



Annual Report 2012/13

CELEBRATING
165
years
1848-2013

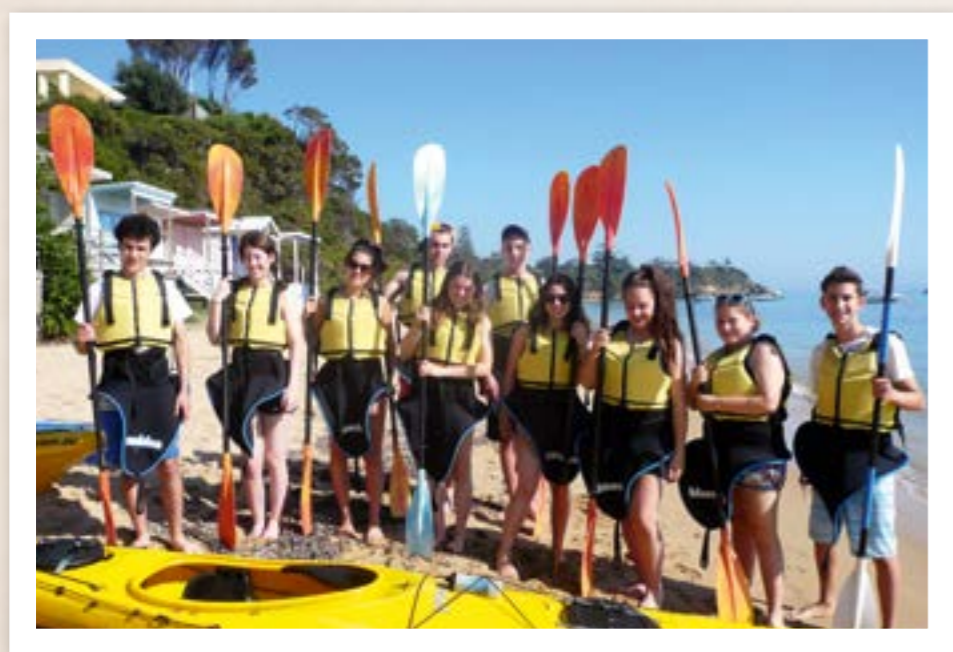


Our Vision

Benefiting the community by providing excellent support and care for individuals and families

Our Mission

Supporting and enhancing the wellbeing of the Jewish community of Victoria



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Highlights of the Year



1. Caring through the Generations

Close to 200 women gathered at The International of Brighton in early September 2012 for the 16th Annual Generations of Women Brunch, which raised more than \$30,000 for Jewish Care's Children's Respite House and children living with disabilities.



2. Poverty and Emergency Relief Report released

The final part of the *Jewry 2030 Reports* was completed by Monash University and released at Jewish Care's Annual General Meeting to provide guidance for our response towards community needs in the coming years.

3. Ten Years of Youth Mentoring

In December, our innovative Young Achievers Program launched an exciting YAP Alumni program designed to reconnect past participants and make them more involved with the Jewish community and Jewish Care through regular networking events and interest based functions.



4. Celebrating 165 Years

Jewish Care's 165th anniversary was celebrated at the Windsor Hotel Grand Ballroom in the presence of the former Premier of Victoria, Mr Ted Baillieu MLA, and many longstanding supporters of our organisation.



5. Leading by Example

Jewish Care acknowledged its staff and volunteers for their exceptional contributions at the Annual Staff and Volunteers Service and Excellence Awards at the Carousel in Albert Park.



6. Together for People in Need

Nearly 400 philanthropists and supporters came together to raise money for Jewish Care's 2013 Annual Appeal at Leonda by the Yarra. The Appeal raised \$3,144,835.



8. \$1 Million and Thirty Years of Friendship

The Friends of Montefiore Annual Brunch marked its 30th Birthday. A total of \$1 million has been raised over this period to support our aged care residents.



10. Building Leaders in Management

Management training using real-world examples and case studies from Jewish Care brought learning to life for 34 staff who graduated from the Certificate IV in Frontline Management.



7. Five Year Disability Plan

A community wide consultation assisted us in developing a new Five Year Disability Plan for the Victorian Jewish community.



9. Spreading Jewishness the Moishe Way

Jewish Care partnered with the Australian Jewish Funders to help facilitate the establishment and operation of Moishe House Melbourne — the very first home-based Jewish community for young adults in Australia offering the latitude and autonomy to find their own expressions of Jewishness.



President's Report

In 1848, a small group of Jewish Australians imbued with values of kindness, family, charity and respect established the foundations of Jewish Care to provide assistance to those in need. Today, Jewish Care continues to deliver services to the Jewish community of Victoria based on these values. I am honoured to be involved with Jewish Care and pleased to present my first report as President.

In 2013 we celebrated our 165th anniversary with the former Premier of Victoria, the Hon Ted Baillieu MLA, who spoke glowingly of the Jewish community's contribution to the history and development of Victoria's political, social, cultural and economic life and wellbeing. It was a wonderful evening celebrating the achievements of Jewish Care with our Life Governors, Federal and State MPs, past and present Board members, community partners, our supporters, volunteers and staff.

Over the past 12 months we have focused on expanding our existing programs while establishing the foundations for new services.

We continued our important research, led by Professor Andrew Markus from the Australian Centre for Jewish Civilisation at Monash University, to further understand our community's expectations about the religious and cultural basis of our services and to guide our future decision making. The findings affirmed that Jewish Care delivers services in a manner consistent with the expectations of the community about how 'Jewishness' should be reflected.

Our study into housing revealed significant unmet needs for housing in our community. We are developing plans to address this situation and to renew our housing assets.

Our plans to reinvigorate our facilities for older people are progressing well, and we continue to strengthen our programs to support elderly people living at home through our Keshet and BlueStar programs.

This has been an exciting year of major national reforms for older people and those with a disability.

With the National Disability Insurance Scheme (NDIS) set to reshape the delivery of services for people living with a disability, their families and carers, Jewish Care is forging ahead with the development of a new Five Year Disability Plan. A highlight will be the construction of an innovative disability respite service for all ages.

Aged care is undergoing major policy review with home based, community care and new funding arrangements as its key features. We continually refine our plans to stay at the forefront of service delivery.

"The foundation of our success is our people...Without your commitment, drive, vision and enthusiastic support, Jewish Care could not deliver the range of quality services that our community needs."

Redeveloping our services to deliver best practice in meeting the needs of vulnerable people in our community is largely a result of the extraordinary generosity and commitment from our community.

Our 2013 Annual Appeal has been a great success. My special thanks go to Melissa Davis, Lorelle Krulis and Andrew Blode for their outstanding efforts. To everyone who made a contribution, every donation is received with gratitude, and helps to create a stronger, more effective Jewish Care.

We plan to invest over \$140 million during the next decade to deliver new and improved facilities and services in aged care, community care, disability respite and housing. These developments will require your financial support. We ask you to be as generous in the future as you have been in the past.

As a Board, we are committed to listening to our clients, families and the community. In the latter part of 2012, there was significant community concern expressed about certain aspects of our services. We have responded by further improving our facilities and strengthening our feedback processes. We are confident we have regained the trust of our community.

The foundation of our success is our people: our staff, volunteers, and supporters. Without your commitment, drive, vision and enthusiastic support, Jewish Care could not deliver the range of quality services that our community needs.

To our CEO, Bill Appleby, thank you for leading our organisation with great skill, commitment, enthusiasm, vision, and compassion. With Bill and his team, Jewish Care is in capable hands to further develop and build services for the future.

I also acknowledge the hard work of our Board members, who actively engage with so many

organisations and partners in our community to benefit Jewish Care. Special thanks to our Vice Presidents Jeffrey Appel and Leah Balter, Treasurer Rohan Filer, Chair of the Development Committee Susie Ivany, Chair of the Quality and Services Committee Assoc Prof Leslie Reti, and Immediate Past President Bruce Rosengarten for his support and guidance in my first year as President.

Today we provide a uniquely Jewish service, aligned with our Jewish values and culture. Our plans to strengthen services for our community over the next decade are bold and innovative. We aspire to be the provider of choice for our community and a leader in the delivery of aged, disability and community support services in Australia.

I look forward to the year ahead, as we implement our plans to grow and strengthen Jewish Care to serve our community for the next 165 years.

Mike Debinski,
President



The ultimate measure of any organisation is how it tackles challenges and strives for ongoing improvement. It takes resilience, skill and self-belief to survive and thrive, and these are the traits Jewish Care's team of 626 staff and 418 volunteers are best known for.



CEO's Report

Further delivering on our strategic plan *2011 Towards Tomorrow*, this has been another amazing year of milestones.

I am particularly proud of our work within community service programs. We have undertaken an extensive review of our Information and Referral service, and are now moving towards an exciting new service model – Jewish Care's Front Door. This initiative will streamline access to our services whilst also ensuring that those with complex care needs receive appropriate, quality and timely case management.

We have committed to the expansion of our Always Moving Forward employment service to evolve it into our new Employment and Education Centre. In addition, the Financial Counselling service has been restructured and expanded to ensure all Financial Services including Financial Counselling, Saver Plus,

"I look forward to the year ahead, as we work together, hand in hand, to deliver on our mission – to support and enhance the wellbeing of the Jewish community for now and for generations to come."

Jump Start Interest Free Loans and Financial Aid are all accessible to clients under one umbrella.

We conducted a detailed Housing Needs Analysis in early 2013 to assess the communal need for affordable housing arrangements. Additionally, we have undertaken an important feasibility study into

the potential redevelopment of housing services at Jewish Care.

So too, we invested significant resources in conducting community consultations to assist the Board in crystallising a 5 Year Disability Plan for the Victorian Jewish community.

