

## SERVICE CHARTER



## Our Vision

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

## Our Purpose

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

## 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.

Jewish Care's vision and purpose speaks to all of us, not just the vulnerable. Through the delivery of the highest quality of care coupled with real choices and real options, we will transform Jewish Care from a provider of necessity to a provider of choice – **First choice for community support.**



## About Jewish Care

In 1848, visionaries in our community established the foundations of Jewish Care. Ever since, Jewish Care has been providing vital support for people in need. Touching over 6,000 lives each year, Jewish Care helps individuals and families in the Victorian Jewish community receive the support they need to meet the challenges they face. We are the first point of contact for people experiencing unemployment, homelessness, emotional and financial difficulties, mental health issues and people living with a disability.

As always, we remain dedicated to providing professional, dignified aged care empowering seniors to remain healthy, connected and independent. Our person centered care approach enables people to live meaningful lives. Each person is recognised as experts in their own life and supported to achieve their highest potential. Building on concepts of active support and our own evolving Hand-in-Hand™ model, clients are encouraged to do what they can to maintain independence and function, and to be engaged in the community.

As a dynamic organisation focused on building community capacity, we also provide employment and training services for all sectors of the workforce, financial products for businesses and individuals and innovative programs to impart life skills and promote the potential of our youth.

## Our 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 Customer Service Principles

**Choice:** We empower you to access the right support for you.

**Accessibility:** Our services are affordable to all and are conveniently located close to the majority of the Victorian Jewish community.

**Partnership:** We work in partnership with you, your family, friends, doctors, shules and all the various individuals and organisations that influence your quality of life. We actively build partnerships with other professionals and service providers to extend the network of support available to you and your family.

**Independence:** We embrace and advocate the principles of active support in all our services, fostering independence, empowerment and healthy living, through all life stages.

**Evidence-based:** We ensure that service delivery and development is guided by robust research and innovation.

**Advocacy:** We advocate with and on behalf of our clients, actively informing government of the issues facing our community, influencing social policy and effecting social change.

**Diversity:** We recognise the diversity of the Victorian Jewish community and deliver services that are respectful, responsive and inclusive of all.

## Your Responsibilities

We ask that you:

- Respect the rights of other clients, staff, volunteers and suppliers
- Treat others with dignity and courtesy
- Provide us with relevant information to help us to assist you
- Care for your own health and wellbeing, as far as you are capable
- Respect and care for personal and shared work and living spaces
- Respect and comply with safe work and living practices
- Observe and respect Kashrut in shared environments
- Respect cultural differences
- Advise us if your needs change
- Accept the results of your decisions
- Pay any fees agreed by the due date
- Respect our complaint and conflict resolution processes

## Accreditation for Safeguarding Children

Jewish Care was accredited by the Australian Childhood Foundation under the Safeguarding Children Program in June 2016, and became the first provider of its kind to have undertaken and gained this accreditation in Australia. This accreditation reaffirms Jewish Care's strong commitment to the Safeguarding Children Program.



The Safeguarding Children Program is a unique voluntary accreditation scheme for organisations who have a duty of care to children and young people whilst delivering a service or activity to them and/or their families. The Program systematically builds the capacity of organisations to keep children and young people safe from abuse and exploitation by staff, volunteers or other relevant related individuals.

## Your Consent is Important

It is important to us that you understand what you are consenting to and for what purpose, so that your consent is informed, freely given, specific and current.

## Protecting Your Privacy

Jewish Care is serious about protecting your privacy, in accordance with the following legislation:

Privacy Act 1988 (Cth)

Health Records Act 2001 (Victoria)

Privacy and Data Protection Act 2014 (Victoria)

We respect the privacy and confidentiality of your personal information and are committed to protect and maintain the integrity of that information. We will collect, store and use your personal and confidential information responsibly.

We use all information collected only for the primary purpose intended. Where the intention includes confidentiality, information will be retained on a confidential basis, unless otherwise required by law.

To enable the continuity of some support services, we are obliged to forward information or create reports to other agencies or service providers. Disclosure of such information is in accordance with our written policies and limited to the intended purpose as agreed.

To find out more about Jewish Care's privacy policies and procedures, access personal or health information or make a complaint about a privacy issue, please contact Jewish Care's Privacy Officer:

Jewish Care (Victoria) Inc

619 St Kilda Road

Melbourne Victoria 3004

Telephone (03) 8517 5999

Email [privacy@jewishcare.org.au](mailto:privacy@jewishcare.org.au)

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