

The FACE OF JEWISH CARE



Supporting and enhancing the wellbeing of the Jewish community of Victoria

160 years ago, visionaries in our community established the foundations of Jewish Care on eternal truths: our core values of mishpacha, derech erez, chessed and tzedakah – family, respect, kindness and charity.

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

- 08/09 A Snapshot 04
- President’s Report 06
- Chief Executive Officer’s Report..... 08
- Community of Care.....10
- 08/09 Highlights of the Year12
- Community Support Services.....14
- Disability Services 16
- Aged Care Services..... 18
- Development.....22
- Youth & Volunteers24
- Cultural & Spiritual25
- Engineering26
- Human Resources.....27
- Vision for the Future28
- Board Members30
- Treasurer’s Report.....32
- Financial Statement.....34
- Acknowledgements.....36

08/09

A Snapshot

Our performance in the last financial year is judged not only upon figures, but by the faces of those whose lives we have touched.



2,819
people

visited the Active Living Centre

150
families

helped with emergency financial aid

427
older people

call Jewish Care their home

3,859
people

called us for assistance

152
people

with disabilities received valuable support

213
job seekers

registered with our employment program

392
people

supported by counselling

84
people

assisted into emergency accommodation

794
older people

received support in their own home

111
classes

delivered in business and computer training

165
young people

engaged in youth development and wellbeing programs

300
volunteers

donated their precious time

600
staff

enhanced the wellbeing of the Jewish community of Victoria

10,111
donations

from the community to Jewish Care

President's Report



Five years on as President of Jewish Care, I would like to take this opportunity to reflect on our achievements and outline the key challenges Jewish Care faces in the future.

The merger of 2001 is fully bedded down and the benefits of creating a larger, more sophisticated single care entity have been realised. Jewish Care is now a leader in the provision of first-rate, quality care across the aged, disability and community sectors.

Jewish Care attracts over \$21 million of government funding for aged and disability services annually and last year we successfully grew our home-based services with an additional \$650,000 of funding. This clearly represents government's confidence in the work we do.

The community also demonstrates its confidence in our work by providing us with considerable funds every year to provide 'safety net' services for those in our community who struggle every day. Unfortunately, our community is not exempt from poverty, mental illness, homelessness, family violence, isolation and alienation.

This year we have seen an increase in demand for our emergency services as a result of the global financial crisis. However, I am delighted to report while other not-for-profit organisations have struggled, our community rose to the challenge, exceeding our Annual Appeal target by 10%. \$2.2 million was raised with the majority of our donors either matching or exceeding their previous donations. Thank you.

We are very proud of our magnificent new 120-room aged care facility, Gary Smorgon House, which was officially opened by the Hon. Justine Elliot MP, Federal Minister for Ageing, in July this year. While this is an important milestone, it is but the first step of the journey to transform and redevelop our aged residential services.

We face considerable challenges as our community is ageing at a faster rate than the rest of Victoria. At the same time, the largest portion of the Jewish community is concentrated in the City of Glen Eira, where availability and affordability of land is limited. Added to this is increasing evidence that baby boomers are not satisfied with traditional models of aged care and are seeking alternatives to taking up residence in nursing homes.

Jewish Care faces the challenge of providing new models of aged care that will be attractive to those who can afford to pay now and into the future. A financial turnaround in residential aged care is imperative for the sustainability of our organisation. It will enable us to continue to subsidise residential care for those without means and most importantly to preserve community funds for our vital support services.

The other significant challenge for Jewish Care is to assume a more active leadership role within our community. A well planned, strong and inclusive community can potentially improve the quality of life for all of its individual members. Jewish Care's approach has traditionally focused on responding to individual care needs. We will continue to do so, but this must be matched with equal attention to developing community-wide strategies, plans and partnerships to strengthen, mobilise and inspire the many organisations within our community to think and act collectively for the common good.

Two Board members are retiring this year. Andrew Schwartz, Vice President and Chair of the Board's Building Committee, has not only led our important redevelopments, he has also contributed significantly to all corporate matters. Andrew has been a wonderful support to me during my time as President and I wish to thank him for his expertise and commitment to Jewish Care.

David Brous, Chair of the Board's Service Delivery Committee, has served with the Board since 2002. David's extensive knowledge of all aspects of the public sector and government has been invaluable. I thank him for always striving to ensure the effectiveness of our many and varied care services.

Finally, I have decided to step down from the Presidency as I am confident that Jewish Care is now poised and ready to enter the next exciting stage of its evolution. Having worked closely with Bruce Rosengarten over these many months, I am impressed by his deep passion for the wellbeing of our community, as well as the calibre of his professionalism and vision. I welcome him as the incoming President and I look forward to working with him to ensure a smooth and effective transition. I wish him and all those involved in this magnificent organisation every success in the future.

Robyne Schwarz
President

Chief Executive Officer's Report

More than 160 years have passed since our organisation first began to provide care and support for the needy members of the then fledgling Jewish community of Victoria.

As wave after wave of migrants established their home here, Jewish Care, together with the community, has continued to grow and to evolve, responding to the changing needs and aspirations of those it serves.

Our partnership with the Monash University Australian Centre for Jewish Civilisation has enabled us to develop accurate, reliable information about who we are and how our community is changing. The first Australia-wide analysis of its kind, the Jewish Population Survey 'Gen 08' has already begun to yield valuable information for community planning, not only for Jewish Care, but for all Jewish communal organisations in Australia as well as overseas.

More than 10 years ago, the Commonwealth Government's *Aged Care Act 1997* and new Australia-wide building accreditation standards, coupled with client and staff feedback, sparked a review of our aged care facilities.

The opening of Gary Smorgon House, our new aged care facility, this past year was a key milestone in realising our vision to bring to the Victorian Jewish community the latest in aged care accommodation. Gary Smorgon House incorporates intelligent engineering and stylish architecture while ensuring both functionality and design. Details such as central cabling for ease of maintenance, overhead hoists to accommodate our 'Ageing in Place' initiative, hydronic heating and Shabbat lifts are all reflective of careful planning which takes into consideration the needs of our residents well into the future.

Gary Smorgon House's smooth transition to full operation involved moving many of our residents from other facilities. I commend our wonderful staff for accomplishing this with a focus on meeting the needs of the individual. I congratulate them also for achieving the highest scores possible in four accreditation site reviews across all our facilities.

The subsequent closure of the Melbourne Hebrew Memorial Nursing Home (Fink Family Wing) in Ashwood marks a turning point as we embark upon this new era of aged care provision.

Another milestone achieved this past year was the foundation laying of the Glen Eira Road development for people with disabilities. Incorporating supported accommodation, community inclusion and independent living, this ground-breaking facility marks the culmination of a five-year collaborative process involving significant community consultation and engagement. The facility not only doubles the disability housing currently provided by Jewish Care, but is set to become a community hub for all people with disabilities through linkages with sporting associations, youth groups, shuls and local businesses.

Our partnerships with community organisations provide important avenues to advance common goals while at the same time leveraging off existing resources. This year has seen us strengthen partnerships with the Jewish Taskforce Against Family Violence, Access Inc., the Victorian Chapter of the National Council of Jewish Women, the Scout Association of Australia, ANZ, the Brotherhood of St Laurence, the new Jewish Inclusion Network, the Jewish Museum and others. We have embarked upon important research initiatives as well with major universities both in Australia and overseas: Deakin University, La Trobe University, Monash University, the University of Melbourne and the University of Kent in the UK.