Within the Services for Older People area, we have secured 61 new (Level 1 and 2) Consumer Directed Home Care Packages to support more elderly people in their homes. We also significantly expanded our BlueStar Personal Home Care service. In 2012/13, we delivered 98,243 hours of service compared to 70,380 the previous year – a 40% increase in a single year!

There is no doubt that the organisation was tested in the first six months of the year with adverse community media reports about our services. Nevertheless, through unity and belief in each other, the staff and volunteers at Jewish Care galvanised their efforts to work tenaciously in regaining the community's trust and confidence in all that we do. We have continued our efforts to strengthen leadership across all services and we're delighted with the results of the leadership and staff climate surveys we conducted using independent evaluation tools. We also introduced new processes to manage client feedback and improved our customer service training.

Over the last 12 months, our Volunteer Resource Program has made great strides, more than doubling the number of volunteers who make such a valuable contribution to the lives of residents and clients. At the 2013 Staff and Volunteers Award ceremony



we celebrated the tremendous contribution of our dedicated volunteers, including Yvonne Rosengarten, who was subsequently awarded the Victorian Health Minister's Award for Volunteerism in the Community Health Sector.

The 2013 Annual Appeal achieved just over \$3.1 million, with the introduction of major donor dinners helping towards this outstanding figure. Other fundraising events including the Generations of Women Luncheon, the Friends of Montefiore Brunch, and Over 30s Kick for a Cause football match have all set new benchmarks in helping to fund our vital social justice programs.

We have continued to be strong advocates of social policy change particularly in the area of senior care and support and have submitted numerous reports to the Department of Health and Ageing in response to the *Living Longer Living Better* reform process.

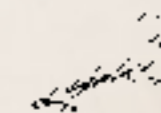
All of this has been achieved parallel to sustained efforts to secure the organisation's current and future financial sustainability. Despite ongoing poor indexation of government funding, we have generated a healthy \$2.90M surplus in Recurrent Earnings and

a \$5.55M surplus for the year. We have continued to expand the bequest area helping to deliver on Jewish Care's aspirational journey of renewal.

I am grateful to the Board for their stewardship, commitment and guidance over the last 12 months. I would also like to acknowledge the dedication and professionalism of our hardworking leaders, wonderful staff and passionate volunteers.

Lastly, I thank our donors and community leaders who have supported us throughout the year. Your generosity of spirit is our greatest asset.

Our work has not finished. I look forward with great expectations to the year ahead, as we work together, hand in hand, to deliver on our mission – to support and enhance the wellbeing of the Jewish community for now and for generations to come.



Bill Appleby,
CEO

Our Values

Jewish Care's values are universal and enduring in nature, but are also particular to the Jewish approach in creating a meaningful life and a strong, cohesive community.



Our values define who we are and underpin everything we do. Our foundational values are about people — they provide a moral compass for the way we respond to challenges and the decisions we make.

חסד 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.

משפחה mishpacha family

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 ארץ 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 Six Strategic Pillars

OUR JEWISH ETHOS

To embody everything we do with the spirit and cultural aspects of Jewish life. To purposefully live our Jewish values and to be responsive, respectful and inclusive of the unique and diverse needs of the Jewish community.

OUR CLIENTS

To deliver outstanding client experiences, creating value through service coordination and case management. To provide client focused service underpinned by the principles of Choice, Accessibility, Partnership, Independence, Evidence-based, Advocacy and Diversity.

OUR PEOPLE

To support a vibrant, professional, contemporary environment where people with a passion and initiative will thrive. To attract and invest in the best and the brightest.

OUR SYSTEMS AND SUSTAINABILITY

To provide efficient and effective processes and systems that enable quality service provision and accountability. To ensure financial sustainability that will secure the ongoing delivery of our vital services into the future.

OUR PRODUCTS AND PARTNERSHIPS

To provide quality services and facilities that are relevant, innovative, evidence-based and accessible to all members of the Jewish community, supported and enhanced by robust community partnerships.

OUR REPUTATION AND BRAND

To position our brand to be 'top of mind' in the Jewish community for service provision, giving and volunteering. To ensure repute, relevance and engagement in our immediate and broader communities.



120 Shabbat kiddushim
125 events for residents
300 synagogue services
5,165 pastoral visits

1,305
community members
surveyed

Bringing Jewish Values to Life

Celebrating Jewishness in Service Provision

A unique sensitivity to the diverse backgrounds of Jewish people is a quality which sets Jewish Care apart from other care providers.

At Jewish Care we offer a broad range of services highlighting the beauty of Jewish culture, such as regular Shabbat and festival prayer services and celebrations at our facilities, pastoral care, rabbinical services, kosher food, assistance with funerals, *minyanim* and bereavement support.

LIFESTYLE ACTIVITIES

Our stimulating lifestyle activities not only celebrate all the Jewish traditions and festivals, but also important days and events in the Australian calendar. Last year, we conducted 125 events for our residents and clients across our facilities and in the community. Our biggest ever Gary Smorgon House Purim party was attended by 80 residents and 120 guests. 300 synagogue services were held at our facilities with 120 Shabbat *kiddushim*.

In May, our aged care residents participated in the annual community Lag B'Omer parade

around St Kilda East, which provided meaningful opportunities for social inclusion.

Other activities included baking challah for Shabbat, enjoying a Pesach seder with family, commemorating Yom Hashoah and a dreidel spinning contest during Chanukah. ANZAC Day is also respected, while the new and more recent Mitzvah Day has our residents and clients actively participating in various community events.

UNDERSTANDING CULTURE AND JEWISHNESS

As well as supporting and enriching the cultural and spiritual lives of Jewish Care clients and residents, we provide staff and volunteers with orientation and ongoing training in the field of Jewish culture and traditions. Thanks to these initiatives, our services are delivered in a culturally appropriate manner. Last year, 123 new staff attended our comprehensive Ethos Day program.

In 2012, Jewish Care embarked on a strategic piece of research and surveyed 1,305 community members to learn more about what the community expects in relation to the Jewishness of its services. The results of the report were released in October 2013.

PASTORAL CARE AND RABBINICAL SERVICES

More than half of our elderly residents are Holocaust survivors who often struggle with spiritual issues especially towards the end stages of their life. Their ability to find peace within themselves and with their family often requires the sensitive intervention we offer.

In 2012, we facilitated 5,165 individual pastoral visits to support and assist all our residents and clients in their time of need.

KASHRUT SUPERVISION

We pride ourselves in providing healthy, nutritious and quality kosher catered food throughout all Jewish Care facilities and events. During the year, we have enhanced our menu to include a variety of traditional Jewish foods such as gefilte fish and cholent, in response to the cultural preferences of our residents and clients.



Second Chance

When Otto Lazar arrived at the Mark and Dina Munzer Community Residence for respite, no one could have imagined his age. Despite limited mobility, he was very independent and quickly made friends with everyone around him including resident Rabbi, Yoni Reyder.

Upon visiting Otto in his room, Rabbi Reyder noticed a number of framed certificates on the wall. One of them was a letter from Queen Elizabeth congratulating Otto on the occasion of his recent 100th Birthday.

Rabbi Reyder offered Otto to put on *Teffilin*, Jewish phylacteries, which he readily agreed to do. When Rabbi Reyder wrapped the *Teffilin* around Otto's head, his eyes were full of tears. He slowly repeated the prayer after the Rabbi, word-by-word.

Soon after, Rabbi found out that Otto never had a proper Bar Mitzvah. The next Saturday in the residential synagogue, Rabbi offered Otto to be called up to the Torah. When Otto gazed at the Torah scroll he suddenly began to cry. The congregants and staff started to worry that something may have happened to him.

His health was fine; however, something truly special did happen that very moment – Otto had experienced his Bar Mitzvah. A celebration followed, with cakes, songs and words of encouragement.

"A Bar Mitzvah is one of the fundamental events in the life of every Jewish male," said Rabbi Reyder. "It's about inclusion and becoming a responsible member of the Jewish community. It was an honour to organise a proper celebration for Otto."

"I always thought that a Bar Mitzvah was intended for 13-year-olds and, therefore, I missed my opportunity long ago in 1926," said Otto. "But thanks to Jewish Care, I've learnt that it's never too late to be included in communal life and to celebrate our Jewish heritage. As a result of my Bar Mitzvah, I feel much better; not exactly as a 13-year-old but certainly not my age."



Building Community Resilience

92 interest free loans granted
100 people received financial aid

3,317
people were assisted by
our Information and
Referral team



First contact point for Jewish people in need

Jewish Care provides emergency assistance, aid for basic necessities, housing support, counselling, financial support, interest free loans, employment and training, youth development and educational programs.

Our services aim to alleviate the conditions of poverty and disadvantage in the community equipping people with essential tools to create a better life for themselves.

This year, we extensively reviewed the operation and efficiencies of our Information and Referral service and are now moving towards a more streamlined approach. The new model, called Front Door, will help Jewish Care to ensure that the diverse needs of our clients are addressed in an appropriate, holistic and timely manner.

TOWARDS FINANCIAL INDEPENDENCE

Jewish Care offers a variety of financial services and programs assisting individuals in developing skills and strategies to improve their financial situation.

In 2012, the *Poverty and Emergency Relief Report*, the final part of the *Jewry 2030 Reports*, was released to provide guidance for Jewish Care's response towards community needs in the coming years. We also provided over 100 clients with financial aid to assist them through their tough times.

Jewish Care offers a variety of financial services and programs, educating community members about the ways to alleviate everyday pressures and achieve their goals.

In addition, as a result of community demands, we restructured our financial service offerings – Financial Counselling, Saver Plus, Jump Start Interest Free Loans and Financial Aid – to make them more accessible and to better the different financial needs of our clients. This year, 92 new interest free loans were granted to individuals, couples and families in the community.





