diverse set of financial roles, Mahan has played a key role in the success of many organisations. Over the last 12 years specifically, he has worked at Prime Trust, Illawarra Retirement Trust (IRT) and Orange Valley Healthcare (Singapore), providing him with very solid credentials in the aged care sector.

Academically, Mahan holds an Associate Diploma Business (Accounting), a Bachelor of Business – Monash (Accountancy), and a Master of Business Administration – USQ (Leadership). Mahan is also a Fellow of the Institute of Public Accountants (FIPA) and a Graduate of Australian Institute of Company Directors (GAICD).

## HUGH CATTERMOLE

### Chief Operating Officer

Hugh graduated as a physiotherapist and holds an MBA as well as a Masters of Commercial Law. He has spent much of his commercial career in the health sector and brings a wealth of health services management experience to Jewish Care.

## MARCUS HARTY

### General Manager Strategic Projects and Acquisitions

Marcus brings a wealth of management experience in complex property, facilities management and construction project management. Marcus holds formal qualifications in property valuations and real estate and an Associate Membership at the Australian Institute of Valuers and Land Economists. He is also a graduate of the Australian Institute of Company Directors.

## MARK JOEL

### General Manager Community

Mark's portfolio incorporates Fundraising, Marketing and Communications, Jewish Life, Planned Giving, Next Generation and the Volunteer Resource Program.

Mark is well known to many in the Jewish community through his former involvement with Leibler Yavneh College and, in particular, his position as Chairman of the School Council and co-founder of the Yavneh Foundation.

Prior to joining Jewish Care, he worked professionally as a lawyer, corporate adviser and senior executive in the commercial field.

## JULIA COOKSON

### General Manager People & Culture

Julia holds a Master of Commerce (Business Administration) and is a graduate of the Australian Institute of Company Directors (GAICD). She has been a Director on the Lorne

Community Hospital Board, and currently serves on Finance and Audit for Bentleigh Community Health. Most recently, she held Executive roles in the Australian Genome Research Facility and AHPRA.

Julia was nominated for Telstra's Business Woman of the Year 2013, 2014, 2015 for the Science Technology and Innovation Leadership Development Program. She is also involved in several community services groups focusing effort on improving the prospects of older unemployed and victims of violence in obtaining and retaining work.

## STEPHEN THOMAS

### General Manager Innovation & Quality

Stephen has held many senior roles within the health sector. Stephen holds qualifications in nursing, neuroscience, advance clinical practice and an MBA (Executive).

Since joining the organisation in 2013, Stephen has built a solid profile representing the organisation on industry committees, forums and conferences.

## SAMUEL MURRAY CF

### Organisational Lead - Practice & Support

Samuel has responsibility for leading organisation-wide development of staff to deliver truly person-centred supports to the people we serve. He holds a Bachelor of Applied Science (Disability) from RMIT, is a Past President of Australasian Society for Intellectual Disability - Victoria, and Australasian Board Member.

Samuel contributes to a number of ministerial panels and has been actively involved in disability workforce development on behalf of the Office of Premier and Cabinet (Victoria). Samuel currently leads the implementation of Rainbow Tick Accreditation that demonstrates our commitment to LGBTI+ pride, diversity and inclusion.



Back row from left: Mark Joel, Samuel Murray, Hugh Cattermole, Stephen Thomas.  
Front row from left: Julia Cookson, Bill Appleby, Marcus Harty, Mahan Krishnan.

# Acknowledgments

## THANK YOU TO OUR PEOPLE

We extend our sincere appreciation and gratitude to our staff for your time and efforts in continuing to strengthen our organisation.

## THANK YOU TO OUR DONORS

On behalf of thousands of people whose lives have been forever changed, we extend our warmest thanks and deepest gratitude to all our donors and benefactors for their contributions to Jewish Care.

## THANK YOU FOR SHARING

To all our Elders, clients, volunteers and respective families, thank you for sharing your inspirational stories and allowing them to appear in the Annual Report.

## THANK YOU TO OUR COMMUNITY PARTNERS

Jewish Care appreciates the support of our community organisations, companies and individuals for collaborating with us and strengthening the work we do for our community.



## LIFE GOVERNORS

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

Jeffrey Appel OAM  
 Rodney Benjamin OAM י"ד  
 Andrew Blode  
 Philip Brass  
 Debbie Dadon AM  
 Melissa Davis  
 Michael Dubs  
 Jacob Fajgenbaum  
 Nathan Fink  
 David Fonda  
 Barry Fradkin OAM  
 Arthur Goldsmith י"ד  
 Geoffrey Green OAM  
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 David Mandie AM OBE י"ד  
 Philip Mayers  
 Max New  
 Liz Nissen  
 Delysia Pahoff OAM  
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 Bruce Rosengarten  
 Robert Salter י"ד  
 Shirley Samuel י"ד  
 Alan Schwartz AM  
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 Phillip Shulman OAM  
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 Graham Slade AM  
 Meryl Slutzkin י"ד  
 Rachael Smith י"ד  
 Val Smorgon OBE  
 Robert Smorgon AM  
 Jack Smorgon AO  
 David Southwick  
 Roy Tashi OAM  
 Lily Weiss י"ד  
 Joseph West  
 Dora Wittner י"ד  
 Avram Zeleznikow OAM י"ד  
 Masha Zeleznikow OAM י"ד  
 Heinz Ziffer י"ד