The excellence of our work has won government endorsement. We have secured 13 new Community Aged Care Packages, 10 of which are directed towards the Eastern Metropolitan Region. The Commonwealth Department of Health and Ageing has provided further funding for our 'Stepping Out' program, our innovative centre-based respite option for older people. The Victorian Department of Human Services and its Southern Metropolitan Region have continued to support improvements and expansion of our disability service offerings.

To keep pace with the changing demands and in line with foreseeable shifts in the Jewish community's demographic makeup, our executive and senior management group undertook the development of a strategic plan which will provide a blueprint for the future direction and activities of our organisation over the next five years. Endorsed by the Board in June 2009, the Jewish Care Strategic Plan 2010–2015 will continue to pave the way forward.

I personally wish to thank the following departing senior staff members who have greatly contributed to our sustained growth over the past years and wish them well in their future endeavours: Colin Singh, Chief Financial Officer; Vanda Iaconese, Chief Operating Officer; and Kathy Devitt, Director of Residential Services.

I would also like to welcome Adam Goldberger, the newest member of our executive team, who took up the role of Chief Financial Officer in June 2009.

The achievements of the past year mark yet another stage in our organisation's ongoing journey in its mission to enhance the wellbeing of the Jewish community of Victoria. These achievements are a credit to the community that is Jewish Care: Board, managers, staff, volunteers, donors and, of course, our clients.

May we continue to go from strength to strength.



Bruce Salvin
Chief Executive Officer



Community of Care

Community Support Services

- A** Accommodation Services
Financial Services
Holocaust Survivor Services
Personal Support Services
- B** Employment & Training Services, Always Moving Forward

Disability Services

Accommodation & Respite Services
Lifestyle & Family Support Services
Mental Health Services

Facilities

- A** Children's Respite House
- B** Hawthorn Road Supported Accommodation
- C** Jacobs House Shared Supported Accommodation
- D** Latrobe Street Shared Supported Accommodation
- E** Prahran Grove Shared Supported Accommodation
- F** Glen Eira Road Development
- G** 3rd St Kilda Scout Hall

Aged Care Services

- Community Aged Care**
Healthy Ageing Program
Keshet
BlueStar
- Residential Aged Care**
Independent Living
Low Care
High Care
High Care Extra Service
Dementia Care
Respite Care

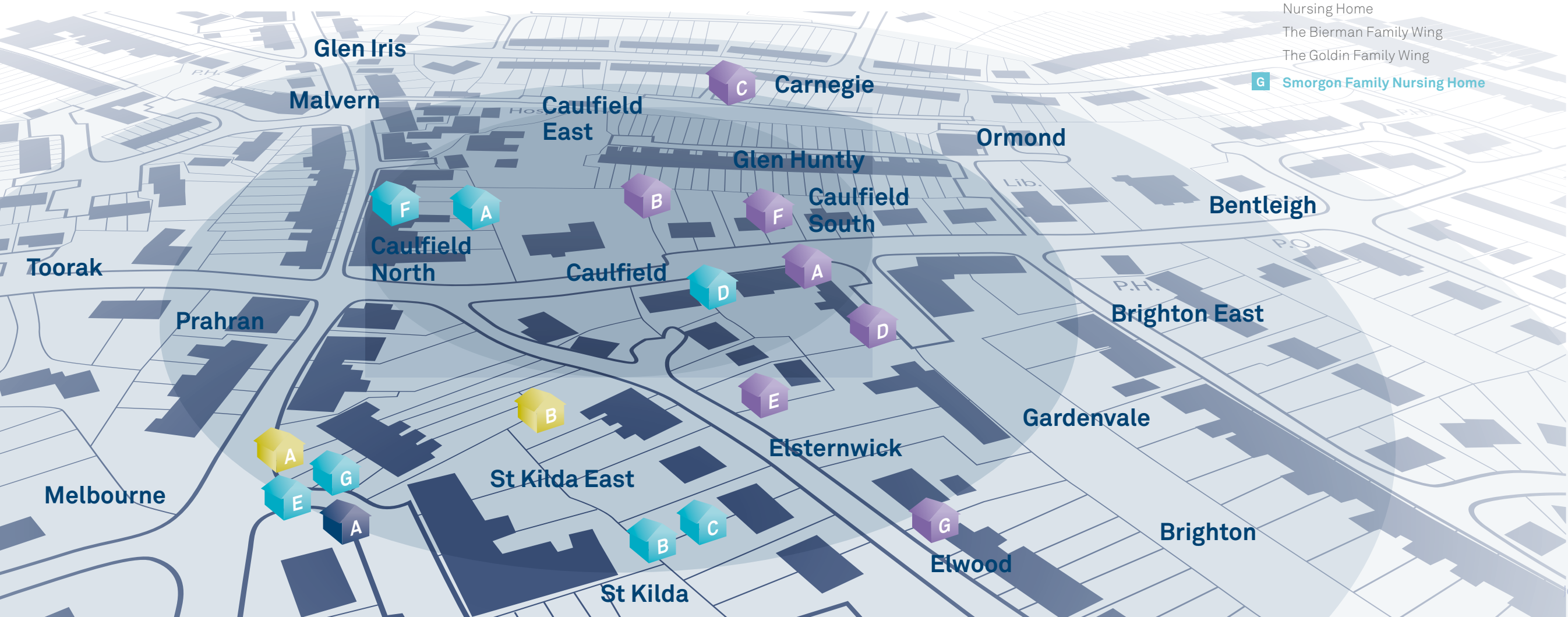
Facilities

- A Active Living Centre incorporating:**
Alan Rabinov Activities Unit
Ethel and Jack Goldin Therapies Unit
- Independent Living Units**
- B** Bontschek Court
- C** Leo Fink Court
- D Gary Smorgon House incorporating:**
Melbourne Hebrew Memorial Nursing Home, Fink Family Wing
- E Montefiore Homes Community Residence incorporating:**
Gandel Besen Building
George Kraus Memorial Wing
Slutzkin Memorial Wing
Victor and Loti Smorgon Centre
- F The Mark and Dina Munzer Community Residence incorporating:**
The Joseph and Stera Gutnick Nursing Home
The Bierman Family Wing
The Goldin Family Wing
- G Smorgon Family Nursing Home**

Central Services

- A** Development
Human Resources
Research & Innovation
Spiritual & Cultural
Volunteers
Youth Engagement

Working from locations in the heart of the community, we provide care and support wherever it is needed.