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Jewish Care's employment and training service connects jobseekers with the right job through career advice, job readiness training and an extensive network of employer partnerships. In 2012/13, we have successfully employed 130 jobseekers within the community.

Additionally, we have assessed the potential expansion of our Employment and Training service, and subsequently secured the Board's endorsement to expand this service to become our Employment and Education Centre.

COUNSELLING TO OVERCOME PERSONAL ISSUES

Jewish Care counsellors help clients to understand the issues they face to gain clarity, insight and strategies to overcome personal issues such as life crises, transitions, anxiety, depression, grief and loss, parenting challenges, relationship conflict and much more.

Our counsellors speak a variety of languages and respect Jewish spiritual and cultural considerations including migration issues, religious observances and the impact of Holocaust trauma.

HOUSING SUPPORT

Jewish Care's housing services assists individuals and families experiencing housing difficulties to identify and access suitable accommodation options.

In 2013, we undertook a detailed Housing Needs Analysis to assess the communal needs for affordable housing. So too, we researched the potential redevelopment opportunities and suitable models to improve our housing program.

EDUCATIONAL INITIATIVES

Our Young Achievers Program (YAP) is a mentoring and skills development program for young people aged between 15-19 years, who may be experiencing family, financial or personal issues, yet are passionate about achieving their personal goals.

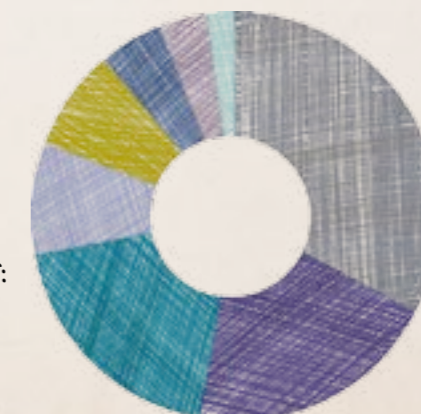
"YAP gave me the opportunity to learn from a mentor, be challenged through workshops and connect socially with Jewish people my age. After completing the program I became a guide at the Jewish Museum of Australia and am actively involved with AUJS at Deakin."
– Marcus Frajman, YAP Graduate

Being matched with an adult mentor, each student has the opportunity to participate in skills and team building activities. During the workshops, mentees focus on practical strategies to maximise their

**130 jobseekers
successfully employed
within the community
in 2012/13**



**\$856,971 loaned in the
past financial year through
Jump Start Interest Free Loans:**



- Business equipment (33%)
- Renovations (20%)
- Cars (19%)
- Dental and medical (9%)
- Debt reduction (8%)
- Jewish identity (5%)
- Household items (4%)
- Education (2%)



time and learn to improve self-confidence in a fun, interactive way.

Jewish Care understands that the future of our community relies upon opportunities and options available to our youth today. That's why our youth programs are focused on encouraging, supporting and guiding them to reach their highest dreams.

In 2012, YAP marked its 10th anniversary by launching an exciting YAP Alumni reconnecting past participants and making them more involved with the Jewish community and Jewish Care through regular networking events and interest based functions.

It is heart-warming and encouraging to see our YAP graduates succeed in life, in their careers and grow to become the new young leaders in our community.

**80% increase
in number of new Saver
Plus matched savings
program participants**

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"I recently attended an Always Moving Forward employment workshop. It really helped me with my job search and preparation for a job interview. The AMF team gave me a couple of job leads - one of them even landed me a great job! Thanks for the tremendous support and expertise."

- Melanie

Talia* is a courageous 35-year-old mother of two, who moved to Melbourne from abroad. She married the man of her dreams and had two beautiful children, Sarah* and Alon*. Like most parents, she hoped to give them the very best childhood.

However, her dreams were soon shattered when her husband began to show his explosive temper and abusive verbal and physical behaviour. Even after years of trying to cover up cuts and bruises so no one would notice, Talia still believed that their marriage would improve.

Fearing for the safety of her children and herself, after a violent attack one night, Talia finally found the courage to leave her husband.

With no relatives in Melbourne, Talia was now alone and vulnerable with two children to raise on her own. Although she had escaped the physical abuse, the emotional scars still ran deep.

With very little money and no savings, Talia worried how she was going to feed, clothe and shelter her children.

With nowhere else to turn, Talia contacted Jewish Care in extreme distress. Given the urgency of the situation, Jewish Care offered Talia financial aid to pay for food and essential goods. Talia was immediately referred to Jewish Care's Housing Support services and she and her children were soon settled into a transitional house. This was within close distance to the children's school, reducing any further trauma and upheaval for them.



Breaking the Cycle

Jewish Care's financial counsellor helped Talia to apply for government benefits and to establish a budget to manage her daily bills and also save for the future. Counselling was also provided to build Talia's confidence, independence and emotional strength.

As the months progressed, Talia was assisted by Jewish Care to find part-time work within a Jewish owned business. At the same time, Talia secured a Jump Start Interest Free Loan so she could buy a car to get to and from work.

Talia is now completing a course that will enable her to become an aged care worker — she wants to give back to the community.

* Out of respect to our clients, their real names and images have not been used.



Advocating Social Inclusion

Our focus is to support and empower every person in our community living with a disability to achieve their full potential.

INDEPENDENT LIVING FOR PEOPLE WITH A DISABILITY

Our uniquely Jewish approach gives people with a disability opportunities to discover new ways to grow, participate in the community life and experience independence.

Located in the heart of the Jewish community, our boutique accommodation The Richard and Marietta Manders Villas (formerly known as Glen Eira Villas) offers a unique blend of independent living and community engagement. Our villas provide a home for sixteen adults, as well as three rooms offering adult respite. In addition, we have five community residential units offering a supportive home for people with a disability.

Residents take part in social activities and get involved in events, while also enjoying their independence and freedom of choice in a safe, secure environment.

During the year, we facilitated a number of new educational programs for people living with a



disability including the WEBWISE Workshop on social networking, cyber bullying, mobile phone and online scams as well as Self Advocacy Training.

Thanks to private funding we were able to offer a range of workshops improving life skills and quality of life. The topics included budgeting, purchase planning, food handling and preparation of simple, wholesome meals.



Did You Know?

- Glen Eira Villas, our independent living accommodation for adults with a disability, has been renamed The Richard and Marietta Manders Villas following a generous bequest from Jewish Care's longstanding donors and supporters, Richard and Marietta Manders.



building a holistic and integrated co-located respite centre to address the changing needs of clients and families, offering a built-in transition pathway from children's to adult respite.

“Carers are the unsung heroes of the community. They provide hours of unpaid support that enable their loved ones to remain in their own home.”

A SPORTING CHANCE

Earlier in the year, Jewish Care and Maccabi Victoria conducted a research project titled *All Abilities Needs Analysis*, which identified the number of Jewish people in Victoria with special needs, the nature of their disabilities and their sporting and recreational aspirations. The report findings provided both organisations with a blueprint for the development of future programs and projects.

Jewish adults with special needs attended the inaugural Maccabi Victoria & Jewish Care All Abilities Holiday Activities Program which ran during winter holidays. Facilitated in conjunction with Access Inc, activities included tennis, soccer, cricket, volleyball, lawn bowls, dance, and arts and crafts.



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RESPITE SERVICES FOR ALL AGES

Carers are the unsung heroes of the community. They provide hours of unpaid support that enable their loved ones to remain in their own home and in the community for as long as possible. However, the caring role can be exhausting which might result in stress, burnout and social isolation.

Jewish Care's Adult Respite Centre provides essential 'time out' for families and unpaid carers to recharge. Offering a combination of housing, individualised support and community engagement, the Centre provides a safe place to develop skills, build confidence and trial a more independent living setting in a supportive environment.

Our Children's Respite House is a cosy home filled with vibrant colours, toys and games, soft furnishings, multi-sensory activities and a spacious outdoor play area. Offering both day and sleepover respite, it is a 'home away from home' for 6–18 year-olds who benefit greatly from social interaction, recreational opportunities and leisure time, all enjoyed within a friendly, Jewish environment.

In 2013, Jewish Care recruited LIME Management Group to research the viability of developing a contemporary respite service for Jewish children and adults living with a disability in our community. The research outcomes provided an evidence base for

Meet Alasdair

Alasdair Clark is a 31-year-old living with Asperger's syndrome. He moved to Melbourne from Wellington, NZ and now lives at The Manders Villas.

Back at home, his parents had been very concerned about Alasdair's long-term future, since the Wellington Jewish community had shrunk and there was no family left except for his ageing parents. In Melbourne, however, Alasdair had many relatives on both sides.

“When I found out about the Villas, I got really excited. I wanted to become independent, have my freedom and make new friends,” said Alasdair.

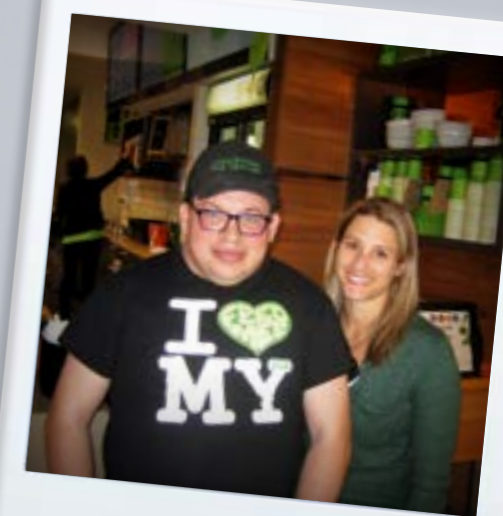
Since moving to The Manders Villas in 2010, Alasdair has been an active member of the Jewish Care community.

