



# ANNUAL REPORT

2013/14



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# SNAP SHOTS



01

**01** We submitted two critically important town planning applications for the development of a Senior Living and Community Precinct on St Kilda Road and new Community Housing Units in East St Kilda.



02

**02** We commenced the construction of an innovative \$8.5 million Disability Respite Centre for adults and children with disability, designed to offer a hub for community outreach programs and drop-in support services.

**03** Jewish Care's Employment and Education Centre has partnered with Selmar Aged Care Education Institute to deliver nationally accredited courses in Aged Care and Home and Community Care (HACC).

**04** \$1,031,904 worth of Jump Start interest free loans were distributed to assist people in realising their educational, business or personal goals.

**05** 13 students with disability graduated from our LifeSkills Cooking Course with enhanced independence, cooking, budgeting and social skills.



03



04



05



06

**06** We launched two reports on *The Jewish Population of Australia: Key Findings from the 2011 Census* and *The Jewish Population of Victoria: Key Findings from the 2011 Census*, which revealed community trends and presented an evidence-base for future service planning.

**07** Continued strong support from our annual Friends of Montefiore and Generations of Women events, saw 500 women raise a combined total of over \$100,000 for Jewish Care's counselling service and a playground for the new Disability Respite Centre.

**08** Successful establishment of the 'Front Door' service, streamlining access to all Jewish Care services and ensuring that clients with complex needs receive appropriate, timely support.

**09** The Social Inclusion Leadership Committee (SILC) was formed in collaboration between Jewish Care and other community organisations to promote the inclusion of Jewish people with disability in employment and community life in Victoria.

**10** 400 dedicated donors attended the 2014 Annual Appeal Dinner helping to raise \$3.02 million in total.



07



08

09



10



05



## PRESIDENT'S REPORT

MICHAEL DEBINSKI

**In April this year, I had the privilege of joining the March of the Living with a group of Australian Jewish leaders. We visited places where the most horrific crimes were perpetrated against Jews and others. We were confronted with unspeakable horror but also the bravery of many who fought, remained proudly Jewish and survived to build new lives. My parents were Holocaust survivors and were helped by our predecessor organisation, the Australian Jewish Welfare and Relief Society, to build new lives in Australia.**

The March of the Living affirmed the importance of remembering the past as we plan for the future. It affirmed the unique role of Jewish Care in building a strong and vibrant Jewish community and continuing to support and care for Melbourne's survivor community.

This has been another year of great progress towards achieving our strategic priorities. Almost five years ago, the Board adopted plans to develop and renew Jewish Care. This included a significant program to replace our ageing assets and development of new services to ensure our community has the best available care and support. Our plans are forward-looking, ambitious and absolutely vital to meet the needs of our community today and for future generations.

This year, we have achieved key milestones including:

- Adopting a five year disability plan for Jewish Care and the community that focuses on greater inclusion and opportunities for people with a disability;
- Achieving planning approval for a new Senior Living and Community Precinct on St Kilda Road;
- Advanced planning for a new children and adult disability respite centre in Caulfield to open mid-2015;
- Significantly progressing the purchase of a site in Carnegie for a new 120-bed residential aged care facility;
- Establishing the new 'Front Door' for Jewish Care, offering a one-stop entry for all our services and improved care for those in our community with complex needs;
- Continuing financial prudence and responsibility.

We have also continued to provide care and support across 34 different programs, with a strong commitment to ongoing improvement. This year we have sought feedback from our clients and our community; we will continue to do this regularly. Overall, we have received positive feedback about the high quality of care and services provided.

The feedback has also drawn our attention to areas for improvement which are being addressed.

This year, we have also confronted a range of issues that are serious, challenging and deeply concerning. At our 2013 Annual General Meeting, I spoke of the alleged abuse of residents living in facilities under the care of predecessor Jewish welfare organisations. In November last year, our Board established a scheme to assess and respond to these claims of institutional abuse. The scheme continues under the leadership of Professor Louis Waller. We have been told of terrible cases of abuse and have offered care, support and reparation to a number of people who suffered in the hands of those trusted with their care. Our primary concern has always been for the welfare of those who have been abused in the past.

