

## 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

## My Community. My Choice.

Jewish Care 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 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 mission 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.

 *If you'd like more information or wish to discuss your needs, please contact us:*

Jewish Care (Victoria) Inc  
619 St Kilda Road  
Melbourne Victoria 3004

Telephone (03) 8517 5999  
Facsimile (03) 8517 5778  
Email [info@jewishcare.org.au](mailto:info@jewishcare.org.au)  
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## Service Charter



### Our Values

טוב *chesed* kindness  
משפחה *mishpacha* family  
דרך דרך *derech erez* respect  
צדקה *tzedakah* charity



## Our Purpose

Providing excellence in support and care for individuals and families; benefitting the community.

## Our Aspiration

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

## 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 15,000 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.

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.

### **דון חשד** *kindness*

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

### **משפחה** *mishpacha family*

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

### **דרך** *derech erez respect*

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

### **צדקה** *tzedakah charity*

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

## 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.