08/09

Highlights of the Year



**Aug
08** Healthy Aging
Olympic Fashion
Fever



**Sep
08** 30 Years of
Terrific Tuesdays



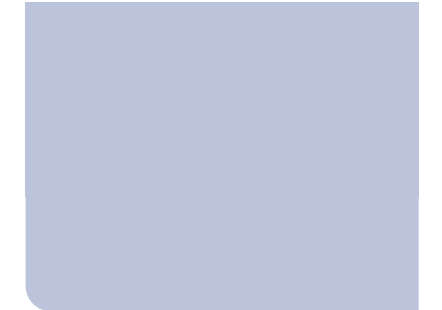
**Oct
08** Aaron Arthur Smith
bequest received



**Nov
08** Professor Pelcovitz,
leading expert
on child trauma,
draws huge crowds



**Dec
08** YouthInspire activist
recognised at
City of Port Phillip
Civic Awards



**Jan
09** Creative Arts
Therapy project
exhibit at the
Jewish Museum



**Feb
09** Glen Eira Road
foundation laying



**Feb
09** Hon. Bill Shorten MP
officially opens the
Children's Respite
House



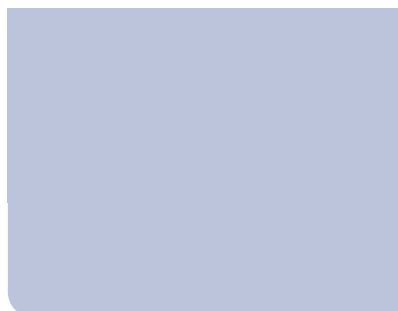
**Feb
09** Annual Appeal
Launch



**Mar
09** Jewish Care,
founding partner,
Jewish Inclusion
Network



**Mar
09** David Smorgon OAM
opens his home to
Jewish Care, with
speaker Robert
Gottliebsen



**May
09** Premier John
Brumby presents
cheque for Jewish
Care at Parliament
House



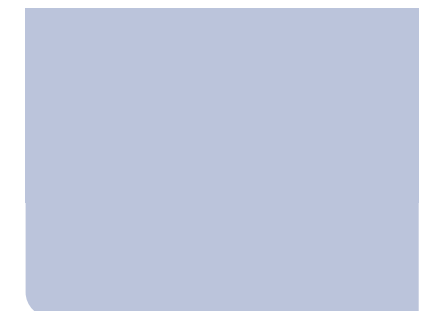
**May
09** Saver Plus program
launched



**Jun
09** Gary Smorgon
House completed;
Hon. Justine Elliot MP
guest speaker



**Jun
09** Melbourne Hebrew
Memorial Nursing
Home in Ashwood
decommissioned



Community Support Services

Together through the tough times

The Jewish community is not immune from the social and economic challenges confronting society at large. Over the past financial year our community has been impacted by the global economic crisis, placing unprecedented demand on Community Support Services. We are committed to ensuring that support is there when it is needed. We understand that for so many in our community, there is nowhere else to turn.

We start by listening. This year, we responded to a record number of calls for support and assistance. By providing objectivity and identifying key issues such as financial stress, unemployment or loss of accommodation, we have helped over 4,000 people in the community begin the process of moving forward.

This past financial year, we dispensed over \$100,000 of financial aid – nearly 7% more than in 2007–08 – and provided emotional and general support to 392 people through our counselling program. By continuing our partnership with orthodox counsellors, we have ensured greater access to professional support for religious members of our community. 2008–09 also saw the launch of the exciting Saver Plus initiative to assist low-income families and individuals to save for their children's educational expenses while building long-term financial skills.

Our employment and training service, Always Moving Forward, continued to provide computer training courses and serviced a record number of jobseekers, with 56 successful job placements. In response to the demand for affordable emergency housing, we have established a Housing Taskforce and allocated a number of our Independent Living Units to augment our community's access to transitional accommodation. As in previous years, Jewish Care continued to provide vital assistance to holocaust survivors to complete the complex restitution application process.

By focusing on programs which enhance resilience and self-sufficiency, we helped individuals and families to get back on their feet. By providing long-term, enduring assistance, we ensured maximum benefit for both the individual and the organisation.

We have responded to the needs of our community under particularly difficult financial circumstances. Community Support Services receives little or no government funding, and therefore we rely heavily on donations to provide these vital services. Together with our community's support, we will help many more.



Highlights

- Hosted forum on sexual abuse and trauma by Prof. Pelcovitz (USA) attended by 75 professionals from Jewish and mainstream services
- Established the Housing Taskforce comprising Jewish Care staff and members of the community to scope housing issues in the Jewish community and to consider options
- Expanded transitional housing options by allocating 11 existing Independent Living Units as transitional accommodation for older Jewish clients experiencing housing crises
- Responded to 3,859 calls for help and support – a 12.3% increase from 2007–08
- Assisted 883 clients with referrals – a 22.5% increase from 2007–08
- 34% increase in time spent assisting holocaust survivors due to changes in criteria requirements for restitution programs
- Distributed more than \$100,000 in direct material aid through our Financial Aid program – a 6.3% increase from 2007–08
- Supported a 61.3% increase in jobseekers registered with Always Moving Forward – 81 more people than in 2007–08 – and successfully placed 56 people in employment
- Secured a Department of Innovation, Industry & Regional Development grant for Always Moving Forward



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.

Disability Services

Building an inclusive community for all

For many people with a disability and their families, life is a constant struggle to secure resources and support. A recent Commonwealth Government report presents a grim picture, indicating that many Australians with a disability are often isolated and alone. In Australia there are approximately 1,145,000 people with either a profound or serious disability, and in the Jewish community these figures are proportionally even higher.

This financial year, Jewish Care co-sponsored the launch of the Jewish Inclusion Network (JIN), a new community organisation which seeks to promote the inclusion of people with disabilities. Drawing on our successful partnership with Maccabi Victoria, we entered discussions with the Scout Association of Australia this year to start up a scout troop geared for children with disabilities. Once again, we exhibited artwork produced by members of our Mental Health Creative Art Therapy project at the Jewish Museum, providing an important opportunity for people with disabilities to build bridges with the community at large.

Through participation in research groups and partnerships with major local and international universities – Melbourne, Monash, Deakin, La Trobe and the University of Kent (UK) – Jewish Care has continued to advocate for people with disabilities to enhance their quality of life.

In February, we marked the foundation laying of the Glen Eira Road development for people with disabilities, representing the culmination of a five-year collaborative community process. Our strategy of community-wide consultation and engagement has resulted in a facility concept which represents a ground-breaking vision of inclusiveness and a model for communities everywhere. Set to open in 2010, the Glen Eira Road development will nearly double the disability housing that Jewish Care currently provides.

The opening of our newly refurbished and relocated Children's Respite House in February this year reflects the importance of supporting our caregivers by providing culturally sensitive, quality respite options. The provision of respite facilities at the Glen Eira Road development will enable us to offer respite for caregivers of adults with disabilities as well.

Funding restrictions limit our ability to provide assistance to everyone who needs it. We have continued to work at the highest level, partnering with government and key organisations, undertaking research, extending current infrastructure and developing initiatives to maximise existing resources.

Through community engagement, collaboration and leadership, we will continue to enhance and extend the opportunities available to people with disabilities.

Highlights

- Foundation laying event for the Glen Eira Road development for people with disabilities
- Opened refurbished Children's Respite House
- Received additional \$250,000 recurrent government funding for existing shared supported accommodation
- Co-sponsored launch of the Jewish Inclusion Network
- Launched 'Studio Voices', exhibition at the Jewish Museum, showcasing works from participants in Jewish Care's Mental Health Creative Art Therapy project
- Received two grants from the Office of the Senior Practitioner (Victoria)
- Secured two consortia bids for the Department of Human Services' new funding model project, 'Changing Days'



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.