## ESTATES, TRUSTS AND FOUNDATIONS

**We wish to pay our respects to the memory of the following individuals who have helped to ensure the future wellbeing of our community by including a gift to Jewish Care in their will:**

Joseph M Augen  
 Louis Berner  
 Rhoda Myra Cohney  
 Maurice Goldstein  
 Evelyn Goncalves  
 Abraham Harris  
 Rachel Harris  
 Cynthia Hilary Holper  
 Margit Korn  
 Joseph Kronheimer  
 Marian Lawrence  
 Louis Lesser  
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 Hermann Lissauer  
 Gerhart Claus Lowenthal  
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 Albert Spatt  
 Harold A Webster  
 Eleanor Sabina Wertheim  
 Ephraim Yoffa  
 Henry Herbert Yoffa  
 Samuel Younkman

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Aged Persons Welfare Foundation  
 Alter Family Foundation  
 The William Angliss (Victoria) Charitable Fund  
 The Bardas Foundation  
 The P & S Bassat Family Charitable Foundation  
 Besen Family Foundation  
 B'nai B'rith Charitable Trust  
 Brand Foundation  
 Philip & Vivien Brass Charitable Foundation  
 Cher Family Foundation  
 Collier Charitable Fund

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 Victorian Government (Multicultural Affairs and Social Cohesion Division, Department of Premier and Cabinet)  
 DS Capital Endowment  
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 Spotlight Foundation  
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 Taj Bear Foundation  
 Trawalla Foundation  
 UHG Foundation  
 Werled Foundation  
 Zelwer Family Endowment

## GRANTS

**Jewish Care gratefully acknowledges the following grants and sources which have provided funding for programs and services benefitting our community:**

Commonwealth Home Support Program Grant  
Home and Community Care Grant  
State Aged Care Funding – Support for Carers Grant  
State Trustees Grassroots Grant

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Holocaust Survivor Emergency Assistance Program from the Claims Conference. Emergency Assistance Program for Austrian Nazi victims. This funding comes from a settlement with the Austrian Government, which was negotiated by the Claims Conference

Grant from the URO Charitable Trust Limited (UROCTL) administered and managed by the Claims Conference for on-going social or short-term emergency assistance

The Claims Conference has approved allocation at the direction of the United States District Court supervising the lawsuit In Re: Holocaust Victim Assets Litigation (Swiss Banks) to provide Jewish Care with Emergency Assistance Program

Grant from Caritatea Foundation in Romania (a foundation created by the Federal of Jewish Communities of Romania and the World Jewish Restitution Organisation) towards emergency assistance for Romanian Jewish Nazi victims



Jewish Care extends its sincere gratitude to the partners of Arnold Bloch Leibler (ABL) for their significant donation in memory of their late partner, Leonie Thompson. Their generous donation has helped to further the important work we do for our community and deliver the following programs for the wellbeing of those whom we serve in our community:

- Employment and Training
- Financial Counselling & Empower Interest Free Loans
- Housing Support and
- Family Violence Prevention Advocacy.



## ACADEMIC & RESEARCH COLLABORATIONS

**Jewish Care continues to work alongside leading academic institutions, government bodies and private organisations. We recognise their enormous contributions in helping to build an evidence-base for decision making.**

Access Inc.  
Alfred Health  
Annecto  
Australian Catholic University  
Australian Catholic University - Institute for Health and Ageing  
Australian Government – Australian Research Council  
Colliers International  
Deakin University  
Department of Human Services - Eastern Region  
EY  
Golden City Support Services  
KPMG  
La Trobe University - Faculty of Health Sciences, Australian Institute for Primary Care and Ageing  
La Trobe University - Faculty of Health Sciences, School of Allied Health, Department of Social Work and Social Policy  
La Trobe University - Living with Disability Research Centre  
Lincoln Centre for Research on Ageing  
Monash University - CRC for Water Sensitive Cities  
National Health and Medical Research Council  
Pinnacle Group  
Scope  
St John of G-d Accord  
University of Kent - Tizard Centre (UK)  
University of Melbourne  
University of Minnesota  
University of Queensland  
Yooralla



## BOARD SUBCOMMITTEES

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

### BUILDING SUBCOMMITTEE

Jeffrey Appel OAM (Chair)  
Bill Appleby  
Danny Benjamin  
Hugh Cattermole  
Marcus Harty  
Johann Kelaart  
Mahan Krishnan  
Lisa Kennett  
Joe Lewit  
Cameron Mackay  
Jonty Rzechta  
Andrew Schwartz  
Marita Sealey  
Nicole Standfield  
David Vorchheimer

### FINANCE & AUDIT SUBCOMMITTEE

Rohan Filer (Chair)  
Frank Ajzensztat  
Bill Appleby  
Hugh Cattermole  
Adam Goldberger  
David Gordon  
Johann Kelaart  
Jeremy Kestenberg  
Mahan Krishnan  
Cameron Mackay  
Greg Nankin  
Michael Schoenfeld

