


My Community. My Choice





Jewish Care is committed to enhancing lives by constantly evolving our services and programs to meet the changing and diverse needs of those that we seek to serve. We believe that our community should be a place for celebration, where everyone can come together and no one is left behind. We will always work hard to provide flexible choices that assist people to live with independence, dignity and joy.

Every person who reaches out to Jewish Care will be met with understanding and culturally sensitive support. This is our enduring legacy and one that our community can always rely on.

Founded on a strong caring ethos, Jewish Care continues to build on its 160-year history of providing vital support for people in need. Today, we are guided by the same ideals of compassion and understanding that saw the establishment of Montefiore Homes for the Aged in 1848. Our core values of charity, kindness, family and respect are steeped in age-old wisdom, emanating from a rich heritage of Jewish tradition. That tradition continues today.

Our experience in providing essential support to the Jewish community gives us a deep understanding of past hardships and future aspirations. This insight allows Jewish Care to design culturally sensitive care packages that honour the unique requirements of each individual. We help people discover the tools they need to lead fulfilling lives, and to celebrate their place in our community.

Over time, Jewish Care has grown with the community. Our services have expanded to respond to the ever-changing needs and pressures of modern life. We understand the issues our community has faced in the past and the particular challenges that exist today. Our services reflect this understanding and provide practical and spiritual support wherever it is needed. This approach will always remain the cornerstone of our organisation and is highly valued by all who come to Jewish Care.

## Our History

We are a first point of contact for people experiencing unemployment, homelessness, emotional and financial difficulties, mental health issues and those living with a disability. As ever, we remain dedicated to providing professional, dignified aged care.

But it is not just the vulnerable we help. Jewish Care provides 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. We take a proudly whole-of-life approach to supporting every person through every stage of their life, regardless of their situation. Everything we do is aimed at improving quality of life and serving our diverse community.

Experience brings  
understanding



The first steps were taken in 1870 with the laying of the Foundation Stone of Montefiore Homes for the Aged, on the same site where Jewish Care stands today.

*Montefiore Homes Archive*

Jewish Care is about people - those who we help and those who support us. Our success is measured by the life-changing impact we have on individuals and families. We are here to provide aid in times of hardship and crisis and to offer services that enable individuals in our community to thrive. By providing support and opportunities for individuals and families, we seek to strengthen the wellbeing and resilience of our community.

## Our People



Our People  
Change Lives

Jewish Care has built its strong caring reputation on its extensive experience and the compassion of its people. By assisting over 5000 individuals from all walks of life each year, we effectively impact the lives of over 15,000 people in our community. These lives are touched by the positive outcomes of all our services: our support for older people, both in their homes and within our residential accommodation facilities, services for adults and children with a disability, and a host of community services for young and old.

The people who access Jewish Care's services every year represent a diverse range of backgrounds. They speak over 10 languages, come from many different countries of origin and follow varying levels of religious observance. When assistance is needed, our professional staff are here to work together with you, finding appropriate solutions to make your journey easier.

We employ over 600 highly dedicated staff and are supported by 300 passionate volunteers and thousands of generous supporters, all of whom share a common desire: to enrich the lives of others. Their daily actions are a testament to their desire to translate our cherished values into the highest standard of care. It is the collective expertise, compassion, generosity and cultural understanding of our staff, volunteers and donors which makes Jewish Care a truly supportive hub for our community.

At times, some individuals and families face pressures that can create overwhelming stress in their lives. A wide range of factors can contribute to a family finding themselves in a vulnerable situation: the effect of an economic downturn, family breakdown, illness and unemployment. Such a set back can trigger a fall into sustained financial crisis and a sense of hopelessness that can threaten a person's entire future.

For people within our community these issues can have an even more dire impact. Finding appropriate affordable housing in Melbourne, especially located within our community, is particularly difficult due to long waiting lists and rising rents. Similarly, many people are challenged when it comes to finding work with an employer who understands the importance of Jewish religious observance and who can support flexible working hours. Some of the people we help have complex, chronic issues that require long-term support, while others just need a hand to get through a temporary setback.

## Community Support Services



## Helping you create a better tomorrow

### Help to get you ahead

For those in our community confronted with financial pressures, Jewish Care provides valuable assistance. Our financial services offer a stop-gap measure, giving people time to develop a sustainable, long term plan to manage their finances.