“I met new friends at the Villas and we share great activities like barbecues and *shiurim*. We also go on outings...There is always something to do!”

“Alasdair continues to thrive and influences other residents in such a positive way. He believes that Jewish Care's support enables him to reach higher.”

Alasdair made incredible strides in empowering himself to become more independent. With the assistance of our staff, in 2012 he completed a Certificate II in Information, Digital Media and Technology at Holmesglen TAFE. Despite having dyslexia, Alasdair enjoys books and uses computer software to assist with his learning.

Alasdair also has set up edible gardens at The Manders Villas where he is growing a range of vegetables and herbs, which he loves to share with his friends and relatives.



Over the last 6 months, Alasdair has worked at Feedmee Spuds, Salads & Soups, located in Balaclava and Windsor. Alasdair's employment was organised by Jewish Care Community Coordinator Ross Perryman. Owner Kim Richwol has been very impressed with Alasdair's work and values his contribution to the team at Feedmee.

Alasdair undertakes relationship counselling with Jewish Care volunteer Jerry Sziperling and is planning to start physical training sessions with another volunteer to become fitter.

He enjoys cultural and spiritual events offered at the Villas and local community shuls.

“Expressing my Jewish faith is very important for me. I enjoy celebrations of Jewish holidays – Shabbat, Rosh Hashana, Succot, Passover... actually all of them! And I love making challah myself.”

Alasdair continues to thrive and influences other residents in such a positive way. He believes that Jewish Care's support enables him to reach higher as an active and independent member of the Victorian Jewish community.

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Flowers
From Gan Eden
P: 9527 2645 www.ganedenflowers.com.au

Gefen Liquor

20

Ageing with Dignity

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



HEALTHY AGEING TO PROLONG INDEPENDENCE

Jewish Care provides a complete range of social and recreational activities, therapies and services for older people in a range of languages. These services assist seniors to remain active, independent and connected to their passions, pursuits, friends and networks.

During 2012/13, the Healthy Ageing Program delivered approximately 59,000 hours of service. Our extensive range of social and recreational activities, therapies and support groups have helped our clients to remain physical, connected and supported.

So too, our men's group has grown and provided an opportunity for older Jewish men to meet, share interests and discuss current affairs.

PERSONAL CARE AND HOME CARE

Jewish Care supports seniors to continue living independently through a broad range of programs and services which assist them with home cleaning, meal preparation, personal and post-hospital care as well as shopping and transportation. Currently, 80 direct support workers and 8 case managers support 593 clients.

“Jewish Care supports a diverse, multilingual community of Jewish seniors including a large number of Holocaust survivors.”

Success in the Aged Care Approvals Round during 2012 saw Jewish Care secure an additional 61 Community Aged Care packages to the value of \$726,000.

This will allow our Keshet program to offer much needed case management support and services, such as Personal Care and Home Care, to Jewish seniors in the eastern region of Victoria.

In 2013, our Keshet, BlueStar and Healthy Ageing Programs successfully underwent accreditation against the Community Care Common Standards reforms, developed by the federal and state governments to assess service provision against 3 standards and 18 expected outcomes. So too, we continued the growth of BlueStar and Keshet programs, resulting in 98,243 hours of service, a 40% increase over the previous year.

Healthy Ageing Program:
1,031 clients
attended activities
59,000 hrs
of service provided

BlueStar & Keshet Programs:
61 new Community
Aged Care packages
593 seniors supported at home
99,243 hrs of service provided

21



SUPPORT AND EMERGENCY ASSISTANCE FOR HOLOCAUST SURVIVORS

The Claims Conference Holocaust Survivor Support Program oversees the implementation of Claims Conference grants allocated to Jewish Care to support Holocaust survivors in our community who are experiencing financial difficulties.

Over the year, more than 1,100 Holocaust survivors were assisted with needs and eligibility assessments and support, with 500 Holocaust survivors receiving \$416,000 in emergency aid for a variety of essential products and services.

In 2012, we successfully underwent an intensive external audit by the Claims Conference headquarters in New York which reviewed our records, systems and processes for managing and issuing all Claims Conference assistance.

MORE THAN 1,100
Holocaust survivors received
needs and eligibility
assessments, assistance
and support

OVER 500
Holocaust survivors received
\$416,000 in emergency aid



RESIDENTIAL AGED CARE

Jewish Care's commitment to always provide excellent support and care for our residential clients has been strongly demonstrated this year with a number of achievements.

Our unique three-tiered residential care product offering – Traditional, Classic and Choice – received a boost during 2013 when the Department of Health and Ageing granted an additional 45 high care extra service beds for Gary Smorgon House. The new package includes additional personal and lifestyle options for residents which improve their quality of life.

While long-term planning is underway for a new development on our Windsor site, we have continued to extensively improve the amenities of our existing facilities by repainting and recarpeting rooms and purchasing new furniture, artwork and air-conditioners. Upgrades were also made to our external courtyards, security and nurse call systems.

We invigorated our falls prevention programs by installing Falls Risk Wireless Equipment, which has



We are proud to report that Gary Smorgon House successfully attained a further three-year accreditation

significantly eliminated serious injury and mortality rates from falls and enhanced resident wellbeing and safety. We also purchased additional bed, chair and floor pressure mats which are connected to our nurse call systems, alerting our staff to the movement of residents at risk of falls. These improvements resulted in a great reduction of falls across all residences.

The purchase of new commuter buses and cars allowed our residents to enjoy over 75 outings including concerts, school performances and community lunches and dinners.

Rekindling the Sparkle in her Eyes

Esther* is a Holocaust survivor who has endured a lifetime of incredible hardship.

She is the only surviving member of her family who immigrated to Australia from Eastern Europe. She never married, painfully aware that she could not have children following her concentration camp experience.

As many immigrants, Esther suffered from a language barrier, social isolation and poor self-esteem.

She recently had a heart attack and, with high medical expenses, was no longer able to afford her accommodation.

She was forced to stay in a shelter for the homeless with no money – being moved from one motel to the next. Finally, she was transported to a bigger facility in the South Eastern suburbs where her roommates experienced issues related to drugs and alcohol. Not having enough food to eat and



suffering from serious depression and stress, Esther lost a great deal of weight in a short space of time.

"I became so desperate. I felt hopeless..." Esther recollected.

Then she discovered Jewish Care and

sought assistance. We were able to find a new place for her to stay through our transitional housing program and she started to feel hopeful again.

We provided her with immediate financial aid and meals assistance. So too, we arranged a series of home-based physiotherapy sessions to alleviate severe pains in Esther's legs.

Thanks to Jewish Care, Esther is now seen again with a sparkle in her eyes and a smile on her face.

* Real name and image not used to protect client privacy



Celebrating 165 Years Together

Founded as the Melbourne Jewish Philanthropic Society, we have grown with the community for 165 years, working diligently to assist its members, helping them to withstand life's turbulences and to thrive.

1848

A Meeting at the Rainbow Tavern

The Melbourne Jewish community called a meeting at the Rainbow Tavern in Melbourne in order to form a Jewish Charitable Society. At the meeting it was resolved to form the Melbourne Jewish Philanthropic Society "to assist the poor and distressed in cases of sickness with medical aid and a weekly stipend to maintain themselves and to afford temporal aid to deserving objects who require it..."

1848

Victorian Jewish population: 200



1888

Establishment of Jewish Mutual Loans

With the simple philosophy to help Jewish people help themselves by providing financial support through interest free loans.



1936

The Foundation of the Jewish Welfare Society

Providing support to those affected by the outbreak of war.

1938

Victorian Jewish population: 9,000

1939

Frances Barkman House

The Frances Barkman House was run by the Australian Jewish Welfare Society. From the late 1930s, the Society used a Balwyn mansion, Larino, to accommodate Jewish children migrating from Germany and Austria including many Holocaust survivors.



1947

The foundation of the Australian Jewish Welfare and Relief Society

After WWII ended, the United Jewish Overseas Relief Fund merged with the Australian Jewish Welfare Society to assist new immigrants from Eastern Europe to absorb into the Australian Jewish community.

1947

Victorian Jewish population: 14,910

1948

Establishment of Montefiore Homes



1965

Annual Appeal Poster



1980s-1996

A new wave of immigration from the USSR

The leadership of Jewish Welfare lobbied the government and informed the Australian public about the living conditions of Jewish people in the USSR. Thousands of Soviet immigrants entered Melbourne and received welfare assistance with housing, food, employment and Jewish education.



1983

Welcare Newsletter



1996

Victorian Jewish population: 37,294



1996

Housing Crisis Response Task Force

Assisting community members with accommodation needs, advocacy, information and alternative living options.

2003

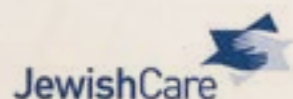
The establishment of Young Achievers Program

The Young Achievers Program (YAP) was founded to offer innovative personal development to young Jewish people aged 15-18.



2001

Jewish Welfare and Montefiore Homes merge to form Jewish Care Victoria



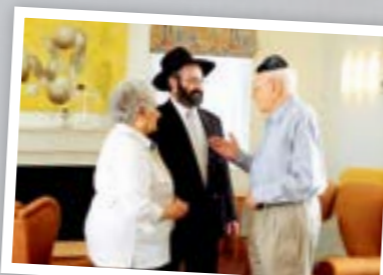
2006

Victorian Jewish population: 45,546

2004

The Mark and Dina Munzer Community Residence

A new boutique facility for older people was opened to deliver culturally specific extra services accommodation in the heart of our community.



2009

Gary Smorgon House

A new, state-of-the-art residence opened providing a contemporary and spacious environment for its 120 residents.