Aged Care Services

Living a healthy, independent life

Community Aged Care

Nineteen per cent of the Jewish community is currently over the age of 65, as compared with the Victorian community, where the figure is 13%. Current trends indicate that more and more ageing members of the Jewish community wish to remain living independently in their own home for as long as possible.

We continue to pioneer new programs and models of service delivery which enable older members of our community to remain at home by staying healthy, active, connected and supported. During the financial year, Jewish Care was invited by the Victorian Department of Human Services to assist in the industry-wide development and implementation of the Active Service Model. This model seeks to keep older people as active and involved in daily living for as long as possible, including decision making about how they live their lives.

Our National Respite for Carers Program (NRCP), 'Stepping Out', was one of 12 programs across Australia chosen during 2008–09 for a site visit and evaluation. Our team presented at the Inaugural Victorian NRCP Services Network Best Practice Forum in May.

The Keshet case management service received a Rating One for Commonwealth Quality Reporting, setting quality standards for documentation and processes for large mainstream organisations as well as other culturally and linguistically diverse providers in the aged care field.

Our pioneering initiatives in recreational and therapeutic programming have become best practice industry models, as demonstrated by our 'Well for Life' exercise program, which we were contracted to run for Inner South Community Health Services.

In addition, we have continued to secure expanded recurrent government funding, including additional government-funded Care Packages and Claims Conference funding for holocaust survivors. This funding serves to assist people to maintain independence in their own home. During January, Jewish Care was successful in securing funding and commenced as a Designated HACC Assessment Service – the only ethno-specific service in Victoria and one of only two community service organisations to achieve this outstanding result.

With an ageing baby boomer generation set to dramatically shift our community make-up over the next 10 to 20 years, Jewish Care's commitment to communal planning and research reflects our investment in understanding, planning and meeting the needs of the Victorian Jewish community now and into the future.



Highlights

- Increased service provision by nearly 10%, providing over 190,000 hours of service to more than 3,000 individual clients
- Received approximately \$650,000 in new government recurrent funding
- Secured \$40,000 in additional capital government funding
- Provided services to more than 1,900 holocaust survivors
- Increased Claims Conference funding for holocaust survivors by 39% compared to 2007–08
- Recognised leader in documentation and processes, receiving a Rating One for Commonwealth Quality Reporting
- Participated in three Active Service Model pilots for the Victorian Department of Human Services and local government authorities
- Partnered with Inner South Community Health Service to provide 'Well for Life' exercise program
- One of 12 programs across Australia chosen for a site visit for evaluation of the National Respite for Carers Program (NRCP) Pilot
- Presented the NRCP Pilot at the Inaugural Victorian NRCP Services Network Best Practice Forum



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.

Aged Care Services

A place to call home

Residential Aged Care

We are committed to providing aged care services which accord all residents dignity and respect. We view residential aged care as an opportunity to enhance people's lives.

Our *heimish* environment provides opportunities for residents to participate in a wide-ranging cultural and spiritual program. Regardless of religious affiliation or level of observance, we believe everyone is entitled to their cultural heritage.

Our many volunteers help to support a vibrant recreational program and our staff are committed to developing meaningful activities that encourage residents to remain active and involved.

The opening of Gary Smorgon House in June 2009 marked a milestone for Jewish Care. This facility offers a level of comfort in an aged care environment never before available to members of the Jewish community of Victoria. Located on Freeman Street in the heart of Caulfield, the three-level, 120-room facility offers magnificent communal spaces where residents can choose to meet with friends in the elegant café, relax in the lounge, enjoy a favourite movie in the theatre or share a meal with family in the spacious dining facilities. Our 'Ageing in Place' initiative means that residents continue to receive personalised care as their needs change, in most cases without having to change rooms.

Gary Smorgon House offers an attractive menu including traditional Jewish cuisine, prepared in a purpose-built Kosher kitchen. There is also a Rabbi on site to mark important Jewish events and a shul for Shabbat and festivals.

Gary Smorgon House heralds the beginning of a new era of residential aged care for the Jewish community. The decommissioning of the Melbourne Hebrew Memorial Nursing Home in Ashwood and closure of Kraus Nursing Home at St Kilda Road has set in motion a process to develop new facilities and expand choice in our residential care offerings.



Highlights

- Opened Jewish Care's newest aged care facility, Gary Smorgon House
- Decommissioned Melbourne Hebrew Memorial Nursing Home in Ashwood and closed Kraus Nursing Home at St Kilda Road
- Achieved perfect scores in four accreditation site audits over all facilities, compliant in all 44 outcomes
- Developed the nursing and recreational service models for Gary Smorgon House
- Implemented the new Commonwealth Government funding tool, the Aged Care Funding Instrument (ACFI)
- Worked with more than 80 individual residents and families to facilitate significant resident relocation plans



We are committed to providing aged care services which accord all residents dignity and respect.

Development

Together for our community

Sustainable funding is vitally important to enable Jewish Care to provide its broad range of programs and services to the community.

Seventy per cent of Jewish Care's work attracts government funding, primarily in the areas of aged care and disability services. However, many of our programs and services are reliant on community support. Without this support, the viability of these programs would be jeopardised.

The goal of meeting Jewish Care's funding target for 2008–09 was undertaken in one of the most difficult financial years on record. By September 2008, businesses, trusts and private individuals were reeling from the impact of a global economic crisis. Charity funds were depleted and much of what remained was disbursed to the survivors of the devastating Victorian bushfires of February 2009.

In this climate, we went to the community to share our successes, challenges, achievements and goals, inviting new friends and old to share our vision of care and support. Our community welcomed meaningful opportunities to partner with Jewish Care, enabling us to implement a long-term, forward-thinking strategy based on engagement and relationship building.

Our Annual Appeal platform, 'Times are tough. Now is the time to give', challenged our community to help us meet Jewish Care's commitment to support families in need in our community.

In a year when many not-for-profit organisations, both in Australia and around the world, struggled to meet their budgetary demands, the Victorian Jewish community responded generously, exceeding our Annual Appeal target by 10% and raising nearly \$2.2 million. Of the more than 3,500 supporters who contributed to this year's campaign, the majority either matched or exceeded their previous appeal donation.

The financial crisis is far from over and we need the community's support to ensure long-term sustainability. With challenges still ahead, the Development team will continue to focus on our community's greatest asset: our people.

The partnership with the following individuals and organisations has been invaluable in helping us to achieve our goals:

Bravo Consulting Group
Hard Hat Digital Agency
SAE Creative



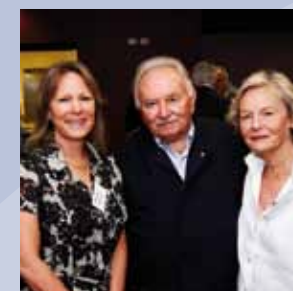
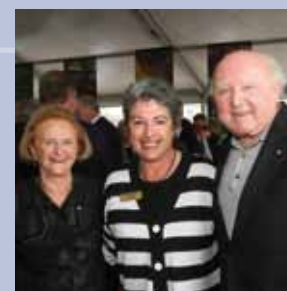
Highlights

- Annual Appeal exceeds target, raising \$2.2 million
- Key donors champion Gary Smorgon House
- Received \$2.2 million bequest from the Aaron Arthur Smith Estate
- Simcha giving raises \$280,000

A series of events provided opportunities for members throughout the Jewish community to engage with the vital work of Jewish Care:

- Generations of Women event
- Volunteers Awards event
- Children's Respite House opening
- Foundation laying for the Glen Eira Road development

- David Smorgon OAM hosts guest speaker Robert Gottlieb
- Gary Smorgon House grand opening
- Saver Plus launch at ANZ headquarters
- Supporters attend Applause for a Cause production of 'I Can Cry'
- Friends of Montefiore event



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.