In addition to offering free and confidential financial counselling, we provide two valuable programs to help people get back on their feet. Our Jump Start program offers interest-free loans to members of our community to invest in their future, while our Saver Plus partnership with ANZ and the Brotherhood of St. Laurence assists low-income families to save for their children's education while giving families the life skills to better manage their financial situation.

### A place to feel secure

Inadequate public housing, long waiting lists and increasing rents have made finding public and transitional housing within the Jewish community very difficult. Jewish Care helps people navigate the complex and sometimes overwhelming process of applying for accommodation. We can also provide assistance in finding live-in or shared arrangements.

### Guiding you through

From time to time, restitution grants are made available to Holocaust survivors, their spouses and children. Each of these grants has varying eligibility criteria which can make the application process confusing. Jewish Care provides vital assistance in this area by helping members of our community to navigate and complete the often complex and emotional application process.

### Find that perfect job!

Always Moving Forward is Jewish Care's employment and training agency. Helping everyone from first-time job seekers to managers, we connect people in the Jewish community with the right job. We assist with interview skills and resume writing and offer vocational courses in business and basic computing.

Jewish Care is often the first contact point for people in crisis. Each person requiring help is individually assessed so that the most comprehensive care can be offered across all of our services. Every day we provide crisis assistance, once-off aid for basic necessities, housing solutions, counselling, financial aid, employment and training services, and restitution guidance for Holocaust survivors.

With a strong focus on helping people towards self-sufficiency, Jewish Care makes it easy for people to access our services. Our programs not only aim to alleviate the conditions of poverty and disadvantage in the community, but also equip people with essential tools to create a better life for themselves. Jewish Care is continually improving and developing community support programs to ensure we create lasting positive outcomes in people's lives. We are deeply committed to improving the welfare of vulnerable people. As such, Jewish Care will always strive to find new and better ways to respond to changing needs.

### Someone to talk to

Jewish Care provides professional counselling on a wide range of issues, including parenting, relationships, trauma, past abuse, addiction and mental health. This vital service offers temporary help and support for individuals, couples or families as well as ongoing treatment for those who need it.

It is widely recognised that people with an intellectual or developmental disability suffer multiple disadvantages in the broader community. The hardships they encounter range from difficulties accessing essential services to chronic social exclusion. For many people, this leads to a life of isolation, discrimination and a feeling of being forgotten by society.

People with disabilities in the Jewish community also face these immense challenges, which are further heightened by the lack of services catering for our specific cultural and spiritual needs. The one-size-fits-all approach does not work for everyone, yet this is what many disabled people and their families face when seeking care.

We are determined to be different. Our uniquely Jewish approach gives people with disabilities opportunities to discover new ways to grow, integrate with the community and experience independence. This is particularly important as families prepare for a time when parents or other family members can no longer be the primary caregiver.

## Disability Services



## Building an inclusive community for all

Our Glen Eira Road development marks a new era in helping disabled people connect and integrate with others. Blending supported accommodation, independent living and community inclusion, this world-class facility allows people the freedom and independence to live on their own while enjoying all the benefits of being part of the wider community. We are actively responding to the community's request for more accommodation for people with disabilities in the Jewish community.

Jewish Care also operates a vital respite service for family members caring for a disabled person still living at home. Occasionally, parents and carers can be overwhelmed by the daily responsibility of caring for a child or adult with a disability. Our respite service offers weekend or overnight breaks, allowing carers to take some time for themselves. To give comfort and understanding throughout this sometimes difficult journey, Jewish Care also offers a specialised counselling service.

Another very special offering is Jewish Care's Outreach Program, which delivers services and activities in the home, assisting people with disabilities to live independently in the community. In every case and across all our programs, we go to great lengths to ensure each person is matched with the right services to suit their level of need.

Jewish Care is continually evolving to provide choice and culturally specific disability services and programs. Our services, and the passionate people who deliver them, are focused on helping every person affected by a disability to lead an inclusive, rewarding life.

We are deeply committed to creating positive outcomes for Jewish people with disabilities and their families. We believe it is everyone's right to participate within the community and to be treated with dignity and respect. By providing support, we seek to give people the freedom of choice to live life their way.