### GOVERNANCE SUBCOMMITTEE

Greg Nankin (Chair)  
Jeffrey Appel OAM  
Bill Appleby  
Lisa Kennett

### INVESTMENT SUBCOMMITTEE

Rohan Filer (Chair)  
Frank Ajzensztat  
Bill Appleby  
Johann Kelaart  
Mahan Krishnan  
Eli Nossbaum  
Dean Smorgon

### QUALITY AND SERVICE REVIEW SUBCOMMITTEE

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Hugh Cattermole  
Anita Courtney  
Mike Debinski  
Susie Ivany OAM  
Samuel Murray  
John Serry  
Simone Szalmuk-Singer  
Stephen Thomas  
John Zeleznikow

### REMUNERATION & NOMINATIONS SUBCOMMITTEE

Mike Debinski (Chair)  
Jeffrey Appel OAM  
Rohan Filer  
Susie Ivany OAM  
Simone Szalmuk-Singer

### YESOD BOARD LEADERSHIP PROGRAM

Facilitated in partnership with the Australian Institute of Company Directors, this 12-month structured program immerses participants in the structure and workings of Jewish Care and best practice principles of governance, and aims to develop the next generation of not-for-profit directors. The program is supported by Kelly and Simon T. Morris Family and Szalmuk – Singer Family.

Rohan Appel  
Monika Aronfeld  
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Adam Davis  
Fiona Grinwald  
Yael Hershman  
Shelley Kline  
Amir Lefkovic  
Ashley Moss  
Justin Perelberg  
Shana Reuben  
Ben Simon

## 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.**

### ANNUAL DINNER COMMITTEE

Melissa Davis (Chair)  
Galit Ben David  
Hilary Cohen  
Georgia Danos  
Miriam Farkas  
Toni Joel

### CAPITAL CAMPAIGN COMMITTEE

Alan Schwartz AM (Patron)  
Susie Ivany OAM (Chair)  
Bill Appleby  
Melissa Davis  
Mike Debinski  
Judy Gandur  
Dianne Gringlas  
Toni Joel  
Roxanne Kozica  
Michael Schoenfeld

### FRIENDS OF MONTEFIORE COMMITTEE

Delysia Pahoff OAM (Chair)  
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Deanna Levin  
Gloria Milgrom  
Eva Rose  
Annette Rosen  
Shirley Sekler  
Nicole Silberberg  
Shirley Sweet  
Susan Swiatlo  
Judith Varlamos  
Caroline Wein  
Lea Woolf

**GENERATIONS OF WOMEN COMMITTEE**

Melissa Davis (Co-chair)  
Miriam Farkas (Co-chair)  
Hilary Cohen  
Sara Pike  
Elyse Schachna  
Tammie Slade  
Keren Zelwer

**MAJOR DONOR DINNER COMMITTEE**

Lorelle Krulis  
Karen Goldenberg  
Dianne Gringlas  
Mark Joel  
Roxanne Kozica  
Susie Ivany OAM  
Orlee Schneeweiss

**NEXT GEN COMMITTEE**

Laura Davis  
Robyn Davis  
Natalie Dodge  
Maxine Goldman  
Tammy Nossbaum  
Rachel Pitt  
Rebecca Tuszyński

**COMMUNITY ADVISORY GROUPS**

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

**ALL ABILITIES COMMITTEE**

Sharon Hamilton (Chair)  
Sandra Chester  
Dean Cohen  
Shari Cohen  
Rachel Kay  
Alexia Keats  
Steve Lowe  
Sharon Malecki  
Bella Oldham  
Elaine Polonsky  
Ben Rychter  
Kay Schweitzer  
Amanda Sloane

**CLAIMS CONFERENCE AUSTRIAN HOLOCAUST SURVIVORS ADVISORY COMMITTEE**

Hanna Muzhanova (Chair)  
Marianne Schwarz  
Eva Marks  
Vernon Ungar  
Renee Companez  
Lana Khasin

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Hilary McMahon  
Les Zimmerman  
Aneta Chereshsky  
Lana Khasin

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Matthew Danos  
Doron Paluch  
Phillip Piorun  
Rochelle Serry  
Joel Wald  
David Werdiger  
Reuben Zelwer  
Richard Zimmerman  
Louise Zygier

**JEWISH DISABILITY NETWORK**

Shari Cohen  
Dean Cohen  
Sharon Goodhardt  
Steve Lowe  
Sharon Malecki  
David Southwick

**PRO BONO LEGAL ASSISTANCE**

David Schetzer,  
*Schetzer Constantinou Lawyers*  
Michael Lipshutz,  
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**Jewish Care (Victoria) Inc**  
619 St Kilda Road, Melbourne, Victoria 3004  
ABN: 78 345 431 247  
ARN: A0040705X

Head Office: (03) 8517 5777  
All Services: (03) 8517 5999  
info@jewishcare.org.au  
[www.jewishcare.org.au](http://www.jewishcare.org.au)