Youth Engagement



Jewish Care runs a number of programs which provide opportunities for developing the potential of young people in our community.

Helping our young people achieve

Young Achievers is a mentoring and skills development program for young people aged between 15 and 18 years.

This past financial year, 32 young people participated in a range of workshops including Leadership and Team Building, Interview Skills and Public Relations.

Taking a lead in wellbeing

As part of an initiative to tackle the issue of drugs and alcohol in the community, Jewish Care ran a number of sessions at Jewish schools, involving students in discussions and workshops addressing peer pressure, conflict resolution and healthy decision making.

Inspiring our youth

The YouthInspire youth development and capacity building initiative was piloted from March to September 2008. Utilising social change as a springboard for youth leadership, the program provided an opportunity for young people to develop ideas to implement positive change in their local and global environment.

Volunteers

More than 300 dedicated volunteers donated over 23,000 hours of time this past financial year.

Their compassion, enthusiasm and commitment represents an invaluable contribution: they are the heart of Jewish Care.

Their vast skills and experience build 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.

Our staff are supported by a vast network of dedicated volunteers. Our volunteers visit those who are lonely or isolated, offer guidance for our youth and initiate new ideas for development activities.

They assist special interest groups, host functions, run fundraising events, provide transport to outings – and they help to run our organisation. They are Board members, committee members, mentors and companions. They give of themselves generously and are passionate about what they do.

They are invaluable.



Cultural & Spiritual

“Culture is a central part of our identity: it shapes our values, our way of living, our social interactions, our language and even the food we eat.”

Jewish Care provides pastoral, Rabbinical, Kashrut and cultural services and support to clients, families, staff and volunteers. These are services which distinguish Jewish Care from other care providers. The Cultural and Spiritual Office is the custodian of the values and ethos which underpin our organisation and set Jewish Care apart.

Gary Smorgon House

The opening of Gary Smorgon House in June resulted in an expansion of Jewish Care's cultural and spiritual program across three residential sites and the employment of a new Rabbi and a full-time Kashrut Supervisor.

Shabbat services at Gary Smorgon House

Shabbat prayer services and kiddush at Gary Smorgon House have proved tremendously popular, with a number of families and guests from the surrounding area joining residents on Friday night and Shabbat morning.

Appointment of Rabbi for Montefiore Shabbat services

Growing interest at Montefiore's Shabbat services has led to the commencement this year of a new Thursday morning prayer service at the St Kilda Road facility and the appointment of a Rabbi to help direct services on Shabbat and festivals.

Training workshops for external providers

Representing Jewish Care's Cultural and Spiritual Office, Rabbi Meir Shlomo Kluwgant ran a series of workshops for a wide range of external care providers including Eastern Health and Glen Eira Council to help future care professionals understand Jewish attitudes towards highly sensitive ethical topics such as death, dying and other lifecycle issues.

Jewish Values Committee

Membership on the committee has been expanded to include a diverse representation of views, backgrounds and attitudes on a wide range of topical issues facing the organisation.



Engineering

Our Engineering Department maintains a safe environment, facilitating the optimal operation of all Jewish Care amenities and ensuring these remain compliant with mandatory guidelines and regulations.

Watermapping

Over the past two years, in conjunction with local government and South East Water, Jewish Care has continued to review its water consumption, achieving a 45% reduction by implementing changes in procedures, hardware, maintenance and through the introduction of drought-tolerant landscaping.

Operations at Gary Smorgon House

The Engineering Department worked behind the scenes to ensure all services were in place to support the smooth transition to full operation of Gary Smorgon House and the decommissioning of the Melbourne Hebrew Memorial Nursing Home.



Jewish Care, supporting the community 24 hours a day, 7 days a week, 365 days a year.



Human Resources

Our people are our greatest resource. Jewish Care recognises this by prioritising investment in ongoing staff training and development. Jewish Care's values of family, respect, charity, and kindness are integral to our organisation and provide a benchmark against which we measure interactions and the way we operate.

Occupational Health & Safety

This financial year has seen the consolidation of the Human Resource team, which included a full-time occupational health and safety position and the introduction of an automated staff WorkCover claims management system.

Proactive Recruitment

To raise the profile of Jewish Care as an employer of choice, Jewish Care partnered with a number of registered training organisations in 2008-09. These partnerships facilitate on-the-job training which leads to industry certification in a number of high-demand roles, such as personal care workers.

Employee Engagement Survey

During the financial year, Jewish Care ran the first organisation-wide staff survey. The survey produced a staff engagement score above industry standards of 77.8%.

Staff Development

Culture, traditions and values are important components of our orientation, induction and ongoing staff training programs. This ensures that the particular needs of our clients are understood and that our services are delivered with sensitivity.

A crucial part of our staff development program is providing our staff with opportunities to learn new skills and to develop their existing skills including working towards certification in their area of operation. This includes providing development opportunities in areas as diverse as management, clinical care and occupational health and safety.



Vision for the Future



Left to Right

Professor Frank Oberklaid	Andrew Blode	Michael Schoenfeld Treasurer	Dr Joel Freeman	Farrel Meltzer Asst. Treasurer	Jeffrey Appel	David Brous	Robyne Schwarz President	Andrew Schwartz Vice President	Bruce Rosengarten	Laura Davis	Assoc. Professor Leslie Reti	Daniel Jenshel
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Board Members

Jewish Care's Board of Management is comprised of dedicated individuals who donate invaluable time and expertise to support and enhance the wellbeing of the Jewish community of Victoria.

Robyne Schwarz
President

MSW (Melbourne), BSW (Melbourne),Dip Physio (Lincoln Inst)

Robyne Schwarz holds qualifications in both physiotherapy and social work and has worked in child health, and child and family welfare for over 30 years.

She has served as National Director and State President of the Australian Association of Social Workers and has lectured in social work at the University of Melbourne.

Robyne is President of the Victorian Health Services Review Council and is a member of the Osteopath's and Psychologist's Registration Boards of Victoria. She recently joined the Board of Child Abuse Prevention and Research Australia located at Monash University.

Robyne joined the Board of Jewish Community Services in 1999 and has been a board member of Jewish Care since the 2001 merger.

Robyne is married to Max and they have two children and four grandchildren.

Andrew Schwartz
Vice President

B Ec, CPA

Andrew Schwartz is the Managing Director and one of the founders of Qualitas. He sets the strategic direction for the business and is responsible for overseeing the group's activities, transaction origination and managing Qualitas' key relationships.

With over 20 years in investment banking and financial services, Andrew has deep expertise in asset financing,

cross-border real estate financing, project financing, acquisitions and as an advisor.

Prior to the establishment of Qualitas, Andrew was the Head of Australasian Real Estate at Babcock & Brown. Before joining Babcock & Brown in 1997, Andrew's previous experience includes working at AIDC Ltd as well as Bank of America.

Andrew is married to Bettina and they have two children.