Children's Respite House Refurbished

Thanks to the generous donations of many benefactors, Jewish Care refurbished the Children's Respite House in Caulfield offering customised support to children with a disability in a warm, *heimish* environment while giving their carers a regular break.



2010

Glen Eira Villas

The opening of Glen Eira Villas, independent living accommodation for people with a disability (currently known as The Manders Villas).



2012

Victorian Jewish population: 51,000



2012

Adult Respite Centre Launch

Jewish Care responded to the needs of adults living with a disability and their families and carers by expanding existing respite services. The Adult Respite Centre supports adults with a disability to improve their life skills with a focus on transition to independence.

2011

Maccabi – Jewish Care Community Day

Jewish Care was abuzz as 400 Maccabi teenagers spent a day learning and having fun at our first ever Maccabi – Jewish Care Community Day.



Towards Tomorrow



Our planning today, for a sustainable future, will guide and determine the quality of our service delivery tomorrow.

As we look to the future, our strategic plan, *2011 Towards Tomorrow*, continues to be our guide and compass. This year, it is pleasing and encouraging to see many of our planned strategic initiatives, established back in 2011, being fulfilled and others now coming to fruition. Some key highlights include:

- The future of Jewish Care is intrinsically tied to the future wellbeing of our clients and residents. To that end, we have started the planning of 3 exciting new developments: A 156-bed residential facility on our Windsor site; the relocation of the Active Living Centre next to Gary Smorgon House; and a modern, combined respite facility for children and adults with disabilities.

These proposed building projects will take place over the next 3 to 10 years and will change the landscape of our aged care and community services.

- An extensive review of our Information and Referral service has led to remodelling of the service, to now be known as 'Front Door'. It will streamline and improve the way in which we coordinate our services and address the needs of our clients more efficiently.
- Jewish Care expanded its employment service to include education, announcing a new Employment and Education Centre delivering nationally accredited courses in partnership with Chisholm Institute. The new service will offer in-depth training, online learning and work placements for students interested in health and community care.
- We will continue to focus further in the areas of research and innovation, seeking to establish collaborations with the tertiary education providers and research hubs, influencing

opportunities to contribute to our internal knowledge but also promote the organisation to the wider industry.

- The survey, *Community Expectations of 'Jewishness' in Service Delivery*, conducted during 2012 and the results published in October 2013, has provided guidance and inspiration in relation to Jewish Care's future direction, operation and service offerings.
- We administered the first phase of extensive customer satisfaction surveys, starting with Community Services and now moving across other service areas. This evidence-based research is crucial in guiding our future service planning to accommodate upcoming needs of our community.
- A fresh approach to our Annual Appeal campaign and fundraising events this year achieved an outstanding result raising over \$3.1 million. A record \$160,000 was also raised by the amazing efforts of volunteers who manned the phones during our telethons. The generosity of our donors

2013 Annual Appeal:
\$3.1 million raised
\$160,000 raised
via telethons

continues to assure the ongoing provision of our many vital services.

- We were successful in receiving a number of significant bequests this year which will be invested in Jewish Care's continuity and growth.
- Our continuing relationship with community groups and synagogues is strengthening the pastoral support and spiritual care provided to our clients, residents and their families. This is evidenced by the 5,165 pastoral care visits conducted this year.
- Investment and deployment of a state-of-the-art wireless network system across all residential sites has allowed for the rollout of tablet computers, wireless telephones and nurse call systems. In addition, our aim to significantly reduce the amount of clinical paperwork and move towards a single client record, across all services, has been realised with the introduction of 'Leecare' clinical and care management solutions. So too, we deployed the 'Pay Global' payroll application resulting in more accurate management reporting and allowing more efficient roster management.
- The highly successful Ethos Program, training staff on Jewish culture, traditions and values, has seen an additional 123 new staff orientated and enriched.
- Interacting and communicating with our community and stakeholders has well and truly moved into the world of social media with much activity this year via Facebook, Twitter and YouTube. Digital media will continue to play a big part in Jewish Care's marketing and communications in the coming years with new websites being built, including the organisation's first intranet which promises to bring major efficiencies to our staff's daily tasks.





The Tapestry of Jewish Care

Jewish Care is an organisation of people who strongly believe in social justice and advocate on behalf of others.

AN ENVIRONMENT FOR GROWTH

Jewish Care considers our staff and volunteers as our most valuable asset. We believe that great people deliver great outcomes, which is why we create a positive working environment for our staff's continuous growth and resilience.

All staff at Jewish Care undertake training to familiarise themselves with Jewish values, culture and traditions through our Ethos Program, enhancing Jewish service delivery across the organisation.

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During the year, 40 Jewish Care staff members joined the inaugural Certificate IV Frontline Management program. The participants came from all areas of Jewish Care and some had not studied for many years but were still up to the challenge.

So too, 20 Middle Managers participated in a 4-day leadership program facilitated by Monash University. The courses included Entrepreneurial Leadership, Mentorship, Team Development and Evidence Based Practice.

We also launched a new series of 'Grow Zone' sessions for staff and volunteers providing skills and strategies to achieve better work-life balance, personal growth and overall wellbeing.

Finally, a staff engagement survey was conducted which indicated 70.5% of our staff to be engaged and almost 80% stating that they intend to continue working at Jewish Care – what an outstanding result!

113 new volunteers
34,016 hrs
voluntary service

THE HEART OF JEWISH CARE

Volunteers are an integral part of Jewish Care and perform diverse duties which include friendly visiting, conducting exercise and art classes, mentoring, hosting events and providing transport.

Jewish Care's Volunteer Resource Program reports that over 34,016 hours of voluntary service have been delivered in the past financial year by our committed volunteers.

"By volunteering at Jewish Care I learnt to be grateful for what I have and learnt the importance of being a good member of the Jewish community."

– Ellie Cohen, B'nei Mitzvah participant

The Annual Staff and Volunteers Service and Excellence Awards ceremony held at the Carousel in Albert Park acknowledged our staff and volunteers for their exceptional contributions.

This year, 113 new volunteers were recruited to assist Jewish Care in all areas of the organisation.



A Lifetime of Giving

Yvonne Rosengarten has been a volunteer for Jewish Care and its predecessors for over 60 years. During this time, Yvonne opened her heart to numerous post-war child refugees, foster care recipients and aged care residents. For her entire life she has selflessly given her time and love to those in need in the community.

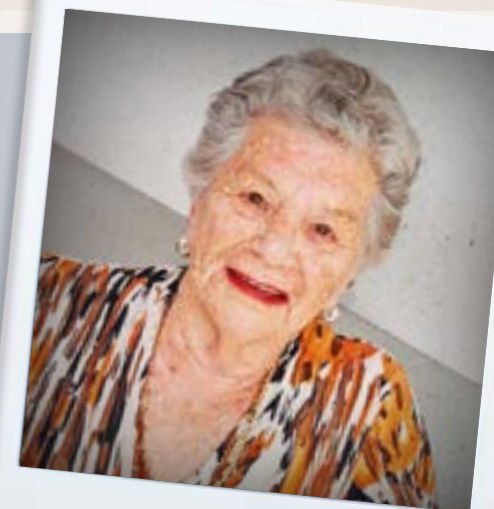
Yvonne started her journey of giving as a dedicated volunteer of the Frances Barkman House for Jewish Orphans, run by the Australian Jewish Welfare Society.

The residents of the House came from broken homes and many of them were Holocaust survivors who arrived in Australia after losing their entire families in the war. So too, it was a home for children of working widows and children with disabilities.

From grief and loss to uneasy immigration and integration into Australian society, the needs of the Frances Barkman children were exceptionally high. At that time, it was crucially important to restore their spirits, fill their hearts with hope, and show them that they could achieve and live up to their dreams.

Thanks to Yvonne's unconditional love and care, she quickly became a mother figure for many of those children, although she had her own family to care for. Yvonne spent countless hours with Frances Barkman children, talking about their days, assisting with their homework and arranging after-school activities and Sunday trips. She also provided bookkeeping services to the Frances Barkman House staff at no cost.

Over the years, Yvonne was also deeply involved in the Australian Jewish Welfare Society's Foster Care Program. She fostered a newborn baby for a few months at her own home until the baby's mother was healthy enough to care for her child.



After many decades of working tirelessly to enrich the lives of disadvantaged youth, Yvonne began focussing on providing support for the elderly.

Today, at the age of 90, she spends one day per week volunteering at one of Jewish Care's aged care facilities, Gary Smorgon House, as a companion for lonely residents.

There are many residents at this facility who do not receive regular visits from family and friends. Yvonne prioritises the needs of these residents and makes sure to connect with them. The value of having this constant contact in a resident's life cannot be underestimated.

Yvonne also encourages those she visits to be active and volunteer themselves. This greatly increases their feelings of self-worth and reinforces for the residents that they are still important and capable members of the community.

Yvonne has worked selflessly her entire life to help those in need and has inspired others to participate in the same way.

In May 2013, Yvonne Rosengarten won the 2013 Minister for Health Volunteer Award in the 'Outstanding Individual Achievement' in the Primary Care category in recognition of her excellence in volunteering and community involvement.

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MARCELLE DUHAMEL, VOLUNTEER

"Recently I sold my business and approached Jewish Care to find out what volunteer programs I could get involved in. I was introduced to Hinda, a Holocaust survivor and resident of Jewish Care.

We have spent many hours together documenting her life story. It has been a heart-wrenching and inspiring experience. I feel so privileged to have spent all this time with this wonderful woman who has taught me so much about the human spirit and enriched my days with a new appreciation for what we all take for granted.

I feel so grateful to have been given this opportunity and for the wonderful friendship we now share together."