Jewish Care's outstanding reputation and experience as a leading disability care provider makes us the first choice for people with disabilities within our community. In fact, our innovative disability care packages and service delivery are so progressive that other care providers look to Jewish Care as the best practice model. We are committed to maintaining this leadership role by continually evolving our range of services.

Supporting a rapidly ageing population is a challenge that current government programs alone cannot meet. According to the most recent census, by 2030 the current number of Australians over 65 years will double. There will also be twice as many Australians living with dementia within the next 30 years.

19% of the Victorian Jewish population is currently aged 65 or older. This proportion is 40% higher than that of the wider Victorian population. Such a contrast highlights the need to provide culturally appropriate models of care that allow every Jewish person to age with dignity and independence. It is especially important that these people have access to services that can adapt to their needs as they change over time.

More and more people are choosing to remain at home to maintain their independence for as long as possible. Jewish Care is committed to supporting people in this choice. Evidence suggests that delivering domestic, healthcare and recreational services to people living in the community combats isolation, increases overall wellbeing and keeps people living at home for longer. Additionally, residential care places are shrinking. Developing flexible services that respond to our ageing community's diverse needs is a major focus for government and community healthcare providers - now and into the future.

## Aged Care Services

A range of services to suit  
your changing needs

### Community Aged Care

Jewish Care is dedicated to providing meaningful and lasting support for our older generations and their families. It is crucial that we offer choice when it comes to how older people want to experience their later years. At any age, having choices is the key to a satisfying life. We are committed to providing comprehensive options that enable every person to stay active, be part of their community and remain living independently.

We achieve this through a wide range of innovative, culturally appropriate services. Our thoughtfully designed services aim to keep older members of our community active and in touch with each other. Jewish Care's Healthy Ageing Program offers a range of therapies, social and recreational experiences in a vibrant, happy and supportive environment.

Jewish Care's in-home services are specifically designed for older people with a range of different needs. These include both fee-for-services and government-funded packages.

Our BlueStar service offers direct care support for older people living at home and their families 24 hours a day, 7 days a week. This service includes domestic assistance, meal preparation, personal care, in-home respite services, and dementia-specific care.

The Keshet Program provides support to the elderly and people with disabilities. Guided by a comprehensively tailored care plan, support includes home and personal care, nursing care, and assistance with transport. High-level in-home care is also available for those with complex needs. Our Keshet Program also provides respite care, allowing carers to take a break while their family member spends valuable time interacting with others in our day care centre.

Across all our community aged care services, support is customised to fit each person's lifestyle. Through in-depth consultation and by using a model of care that focuses on the individual's strengths and preferences, we help create enjoyable and energising experiences. Whether you are still active and simply searching for recreational activities or if you need help at home, we can open the door to a more connected and fulfilling life.



## A place to call home

### Residential Aged Care

Jewish Care is deeply committed to supporting and caring for our older citizens throughout their later years, ensuring that each and every member of our community is comfortable, secure and able to age with dignity and grace.

The decision to enter into residential aged care can be an emotional one. For many individuals and their families, finding the right option can be confusing and overwhelming. Aged residential care is a complex landscape, with various levels of government funding, eligibility criteria and accommodation types. Jewish Care can help you navigate the right path and settle on the best solution for you and your circumstances.

We make the decision easier by taking the time to understand every person's unique requirements. Like all our services, Jewish Care's residential aged care is about providing choice and independence. Our deep cultural understanding and a long history of service excellence in aged care enables us to offer high-quality options for every individual. For many of our residents, access to kosher food and Shabbat services is particularly important. Our cultural and spiritual office provides opportunities to participate in familiar religious and cultural traditions.

Our accommodation is operated by a dedicated team of qualified staff who are experienced in providing aged care in a uniquely Jewish environment. Residences are based in and around Caulfield, in the heart of our community. Surrounded by like-minded people who share Jewish values, residents can enjoy a rewarding life that comes with companionship and the highest quality of care.

Importantly, we provide flexible care options so we can meet the needs of a diverse community. We have a range of low and high care services to choose from, as well as premium accommodation choices. No matter what level of care is required, every resident is assured of a specially tailored care plan. Low care accommodation options are offered to those who wish to continue living an independent life, but want the reassurance of knowing that necessary support is at hand. Our high care accommodation gives residents a comprehensive, 24-hour care service. This can include full or partial assistance, taking into consideration a wide range of medical, clinical and lifestyle requirements.