Michael Schoenfeld
Treasurer

Fellow of the Institute of Chartered Accountants in Australia

Michael Schoenfeld operates his own consulting practice, providing business and management advice for family businesses and professional practices including dentists, doctors, legal practices and practitioners.

He participates on several advisory boards ranging from property developers and financial service providers to food manufacturers. Michael has also served on the board of a public company.

Michael has been a member of the Institute of Chartered Accountants of Australia for more than 30 years and a Fellow of the Institute of Chartered Accountants of Australia for nearly 26 years.

Michael's various community involvements have included membership on The King David School Council.

Michael is married to Jennie and they have an adult son.

Farrel Meltzer
Asst. Treasurer

B Com, B Acc (cum laude), Dip Adv Banking (cum laude), CA

Farrel Meltzer is founder and Chief Executive Officer of the Wingate Group, a private investment and advisory firm focused on funds management, principal investment and corporate advisory activities. Prior to this, Farrel was Group Managing Director of Investec Bank Limited Australia and Head of ANZ Private Bank.

Farrel has many years of communal experience in Melbourne, Sydney and Johannesburg. He is a past president of Adass Israel in Sydney and has held positions as a board member of the NSW Board of Jewish Education and Chair and founding board member of Yesodei HaTorah College Melbourne.

Farrel is married to Wendy and they have five children.

Jeffrey Appel
LLB

Jeffrey Appel has been a lawyer with the legal firm of Schetzer Brott & Appel since 1973, specialising in commercial litigation. He has acted for and continues to act for some of Melbourne's highest profile personalities.

Prior to Jewish Care's merger in 2001, Jeffrey served as President for two terms at Jewish Community Services and held the position of Vice President Montefiore Homes for the Aged. Jeffrey is a member of the Executive Cabinet of the United Israel Appeal and is legal advisor to the Rabbinical Council of Victoria Inc. and the Caulfield Hebrew Congregation Inc.

Jeffrey is married to Sue and they have three sons and four grandchildren.

Andrew Blode

B Com (Melbourne), Grad Dip Soc Sci (Philanthropy and Social Investment, Swinburne Uni)

Andrew Blode is a Director of the ESCOR Group (Eric Smorgon Corporation) and CEO of the Jack & Robert Smorgon Families Foundation. He has a background in accounting and has been involved in a variety of family businesses.

Andrew is passionately committed to the wellbeing of children, the aged and members of our community with special needs.

Andrew is also the Chair of the Australian Council for Children & Youth Organisations (ACCYO), and Director of the Australian Childhood Foundation.

Andrew is married to Lisa and they have six children.

David Brous

B Ec Hons (Monash), Dip Ed (Tertiary), M Bus Admin (Melbourne)

Research on the economic history of Australian Jewry and the activities of the Australian Jewish Welfare and Relief Society set David Brous on a path to the Jewish Care Board.

A management consultant in public policy and program evaluation, David has worked for the Brotherhood of St Laurence, the Victorian Government, Touche Ross and KPMG Peat Marwick. He has extensive experience in aged care, community services, health services policy, organisational restructuring and benchmarking and evaluation and works with the Commonwealth, state and local governments.

David has been a sessional member of Planning Appeals Boards and a member of the Health Services Review Council, Public Records Advisory Council and the Board of Temple Beth Israel. He is a non-practitioner member of the Hearing Planning List for Health Practitioner Registration Boards and the pro bono Executive Director of the Federation of Jewish Aged Care and Community Service Organisations, a policy arm of the Executive Council of Australian Jewry.

David is married to Libby and they have two adult children.

Laura Davis

Grad BA, Grad Dip Marketing, Grad Dip Bus Man (Monash)

Laura Davis has worked at senior level in a variety of industries where she has participated in marketing and business development. She is a committed member of the community and was co-opted to the board in 2008.

Laura is focused on enhancing engagement with the next generation through participation, volunteer work and fundraising.

Laura is married to Mark and they have two children.

Dr Joel Freeman

MB BS FRACP

Dr Joel Freeman specialised in paediatrics at the Royal Children's Hospital for several years before commencing in private practice as a general and neonatal paediatrician.

Over the last decade or so he has become increasingly involved in the family property development business.

He has served as President and Treasurer of Kew Hebrew Congregation and has canvassed for the United Israel Appeal.

Joel is married to Agnes and they have three adult children.

Daniel Jenshel

Daniel has over 20 years' experience in marketing, public relations and business strategy and development.

He has maintained a long-standing relationship with Jewish Care, the Jewish Mutual Loans Society program, as well as several key Jewish Care subcommittees.

Daniel is also the current President of the United Jewish Education Board which educates over 1150 Jewish children per week outside the Jewish Day School system.

Daniel is married to Sally and they have three children.

Professor Frank Oberklaid

OAM, MD, FRACP, DCH

Frank Oberklaid is a paediatrician and Foundation Director of the University of Melbourne's Centre for Community Child Health based at the Royal Children's Hospital. An internationally recognised researcher, Frank has authored 200 scientific papers and two books.

He is Deputy Chair of the Victorian Children's Council, a board member of the Royal Children's Hospital Foundation, Chair of several National Advisory Boards and member of the Australian Family and Children's Council advising the Federal Minister on child and family policy issues.

Frank is married to Fay and they have two children and four grandchildren.

Assoc. Professor Leslie Reti

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

Leslie Reti is a senior gynaecologist at the Royal Women's Hospital with a long-standing interest in clinical gynaecology and the improvement of clinical systems.

He was born in 1949, immigrated to Australia in 1957 and settled in Melbourne with the assistance of Jewish Welfare.

Leslie is Adjunct Associate Professor of Public Health at La Trobe University and Director of Gynaecology, Cancer Services and Clinical Governance at the Royal Women's Hospital. He is also executive member of the Victorian Council on Safety and Quality in Health. He established the Centre Against Sexual Assault (CASA) House, the largest centre of its type in Australia.

Leslie served as gynaecologist to the Montefiore Community Residence from 1989 until 2002.

He is married to Lee Lieberman and they have six children.

Bruce Rosengarten

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

Bruce Rosengarten has recently returned to Australia from Singapore where he had been based since 2002. Bruce was co-opted to the Jewish Care Board in May 2008 and became a full member in November 2009.

Bruce has a comprehensive background in general management across a variety of corporations including Crown, Coles Myer and Shell, where he has held a number of Senior Executive roles at regional and global level. He has also held senior roles in several associations and executive and non-executive directorships at various companies.

Bruce has regularly held key roles in community areas. During his time in Singapore, Bruce served as board member of the Jewish Welfare Board and Chairman of the Jewish Community Education Committee. He is a former member of the Mount Scopus Memorial College Council.

Bruce is married to Ros and they have two children.

Treasurer's Report

On behalf of the Chief Executive Officer and Board of Management, I am pleased to present a summary of the financial results of Jewish Care (Victoria) Inc for the 12-month period to 30 June 2009.

Jewish Care remains committed to continuous improvement in service delivery in order to maintain our high quality of care, while ensuring the organisation's financial sustainability – our greatest challenge.