ANNA MICHOWSKI, VOLUNTEER

"Volunteering has always been an important part of my life. My late father Juda Laba taught me the value of being charitable. Having had an older, mildly disabled brother and a son with serious autism has taught me to be compassionate.

For four years I've been running Jewish Care's Mama Loshen Group at the Active Living Centre. I love the warmth given by the beautiful people who listen to me speak in my mother tongue. We have Yiddish sing-alongs, celebrate birthdays and talk about family and history."



ANNE KORMAN, VOLUNTEER

"Volunteering at Jewish Care has been a very positive experience. Indeed, when one gets to a certain age and paid work is no longer an option, volunteering makes one feel useful again. As a volunteer, I get as much back as I give! I appreciate the joy of being in touch with lovely people, both the recipients and the staff at Jewish Care. Thank you for including me."

MIRIAM SEGAL, GRANDDAUGHTER OF CLIENT

"I am thrilled seeing my grandmother blossom at home as a result of the stimulating and *heimish* environment provided by the National Respite for Carers Program at Jewish Care. My thanks to the warm and attentive Jewish Care team."

RITA BRENER, DAUGHTER OF CLIENT

"As my mother's primary carer, what I have noticed and what is most refreshing is Jewish Care's willingness to listen, adapt and adjust programs to assist with my mother's individually challenging and progressive needs. I love working in partnership with Jewish Care."

MARK WENDEN, VOLUNTEER

"When you can make a valuable contribution back to society, I say – do the best in the moment, live now, reflect later. If I wouldn't become a volunteer now, I sincerely believe that it would be a deep-seated regret. So make people smile today – donate your time and energy! Volunteering makes me feel great, please consider volunteering like I do!"

JACK CHESTER, FATHER OF CLIENT

"It is very moving to watch the love and care that carers give. They are truly the most amazing human beings. As parents, we know how challenging and difficult it can be."



Board of Management

Jewish Care's Board provides our organisation with quality governance, guidance and ongoing assessment and review.

MIKE DEBINSKI, PRESIDENT

BA, B SW Hons (Monash)

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

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

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

JEFFREY APPEL, CO-VICE PRESIDENT

LLB

A lawyer with SBA Law (formerly Schetzer Brott & Appel) since 1973, Jeffrey is a former President and Vice President of Jewish Community Services and of Montefiore Homes for the Aged.

He serves on the Executive Cabinet of the United Israel Appeal and is legal advisor to the Rabbinical Council of Victoria and Caulfield Hebrew Congregation.



LEAH BALTER, CO-VICE PRESIDENT

B Eng (UNSW), MBA (AGSM/Stern School Business), MAICD

Leah is a management consultant and works on key strategic issues across a number of industries

and in the Jewish community. She was former Chief of Staff to ANZ Australia CEO and held other senior executive banking positions.

Leah was an Associate Principal at McKinsey & Company where she worked in various countries and industries for nine years.

ROHAN FILER, TREASURER

LLB (Melb), BCom (Melb), MBA (London Business School)

Rohan is a Director of Pitcher Partners specialising in mergers and acquisitions advisory services and has considerable experience advising on acquisitions, disposals and capital raisings for public, private and not-for-profit organisations. Rohan's previous experience includes advising on strategic financial and taxation structuring.



FRANK AJZENSZTAT, ASSISTANT TREASURER

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

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

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



GREG NANKIN,
SECRETARY

LLB (Melbourne), GradDip Commercial Law (Monash), MBA (RMIT)

Greg has spent most of his career as in-house legal counsel and company secretary for large private

and public listed corporations involved in the mining and resources, telecommunications, food manufacturing, financial services and logistics industries.

SALLY GENSER,

Sally is a Licensed Real Estate Agent and has been a Director of The Belgrave Group of Companies for more than 20 years, a boutique, family-owned property development group. She is also Managing Director of Quest Phillip Island (Serviced Apartments).

Sally is a Director of the Epilepsy Foundation of Victoria, was Board Member of Yarra Health Services and Past President of Richmond Crèche Society Inc. Sally was, for many years, an advisor to The Meat Workers Union Industry Employees Superannuation Fund advising on their Property Investment Portfolio.



SUSIE IVANY,

BA (Hons)

Susie Ivany has been actively involved with the community for many years.

She is the Immediate Past President of National Council of Jewish Women

Australia (Vic), Vice President of NCJWA and board member on the International Council of Jewish Women.

In addition to sitting on the Jewish Care Board, Susie is a member of the Jewish Care Jewish Advisory Committee and Chair of the Development Sub Committee.

SIMON T. MORRIS,

Simon is the Joint Managing Director of Newmark Property Group, a property funds management group that specialises in development and investment in commercial and retail property throughout Australia.

Simon is a Director of numerous companies and holds both Executive and Non Executive positions in various businesses across many sectors, including entertainment, media, manufacturing and retailing.



MARCIA PINSKIER,

B.A. (Monash) Dip Ed (Deakin University)

Marcia is a former member of the Victorian Mental Health Reform Council and Co-Chair of the Migrant Mental Health Taskforce. She is the Founder of the

Jewish Inclusion Network and established a support group for Jewish parents of children with Asperger's Syndrome.

Marcia has taught Good Governance and Accountability in Not-Profit Organisations and Social Enterprises at Monash University for a number of years.

Marcia is also a former Commissioner with the Victorian Multicultural Commission.

She works as a community consultant and has contributed extensively as a volunteer specialising in NFP support and governance.

Marcia is also a Director on the National Board of NCJWA and the first recipient of a Master Degree in Jewish Communal Service and Leadership from Monash University.



ASSOC PROFESSOR LESLIE RETI,

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

Les is Director of Gynaecology, Cancer Services and Clinical Governance at the Royal Women's Hospital and Adjunct Associate Professor of Public Health at La Trobe University.

Co-founder of the Centre Against Sexual Assault (CASA House), Les has had a long standing interest in the macro issues of health and has chaired the Quality Assurance Committee at The Royal Australian and New Zealand College of Obstetricians and Gynaecologists and served in similar capacities on State and National committees.



BRUCE ROSENGARTEN,

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

Bruce is currently General Manager, Marketing at Caltex Australia and boasts a distinguished career holding senior executive roles with Weight Watchers

International, Shell, Crown Ltd and a succession of key roles within Coles Myer Ltd.

He has held key community roles including Chairman of the Singapore Jewish Community Education Committee and membership of the Mount Scopus Memorial College Council. Bruce is the Immediate Past President of Jewish Care.

MICHAEL SCHOENFELD,

Fellow of the Institute of Chartered Accountants in Australia

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

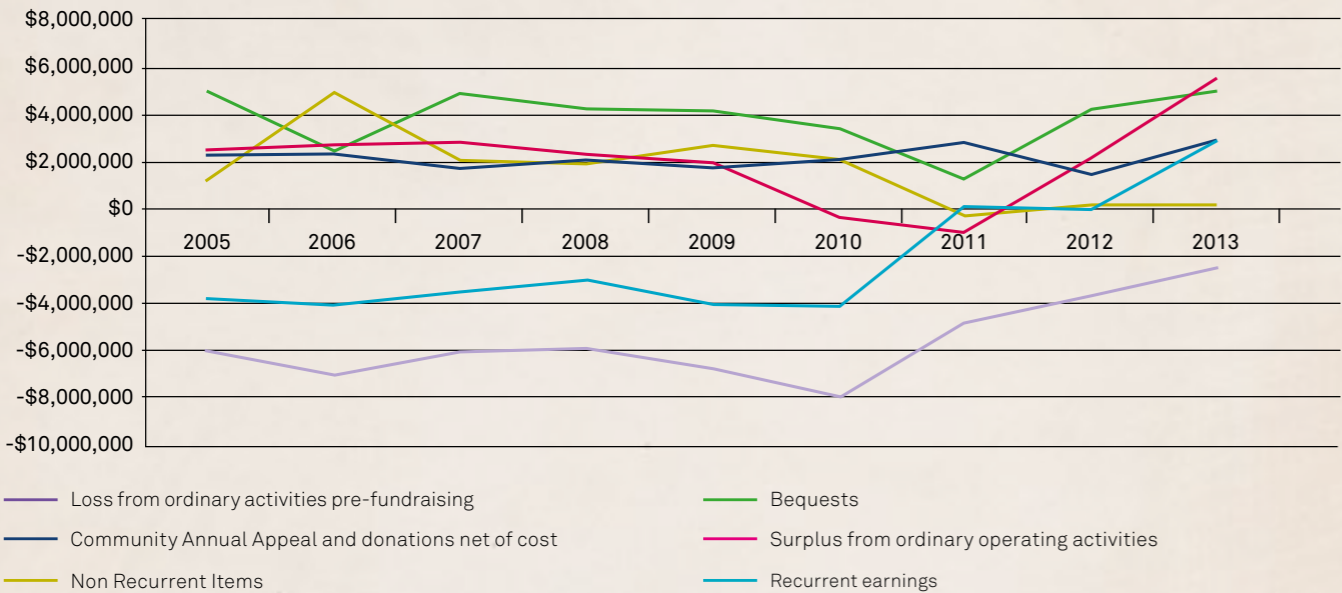




Treasurer's Report

On behalf of the Chief Executive Officer and Board of Management, I am pleased to present a summary of Jewish Care Victoria's financial results for the 12-month period 1 July 2012 to 30 June 2013. Our financial statements have been prepared in accordance with current accounting policies of the Australian Equivalent of International Financial Reporting Standards.

The chart below demonstrates the recurrent deficit from ordinary activities over the past nine financial years:



The organisation has continued to work towards achieving the goals set out in Jewish Care's Strategic Plan, including establishing long term financial sustainability while continuing to support and enhance the wellbeing of the Jewish community of Victoria and the financial results remain reflective of this.