Gary Smorgon House represents a new approach to providing choice. Offering low, high and dementia care options, which allow for progressive levels of care if and when they are needed. Our 'Aging in Place' initiative means that residents continue to receive personalised care as their needs change, in most cases without having to change rooms.

Montefiore Homes Community Residence provides a quality, cost-effective option for people requiring low and high level permanent or respite care. Residents enjoy vital interaction through a unique and stimulating engagement program.

The Mark and Dina Munzer Community Residence is our premium extra-services accommodation facility. Munzer offers an extended choice of personal packages including special therapies, beauty treatments and outings.

To keep pace with growing and changing demand, we are continually evolving our residential aged care service offerings. Over time, our services will expand to provide even greater options for older people, making Jewish Care their provider of choice regardless of income or care level.



In order to constantly respond to the needs of our community with the finest and most progressive services, we must understand the makeup and future trends of our community. Fundamental to this understanding is reliable information about who we are and where we are heading.

Our commitment to always be well informed about both our community and the broader community - now and in the future - guides our key service and capital investment decisions. These projects often require significant investment and are designed to provide valuable services and facilities for our community for decades to come.

Our research and innovation initiatives benefit not only Jewish Care's clients, but also the entire community at large, ensuring that we remain responsive and relevant as our community changes over time.

## Research & Innovation

Research and innovation is vital to our ability to provide for all Jewish people in Victoria. This is why we have established a dedicated Research and Innovation department to inform the strategic decisions of the Jewish Care Board. The significant work of this forward-thinking group of researchers is our guiding light, driving the development of services and facilities to meet our community's needs for many years to come.

Because we operate within a funding landscape that is constantly shifting, Jewish Care recognises the need to remain flexible and to develop progressive new ways to serve our community. Our goal to identify current and future trends will enable us to continue to develop a choice of innovative and responsive services that enhance and strengthen the Jewish community of Victoria.

An important aspect of researching and driving best practice care is our partnerships with other research institutions. In conjunction with Monash University, Jewish Care conducted the first national survey of the Australian Jewish community. This substantial undertaking will inform advanced planning and funding arrangements to effectively meet new challenges as they arise.

Innovating  
for our future



Government funding covers only some of the work we do. Many of our services and facilities would not be possible without the gracious assistance of our donors. Close to 25% of our annual funding comes directly from our supporters. As a not-for-profit organisation, we rely heavily on the generosity of our donors and volunteers to ensure that our community's needs are met, 24 hours a day, every day of the year.

Our Community Support Services attract little or no government funding. Designing culturally specific programs such as Kosher supervision of our many dining facilities and the delivery of religious, cultural and pastoral needs for our clients incurs additional costs for which we rely on our community to support.

## Together for our Community

You can help us continue our important work by making a donation or by offering your time as a volunteer. Many people use the opportunity of a family celebration or milestone to request a donation to Jewish Care in lieu of gifts. Making a bequest to Jewish Care in your Will is another way to leave a legacy that enables us to continue providing the best possible care for our community.

Volunteers contribute enormously to Jewish Care's mission. Their vast skills and experience builds our capacity to do good for more people in our community. Their daily expressions of kindness are invaluable to our organisation and the people we assist.

The generosity and foresight of past generations of supporters have enabled Jewish Care to help those in need for more than 160 years. By contributing to Jewish Care today, you can become part of that same proud tradition.

For further information regarding donations, bequests or volunteering contact our Development Team on (03) 8517 5963 or [development@jewishcare.org.au](mailto:development@jewishcare.org.au).



## Our Values

### Chessed *kindness*

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

### Mishpacha *family*

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

### Derech eretz *respect*

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

### Tzedekah *charity*

is more than just charity, it is about making the world a better place. While tzedekah is often financial in nature, it is also about sharing what you have with others, be it your time, skills, experience or unique qualities. The reward is in the giving.



**Jewish Care (Victoria) Inc**

619 St Kilda Road  
Melbourne, Victoria 3004  
ABN 78 345 431 247  
ARN A0040705X

Telephone (03) 8517 5999  
Facsimile (03) 8517 5778  
[jewishcare@jewishcare.org.au](mailto:jewishcare@jewishcare.org.au)  
[www.jewishcare.org.au](http://www.jewishcare.org.au)