Strategic Planning

The following key deliverables of Jewish Care's strategic planning process were realised in the 2008 –09 year. The full financial benefits of these initiatives will be evident in the current financial year and beyond:

- The relocation from and decommissioning of the Melbourne Hebrew Memorial Nursing Home at Ashwood, resulting in an annual operating deficit reduction of \$0.8 million. This property is expected to be sold in the current year, with proceeds to be directed towards the capital development program.
- The opening of the new, state-of-the-art, 120-room aged care home, Gary Smorgon House. This efficient, contemporary facility is forecast to deliver an operating surplus once full occupancy is achieved.

A primary goal of the strategic plan is to review and upgrade Jewish Care's existing residential aged care building stock to meet current and future certification requirements, to reduce the residential services operating deficit and to apply the savings towards the overall group deficit.

Summary of Key Financial Results

Jewish Care incurred a financial loss from ordinary activities of approximately \$6.712 million, as compared with \$5.925 million last financial year. Non-capitalised establishment costs for Gary Smorgon House and the cost of decommissioning the Melbourne Hebrew Memorial Nursing Home in Ashwood and Kraus Nursing Home on St Kilda Road contributed towards the increased deficit. The operating loss was incurred before the following items:

	FY 2008	FY 2009
Annual Appeal & donations [Net of costs]	\$2.005m	\$1.801m
Capital Appeal [Net of costs]	\$1.969m	\$2.687m
Combined bequests	\$4.274m	\$4.210m

This resulted in a profit from operating recurring activities of \$1.998 million, as compared with \$2.323 million in the previous financial year.

The organisation has prepared financial statements in accordance with the Australian Equivalent of International Financial Reporting Standards (AIFRS) from 1 July 2005.

The Directors, in accordance with current accounting policies, have assessed the carrying value of land and buildings, which has resulted in a decrease of \$1.573 million, as compared with an increase of \$3.293 million last financial year.

Key Expenditure Items

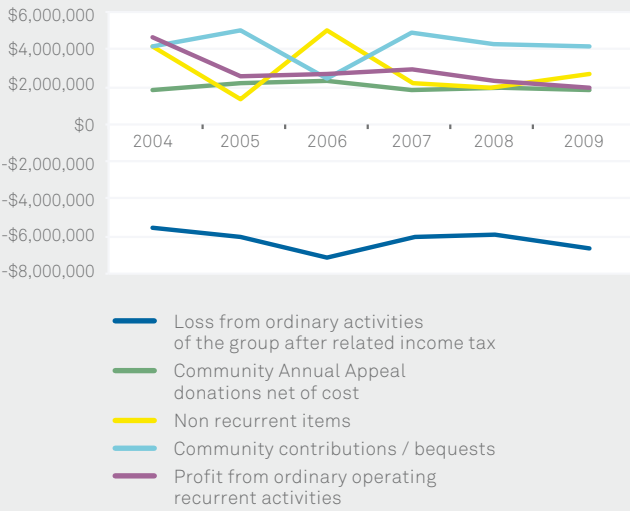
	FY 2008	FY 2009
Salaries (600 staff)	\$23.6m	\$25.4m
Food services	\$3.9m	\$4.1m
Client-related costs	\$2.0m	\$2.2m
Maintenance	\$1.3m	\$1.5m

Community Services including Disability Services incurred an operating deficit of \$2.098 million before investment earnings and depreciation largely as a result of:

	FY 2008	FY 2009
Government funding gap	\$1.355m	\$1.598m
Unfunded Jewish services	\$0.5m	\$0.5m

Aged Residential Care incurred an operating deficit of \$5.823 million before investment earnings and depreciation largely as a result of:

	FY 2008	FY 2009
Inefficient buildings	\$2.8m	\$3.2m
Cultural & spiritual expenses	\$1.15m	\$1.2m
Concessional residents	\$1.315m	\$1.389m



The Board and Executive of Jewish Care are committed to an operating loss reduction program through a combination of enhanced operational efficiencies and residential aged care building redevelopment over the coming years. Current adverse economic conditions and the general ageing of the population have led to an increasing demand for Jewish Care's broad range of services. The continuing financial support of the community is vital in ensuring the ongoing viability of the organisation and its ability to meet this demand.

I would like to take the opportunity to thank the finance staff members for their ongoing commitment. I would like to thank our previous Chief Financial Officer, Colin Singh, for his contribution and support over the past seven years. Further, I would like to welcome our new Chief Financial Officer, Adam Goldberger, whose professional approach will be an asset to our organisation.

Many thanks also for the valuable contributions made by other Finance and Audit Committee members including Brian Cammerman, Robert Lebovits, Farrel Meltzer, Greg Nankin, Robyne Schwarz, Vanda Iaconese and Bruce Salvin.

Michael Schoenfeld
Treasurer

Financial Statement

Income statement for the financial year ended 30 June 2009

	Economic Entity		Parent Entity	
	FY 2009	FY 2008	FY 2009	FY 2008
Revenue				
Accommodation charges	\$7,384,930	\$7,090,783	\$7,384,930	\$7,090,783
Government subsidies	\$21,932,023	\$19,869,562	\$21,932,023	\$19,869,562
Gain on sale of property plant & equipment	\$12,000	-	\$12,000	-
Other revenues	\$11,922,491	\$11,219,909	\$11,906,471	\$11,205,391
Total	\$41,251,444	\$38,180,254	\$41,235,424	\$38,165,736
Less Expenses				
Employee benefits expense	(\$25,435,523)	(\$23,591,740)	(\$25,435,523)	(\$23,591,740)
Depreciation & amortisation expenses	(\$908,521)	(\$839,014)	(\$908,521)	(\$839,014)
Community development expenses	(\$1,467,774)	(\$954,558)	(\$1,467,774)	(\$954,558)
External services expenses	(\$1,025,255)	(\$900,896)	(\$1,025,255)	(\$900,896)
Food expenses	(\$4,064,833)	(\$3,902,396)	(\$4,064,833)	(\$3,902,396)
Repairs and maintenance expenses	(\$1,498,131)	(\$1,322,703)	(\$1,498,131)	(\$1,322,703)
Medical and other supplies	(\$712,385)	(\$753,407)	(\$712,385)	(\$753,407)
Consulting expenses	(\$863,561)	(\$709,245)	(\$863,561)	(\$709,245)
Energy expenses	(\$425,093)	(\$396,826)	(\$425,093)	(\$396,826)
Administration expenses	(\$1,181,831)	(\$1,073,571)	(\$1,181,831)	(\$1,073,571)
Laundry expenses	(\$419,693)	(\$392,127)	(\$419,693)	(\$392,127)
Other expenses	(\$1,251,196)	(\$1,021,020)	(\$1,235,099)	(\$1,006,502)
Surplus before tax	\$1,997,648	\$2,322,751	\$1,997,725	\$2,322,751
Income tax expense	-	-	-	-
Surplus after tax	\$1,997,648	\$2,322,751	\$1,997,725	\$2,322,751