NOTABLE ACHIEVEMENTS INCLUDE:

- A continuation of the operational turnaround;
- An increased investment in social justice funded initiatives that benefit the community;
- A demonstrated commitment to significantly invest in our IT infrastructure during the year through the rollout of several key systems;

- A commitment to significantly invest in our service infrastructure during the year through a fleet rollout;
- A continuation of the strategic renewal of residential aged care building stock and community services building stock.

SUMMARY OF KEY FINANCIAL RESULTS

Jewish Care incurred a financial loss from ordinary activities pre-fundraising of approximately \$2.095 million. The decrease over the previous financial year's loss of \$3.182 million was largely due to a continuation of the operational efficiencies that were achieved as part of a revitalisation of Jewish Care's operations.

Key Financial Highlights

- Continued maximisation of government subsidies reflected in an improvement to \$31.529m in 2013 from \$29.803m in 2012;
- An increase in fundraising to \$5.001m in 2013 against \$3.156m in 2012;
- An increase in Bequests to \$4.999m in 2013 from \$4.271m in 2012 reflecting the ongoing efforts to enhance a planned giving awareness within the community;
- An increase in Recurrent Earnings to \$2.906m in 2013 from a negative \$0.027m in 2012 reflecting the ongoing results of the significant efforts in streamlining the operations of the organisation;
- A revaluation decrement of land and buildings of \$0.478m occurred during the year compared to no change last year;
- Surplus from ordinary operating activities improvement to \$5.559m in 2013 from a surplus of \$2.204m in 2012.

The operating loss was incurred before the following items:

	FY 2013	FY 2012
Annual Appeal & Donations	\$5.001m	\$3.156m
Capital Appeal	nil	\$0.017m
Depreciation & Amortisation	(\$2.496m)	(\$2.194m)
Foreign currency exchange translation gain	\$0.150m	\$0.132m
Gain on Sale of Equipment	nil	\$0.005m
Combined Net Bequests	\$4.999m	\$4.271m

**In addition, across all program areas we incurred \$0.7m to support Cultural and Spiritual activities.*

This resulted in an overall operating surplus of \$5,559,369 as compared with an overall operating surplus of \$2,204,394 in the previous financial year.

KEY EXPENDITURE ITEMS

The following are the key expenditure items incurred in the financial year 2013:

	FY 2013	FY 2012
Salaries (626 staff)	\$27.4m	\$26.5m
Food services	\$5.0m	\$5.2m
Client-related costs	\$5.0m	\$4.1m
Maintenance	\$3.1m	\$3.1m

COMMUNITY SERVICES

Community Services generated an operating surplus of \$5.454 million against a surplus of \$3.655 million in the prior year due to an increase in community support being partially offset by a shortfall in government funding.

RESIDENTIAL AGED CARE

Residential Aged Care generated an operating surplus of \$0.105 million against a deficit of \$1.451 million as a result of maximisation of Government subsidies.

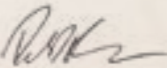
LAND AND BUILDINGS

Jewish Care's land and buildings have been assessed by its Directors in accordance with current accounting policies, as having a decrement from the previous financial year of \$0.478m. This was mainly due to a government agenda of significant social reform in the aged care sector creating a degree of uncertainty in sustainable operating cash flows generated by land and buildings.

Jewish Care is actively pursuing opportunities to renew its residential aged care building stock and community services building stock to vastly improve the quality of its product offering, to meet certification requirements and eliminate the operating deficit.

To this end, active and ongoing community support will be vital to ensure the realisation of this important initiative.

In conclusion, I would like to thank the members of the Jewish Care Finance and Audit Committee and the Executive team of Jewish Care for their ongoing commitment.


Rohan Filer,
Treasurer

Financial Statements

CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2013

	Consolidated Entity		Parent Entity	
	2013 (\$)	2012 Restated (\$)	2013 (\$)	2012 Restated (\$)
Fees and charges	11,973,785	10,101,460	11,973,785	10,101,460
Government subsidies	31,529,188	29,802,620	31,529,188	29,802,620
Other revenues	12,093,597	9,583,930	12,079,420	9,583,930
Total revenues	55,596,570	49,488,010	55,582,393	49,488,010
Employee benefits expense	(27,449,238)	(26,510,141)	(27,449,238)	(26,510,141)
Depreciation and amortisation expenses	(2,496,035)	(2,193,751)	(2,496,035)	(2,193,751)
Community development expenses	(2,078,866)	(1,694,262)	(2,078,866)	(1,694,262)
External services expenses	(3,655,367)	(2,870,391)	(3,655,367)	(2,870,391)
Food expenses	(5,030,775)	(5,154,068)	(5,030,775)	(5,154,068)
Repairs and maintenance expenses	(3,106,646)	(3,072,185)	(3,106,646)	(3,072,185)
Medical and other supplies	(668,073)	(669,663)	(668,073)	(669,663)
Consulting expenses	(369,922)	(516,304)	(369,922)	(516,304)
Energy expenses	(601,872)	(526,208)	(601,872)	(526,208)
Administration expenses	(1,813,767)	(1,745,830)	(1,813,767)	(1,745,830)
Laundry expenses	(645,144)	(623,816)	(645,144)	(623,816)
Other expenses	(2,121,496)	(1,706,997)	(2,107,319)	(1,706,943)
Total expenses	(50,037,201)	(47,283,616)	(50,023,024)	(47,283,562)
Surplus before tax	5,559,369	2,204,394	5,559,369	2,204,448
Income tax expense	-	-	-	-
Surplus after tax	5,559,369	2,204,394	5,559,369	2,204,448
Other comprehensive income/(loss)				
Gain/(Loss) on revaluation of investments	37,348	(14,584)	37,348	(14,584)
Loss on revaluation of property	(478,486)	-	(478,486)	-
Other comprehensive loss (net of tax) for the year	(441,138)	(14,584)	(441,138)	(14,584)
Total comprehensive income for the year	5,118,231	2,189,810	5,118,231	2,189,864

CONSOLIDATED STATEMENT OF FINANCIAL POSITION AT 30 JUNE 2013

	Consolidated Entity		Parent Entity	
	2013 (\$)	2012 Restated (\$)	2013 (\$)	2012 Restated (\$)
Current assets				
Cash and cash equivalents	14,930,232	9,207,088	14,915,458	9,206,491
Trade and other receivables	3,238,060	3,532,874	3,238,059	3,532,839
Other financial assets	32,467,009	25,349,812	32,467,009	25,349,812
Other assets	214,859	132,101	214,859	132,101
Total current assets	50,850,160	38,221,875	50,835,385	38,221,243
Non-current assets				
Trade and other receivables	625,055	495,741	787,643	644,152
Other assets	969,442	483,333	969,442	483,333
Property, plant and equipment	83,345,060	84,397,411	83,345,060	84,397,411
Total non-current assets	84,939,557	85,376,485	85,102,145	85,524,896
Total assets	135,789,717	123,598,360	135,937,530	123,746,139
Current liabilities				
Trade and other payables	3,319,192	2,813,372	3,318,726	2,812,872
Provisions	3,724,218	4,558,633	3,724,218	4,558,633
Borrowings	-	42,547	-	42,547
Other liabilities	53,777,435	46,565,864	54,247,391	47,035,820
Total current liabilities	60,820,845	53,980,416	61,290,335	54,449,872
Non-current liabilities				
Provisions	659,367	426,670	659,367	426,670
Total non-current liabilities	659,367	426,670	659,367	426,670
Total liabilities	61,480,212	54,407,086	61,949,702	54,876,542
Net assets	74,309,505	69,191,274	73,987,828	68,869,597
Equity				
Reserves	28,768,643	29,209,781	30,981,911	31,423,049
Accumulated funds	45,540,862	39,981,493	43,005,917	37,446,548
Total equity	74,309,505	69,191,274	73,987,828	68,869,597

Our Products and Services

Community Services

Front Door
Individual & Family Support
Counselling & Case Management
Mental Health Services
Employment & Education
Centre (including Always Moving Forward)

FINANCIAL SUPPORT

- Financial Aid
- Financial Counselling
- Jump Start Interest Free Loans
- Saver Plus

HOUSING SUPPORT

- Transitional Housing
- Private Rental Market
- Community Housing
- Live-in/Shared Accommodation

YOUTH ENGAGEMENT

- Young Achievers Program
- B'nei Mitzvah Program

Disability Services

Lifestyle & Family Support Services

Behaviour Support

Individual Support

Carer Support & Advocacy

Supported Accommodation & Respite Services

Shared Services

Cultural & Spiritual Services

Development

Finance

Information Technology

Research, Quality, Innovation & Policy

Procurement

Infrastructure

People & Culture

Volunteer Resource Program

Services for Older People

COMMUNITY AGED CARE

Healthy Ageing Program

Kesher Case Management

BlueStar Home & Personal Care

Respite Care

Restitution Advisory Service

RESIDENTIAL AGED CARE

Low Care

High Care

Extra Services

Memory Care

Palliative Care

Respite Care

Community and Disability Accommodation

Includes: supported accommodation, independent living units, individual support and transitional housing

Hawthorn Road House

Jacobs House

Latrobe Street

Prahran Grove

The Richard and Marietta Manders Villas

Bontscheck Court

Leo Fink Court

Narong Road

Freeman Street

South Road

Aged Care Residences

Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)

Montefiore Homes Community Residence

Smorgon Family Nursing Home

The Mark and Dina Munzer Community Residence

Community Aged Care Centres

Active Living Centre includes:

- Alan Rabinov Planned Activity Group
- Jack and Ethel Goldin Day Therapy Centre

Respite Centres

Adult Respite Centre

Children's Respite House

Executive Team



BILL APPLEBY,
CHIEF EXECUTIVE OFFICER



DANIEL GOODMAN,
CHIEF FINANCIAL OFFICER



RABBI MEIR SHLOMO KLUWGANT,
GENERAL MANAGER
CULTURAL AND SPIRITUAL SERVICES



MAUREEN FLAHERTY,
GENERAL MANAGER
COMMUNITY SERVICES



MARCUS HARTY,
GENERAL MANAGER
INFRASTRUCTURE



ROSEMARY HOGAN,
GENERAL MANAGER
SERVICES FOR
OLDER PEOPLE



MARK JOEL,
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DEVELOPMENT



CAMERON MACKAY,
CHIEF INFORMATION
OFFICER



MARY SCOTT,
GENERAL MANAGER
PEOPLE AND CULTURE



STEPHEN THOMAS,
GENERAL MANAGER
QUALITY AND INNOVATION

Acknowledgements

A sincere thank you to all who have helped Jewish Care to support and enhance the wellbeing of the Jewish community of Victoria.

By combining the commitment of our supporters with the resources of Jewish Care, we've been able to assist thousands of people during 2012/13.

IN MEMORY AVRAM ZELEZNIKOW OAM

Jewish Care extends its deepest sympathy to the Zeleznikow family on the passing of our past President, Life Governor, long-term supporter and dear friend, Avram Zeleznikow OAM.

Born in 1924 in Vilna to Jewish revolutionaries, Avram was a strong leader, who always fought for social justice and gave of himself for the benefit of the most vulnerable people in his community.

He was the only member of his family who survived the Holocaust by crawling through 50 km of pipelines and joining



the partisans in the Lithuanian and Polish forests. He fled to Australia in 1951 with Masha, his wife-to-be. It was difficult starting a new life in Melbourne, especially without knowing how to speak English. Avram worked a range of jobs, from driver to dry cleaner and Yiddish teacher, prior to opening the iconic Café Scheherazade with Masha.

Located on Acland St, Scheherazade quickly became a famous hub for many Holocaust survivors, local actors, writers and artists, providing them with food for body and soul. For over forty years, Avram was involved in a myriad of community causes including the Victorian Jewish Board of Deputies, Executive Council of Australian Jewry, Mount Scopus College and, of course, the Australian Jewish Welfare Society and Jewish Care.

He was our dedicated Secretary, Treasurer, President, Chairman of Claims Conference Committee and a member of various committees including Financial Aid and Healthy Ageing. In addition, together with Masha, Avram ran the Tuesday Club for Jewish seniors for over 32 years.

Avram will be long remembered for his selfless work in helping Holocaust survivors to integrate into Australian society and reconstruct their lives.

THANK YOU TO OUR SUPPORTERS

We thank our exceptional donors and volunteers for their generous contributions and heartfelt gifts of time and spirit which made a lasting difference to the lives of many. Your dedication is highly appreciated.

COMMUNITY PARTNERS

Jewish Care thanks and acknowledges the many generous community organisations and companies for their sponsorship and support of our important work. Your ongoing support allows us to continue to deliver world-class services and care.

LIFE GOVERNORS

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

- Jeffrey Appel
- Philip Brass
- Michael Dubs
- Jacob Fajgenbaum
- Nathan Fink
- Assoc Prof David Fonda
- Barry Fradkin OAM
- Geoffrey Green OAM
- Paula Hansky OAM
- Bronka Kaplan
- Deanna Levin
- Marion Lippmann
- Philip Mayers
- Max New
- Liz Nissen
- Delysia Pahoff
- Alan Schwartz AM
- Robyne Schwarz AM
- Johnerry
- Phillip Shulman OAM
- Rosalie Silverstein OAM
- Graham Slade
- Jack Smorgon AO
- Robert Smorgon AM
- Val Smorgon OBE
- David M Southwick
- Roy Tashi OAM
- Avram Zeleznikow OAM
- Masha Zeleznikow OAM

ESTATES, TRUSTS AND FOUNDATIONS

We wish to pay our respects to the memory of the following individuals and their Estates who have helped to ensure the future wellbeing of our community by including Jewish Care in their Will:

- Emanuel Percy Ackman Estate
- Albert David Amzalak Estate
- Joseph M Augen Charitable Trust
- Louis Berner Estate
- Rhoda Myra Cohney Estate
- Margery Joyce Cowell Estate
- Eugen Erczmann Estate
- Elise H Fischer Estate
- Alfred Goldschlager Estate
- Maurice Goldstein Estate
- Lea Gordon Estate
- Eva Gunn Estate
- Bertha Emily Gunthner Estate
- Abraham Harris Trust
- Rachel Harris Estate
- Sabine Jakubowicz Estate
- Juliet Mary Jordan Estate
- Joseph Kronheimer Charitable Fund
- Barnett and Dinah Lazarus Trust
- Louis Lesser Estate
- Joseph & Kate Levi Charitable Trust
- Marietta Manders Estate
- Violet Henrietta Movitz Estate
- Goldie Orbach Estate
- Wolf Rajchman Estate
- Robert Raynor Estate
- Eva Reich Estate
- Icyk Reiser Estate
- Paul Rose Estate
- Simon Rothberg Estate
- Bencjan Rozencwajg Estate
- Sophia Salamon Estate
- Albert Spatt Charitable Trust

- George Sztokman Trust
- Ephraim Yoffa Estate
- Henry Herbert Yoffa Charitable Bequest
- Samuel Younkman Estate
- Sofia Zitron Estate

Jewish Care is grateful for the generous support from the following trusts and foundations:

- Aged Persons Welfare Foundation
- The William Angliss (Victoria) Charitable Fund
- The Bardas Foundation
- Bell Charitable Fund
- Besen Family Foundation
- Philip & Vivien Brass Charitable Foundation
- Isobel Hill Brown Charitable Trust
- Collier Charitable Fund
- The Grant Foundation
- S & M Feiglin Charity Trust
- Leo and Mina Fink Fund
- The Finkel Foundation
- The Marian & E H Flack Trust
- Fonda Family Charitable Foundation
- Gandel Philanthropy
- Jack & Ethel Goldin Foundation
- Ethel Herman Charitable Trust
- Honda Foundation
- B'nai B'rith Josies Charitable Fund
- Ken & Carol Klooger Family Foundation
- The Landman Foundation
- Lord Mayor's Charitable Fund
- National Council of Jewish Women of Australia Foundation
- Nordia Foundation Pty Ltd
- The Pratt Foundation
- Jack & Robert Smorgon Families Foundation
- The Victor Smorgon Charitable Fund

- Spotlight Stores Charitable Foundation
- Trawalla Foundation
- Victorian Multicultural Commission
- Werled Foundation

GRANTS

Jewish Care gratefully acknowledges the following grants and sources which have provided funding for programs benefitting Holocaust survivors:

- Conference on Jewish Material Claims Against Germany (Claims Conference)
- Funding from a settlement with the Austrian Government negotiated with the Conference on Jewish Material Claims Against Germany (Claims Conference)
- The Hungarian Gold Train Special Fund from the Settlement of a class action regarding the Hungarian Gold Train (Rosner v. United States) under the jurisdiction of Judge Patricia A. Seitz
- The Successor Organisation fund administered by the Conference on Jewish Material Claims Against Germany (Claims Conference)
- Funds from an agreement between the Conference on Jewish Material Claims Against Germany (Claims Conference), the Hungarian Government and MAZSOK
- The Claims Conference In-Home Services Program funded by the German Government
- Funds from the Conference on Jewish Material Claims Against Germany (Claims Conference) at the direction of the United States District Court supervising the lawsuit In Re: Holocaust Victim Asset Litigation (Swiss Banks) to expand our Holocaust Survivor Emergency Assistance Program

Community Visitor's Scheme, funded by Department of Health and Ageing (for volunteer community visitors).
Home and Community Care, funded by Department of Health and Ageing (for in home support).



ACADEMIC & RESEARCH COLLABORATIONS

Jewish Care continues to work alongside leading academic institutions and recognises their enormous contributions in helping to build an evidence base for decision making.

Academic Collaborations

La Trobe University - Faculty of Health Sciences, School of Allied Health, Department of Social Work and Social Policy

La Trobe University - Faculty of Health Sciences, Australian Institute for Primary Care and Ageing

La Trobe University - Faculty of Health Sciences, School of Public Health and Human Biosciences, Department of Counselling and Psychological Health

LaTrobe University - World of Wounds

Monash University - Australian Centre for Jewish Civilization

University of Kent - Tizard Centre (UK)

University of New South Wales

Government and Organisational Collaborators in Research

Annecto

Department of Human Services - Eastern Region

Golden City Support Services
Jewish Community Council of Victoria
Maccabi Victoria
National Council of Jewish Women
St John of G-d Accord
Yooralla

BOARD SUBCOMMITTEES

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

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Susie Ivany (Chair)
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Jewish Care's fundraising efforts are supported by dedicated teams of volunteers to whom we are indebted for their continued commitment and hard work.

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Georgia Danos
Miriam Farkas

Friends of Montefiore Committee

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Karen Korn
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Dahlia Sable
Keren Zelwer

Major Donor Dinner Committee

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Karen Goldenberg
Rocky Lambert
Adira Werdiger

COMMUNITY ADVISORY GROUPS

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

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Maureen Flaherty
Louisa Gibson
Sharon Hamilton
Russell Jaffe
Kevin Kreiner
Jacquei Lerner
Kay Schweitzer
Amanda Slome
Ombretta Zanetti

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Sav Schulman
Ben Weinstein



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
info@jewishcare.org.au
www.jewishcare.org.au