Balance sheet as at 30 June 2009

	Economic Entity		Parent Entity	
	FY 2009	FY 2008	FY 2009	FY 2008
Current assets				
Cash and cash equivalents	\$8,912,947	\$3,094,519	\$8,751,557	\$2,891,602
Trade and other receivables	\$1,590,596	\$2,036,647	\$1,488,972	\$1,880,699
Inventories	-	-	-	-
Other financial assets	\$24,101,797	\$29,425,388	\$24,101,797	\$29,425,388
Other	\$63,054	\$49,133	\$63,054	\$49,133
Total current assets	\$34,668,394	\$34,605,687	\$34,405,380	\$34,246,822
Non-current assets				
Trade and other receivables	-	-	\$9,300,987	\$9,285,000
Property, plant and equipment	\$72,097,954	\$57,497,892	\$50,024,761	\$47,495,537
Other	-	\$39,296	-	-
Total non-current assets	\$72,097,954	\$57,537,188	\$59,325,748	\$56,780,537
Total assets	\$106,766,348	\$92,142,875	\$93,731,128	\$91,027,359
Current liabilities				
Trade and other payables	\$3,884,217	\$4,164,628	\$3,813,683	\$4,164,128
Provisions	\$4,563,298	\$4,329,798	\$4,563,297	\$4,329,798
Borrowings	\$15,350,986	-	\$16,850	-
Other	\$17,906,616	\$17,064,784	\$18,335,572	\$17,477,740
Total current liabilities	\$41,705,117	\$25,559,210	\$26,729,402	\$25,971,666
Non-current liabilities				
Provisions	\$636,701	\$710,102	\$636,701	\$710,102
Borrowings	\$76,398	\$1,956,296	\$76,398	-
Total non-current liabilities	\$713,099	\$2,666,398	\$713,099	\$710,102
Total liabilities	\$42,418,216	\$28,225,608	\$27,442,501	\$26,681,768
Net assets	\$64,348,132	\$63,917,267	\$66,288,627	\$64,345,591
Equity				
Reserves	\$25,867,255	\$27,434,038	\$28,080,523	\$28,135,212
Accumulated funds	\$38,480,877	\$36,483,229	\$38,208,104	\$36,210,379
Total equity	\$64,348,132	\$63,917,267	\$66,288,627	\$64,345,591

Acknowledgements

Jewish Care's partnerships with individuals and organisations expand our capabilities and propel us forward, and for this we gratefully acknowledge the important contributions made by the following:

Community Partnerships

Access Care Southern
Access Inc
Adesse Facilities Management
Aged and Community Care Victoria
Aged Care Assessment Service
• Eastern Region – Central East
• Northern Region – St Georges
• Southern region – Caulfield
• Southern Region – Kingston
Aitken Partners Lawyers
Alpha Confectionery
Alzheimers Australia Victoria
ANZ
Association of Former Inmates of Nazi Concentration Camps and Ghettoes from the Former Soviet Union
Babcock & Brown Australia Pty Ltd
Better Care Options
Blake Street Hebrew Congregation Inc.
Blue Cross Community Services
Bravo Consulting Group
CACP and EACH Statewide Providers Network
Calvary Silver Circle
Care Choice
Case Management Agencies Victoria
Caulfield Community Rehabilitation Service
Chevra Hatzolah
Child Survivors of the Holocaust
City of Stonnington, Glen Eira, Bayside, Port Phillip, Kingston, Manningham, Booroondara, Monash
Commonwealth Carer Resource Centre: Southern Region
Commonwealth Department of Health and Ageing
Conference on Jewish Material Claims Against Germany Inc. ('Claims Conference')
Dementia Behaviour Management Advisory Service Victoria
Department of Health and Ageing
Department of Human Services
Descendants of the Shoah
DPPS Projects
Endeavour Industries

Ensign Laundry
Ethnic Communities Council of Victoria
Fingergraphics
Sharona Frid
General Fiduciary Company Ltd
Glidan
GMS Rehabilitation
The Grey Army
Dr George Halasz
Hard Hat Digital Agency
Headspace
iGroup
Inclusion Melbourne
Industry Education & Training Services
Infoxchange Australia
Jewish Care New South Wales
Jewish Care South Australia
Jewish Care Western Australia
Jewish Holocaust Museum and Research Centre
Jewish Taskforce Against Family Violence Joseph's Chain
Sign Action
The King David Lodge
Kingston Bayside Coastal Planning Group Aged Services Network
Kleins Gourmet Foods
La Trobe University Department of Social Work and Social Policy
Leo Baeck Centre for Progressive Judaism Inc.
Daniel Levenson
LGpro
Maccabi Victoria
MECWA
Medicare Australia: Aged Care
Medirest
Melbourne Hebrew Ladies Benevolent Society
Melbourne Jewish Orphans & Children's Aid Society
Mercy Health and Aged Care
Monash Centre for the Study of Jewish Civilization
Monash University, Centre for Developmental Disability Health
Monash University, Faculty of Medicine, Nursing & Health Science

NAB Bank
National Ageing Research Institute
National Council of Jewish Women (NCJW)
Nationwide
Odyssey House
Partnership with Orthodox Counsellors in Private Practice
Perfection Packaging
PPC Worldwide
Prestige Home Healthcare
Priceline Windsor
Print Dynamics
Professional Association of National Disability Services
Posh Opp Shoppe
Ramler Furniture
Russell Kennedy Pty Ltd
SAE Creative
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3rd St Kilda Scouts
Transport Accident Commission
USC Visual Foundation
Via Architettura
Victorian Department of Human Services
Victorian Linkages Providers Network
Victorian Office of the Senior Practitioner
Yooralla
Youth Network

We are grateful to the extraordinary generosity, support and commitment of the following individuals and organisations:

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Barry L Fradkin
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Paula Hansky OAM
Deanna Levin
Marion Lippmann
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Avram Zeleznikow OAM
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(Gifts over \$1000)

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Dr Elizabeth Finkel
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Gary and Lauren Gabriel
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We also acknowledge all supporters who have requested to remain anonymous.

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Capital Campaign Special Acknowledgements

Glen Eira Road Development

Besen Family Foundation
Suzi and Barry Carp
Jack Gringlas and Family
– CMG Engineering Group
Ronald, Susan & Dinah Krongold
and Family
The Melbourne Jewish
Friendly Society
Naomi Milgrom
The Pratt Foundation
Paul Ramler – Ramler Furniture
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Victorian Govt – DSE Head Office
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Minnie Smorgon
Regine Szmulewicz
Roy Tashi OAM and Sylvia Tashi

Grants

Jewish Care wishes to acknowledge the following grants and sources which have provided funding for programs benefiting holocaust survivors:

- Conference on Jewish Material Claims Against Germany Inc.

- International Commission on Holocaust Era Insurance Claims

- Settlement of a Class Action Regarding the Hungarian Gold Train (Rosner v. United States) under the Jurisdiction of Judge Patricia A Seitz, administered by the Conference on Jewish Material Claims Against Germany for the benefit of needy Jewish Hungarian Nazi Victims

- Conference on Jewish Material Claims Against Germany for the Emergency Assistance Program for Nazi Victims at the direction of the United States District Court supervising the lawsuit in Re: Holocaust Victim Assets Litigation (Swiss Banks)

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



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

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We acknowledge the dedication of the following members of the community who have shared with us their invaluable guidance and expertise:

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Ruth Casen
Vicki Gordon
Myer Herszberg

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Stuart Bell
Sandra Chester
Janette Dvash
Deena Goldbloom
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Suzie Linden
Daniel Leighton
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Jewish Financial Aid Providers Network

Jewish Care wishes to thank the following community representatives who have worked with us towards maximising community resources.

Adass Welfare

Eli Benedikt
Moshe Friedman

Melbourne Hebrew Ladies Benevolent Fund

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