Our Board and CEO showed strong leadership in establishing this scheme and our proactive approach has been widely acknowledged. Special thanks to Professor Waller for his guidance and leadership and to our skillful and dedicated reviewer Mr John Leatherland.

I am proud to be part of a community that is known for its culture of care, giving and philanthropy. We have embarked on a capital campaign to deliver six major new community projects across aged care accommodation and support services, disability respite and support and social housing. With such ambitious plans we will be relying more than ever before on the financial support of our community. I thank our many generous donors for their continuing support.

A special thanks to our CEO, Bill Appleby, for leading our organisation with great skill, commitment, vision and compassion. I acknowledge our staff, volunteers and supporters who make Jewish Care such a unique organisation.

My thanks to our Board who work hard to achieve our ambitious plans and engage with organisations and partners in our community to benefit Jewish Care. Special thanks to our Vice Presidents, Jeffrey Appel OAM and Leah Balter, Treasurer Rohan Filer and committee Chairs.

I look forward to the coming year as we continue to renew our facilities and build even better services for our community.



## CEO'S REPORT

BILL APPLEBY

**Winston Churchill once said, "We make a living by what we get, but we make a life by what we give", and this is what Jewish Care is all about.**

Jewish Care is an organisation founded on the principles of giving. Nearly all of our services have been initiated by volunteer action. The small group of individuals who met at the Rainbow Tavern in Swanston Street in 1848 to establish the Melbourne Jewish Philanthropic Society were volunteers, as were those who founded the Australian Jewish Welfare and Relief Society in 1936 and personally greeted post-war refugees at the Melbourne docks in the 1950s.

Our organisation's ability to successfully support the needs of the Victorian Jewish community is solely determined by the generosity of spirit within our community members, who advocate, lobby, sponsor, volunteer and donate to Jewish Care.

I thank our donors and communal lay leaders who have supported our organisation over the last 12 months and look forward to their continued support.

The year just past has been another very solid year in terms of both operational and strategic delivery. We took time to revisit the organisation's strategic direction and have set the course for the next three years with our Strategic Plan, *Towards Tomorrow 2014-2017*. I am grateful to have such a dedicated team of professionals and a committed and aspirational Board who continually improve on everything we do at Jewish Care.

This year has also been difficult, in many respects, for the Melbourne Jewish community as we have learnt of cases of child sexual abuse that occurred in the 1960s in some of our trusted institutions. On a positive note, we have seen a proactive response from many of the communal leaders to ensure rigorous systems are in place to provide for the safety of our children from predatory behaviour.

I was particularly proud of the ethical leadership demonstrated by the Jewish Care Board when the organisation became aware of historic claims of alleged child sexual abuse at residential facilities run by one of our predecessor organisations. The Board quickly determined that acting in accordance with our values was the appropriate course of action thereby setting up our *Children in Residential Care Support Scheme* chaired by Professor Louis Waller.

Looking ahead, we are now underway with the most ambitious and exciting series of development projects in Jewish Care's long history. Over \$180 million is being invested in six major projects over the next ten years to ensure we can continue to support and enhance the wellbeing of the Victorian Jewish community. These state-of-the-art developments will transform the way we care for our elders and the whole community.

Further, these new services will position Jewish Care as the industry innovators to inspire other communities and service providers both in Australia and internationally. Nevertheless, as magnificent as these buildings will be, we all know that it is not about the bricks and mortar.

What is critically important is the quality of the people who work and volunteer within these walls. To that end, from the bottom of my heart I thank you, our wonderful staff and volunteers, for your ongoing commitment to the provision of dignified, quality care and support of our community.

I look forward to the year ahead as we continue our journey of renewal. Our ability to raise the necessary funds through our Capital Campaign, '*Growing. For our Community.*' is critically important and will ensure ongoing support of the Victorian Jewish community for years to come.



# OUR VISION

## TOGETHER WE ARE ONE

Jewish Care belongs to the community – each of us are owners and stakeholders.

With ownership comes responsibility. Every one of us plays a role in ensuring the care of those in need.

The strength of our community is in our diversity and in our togetherness – young and old, rich and poor, healthy and sick, religious and unaffiliated. Together we are one.

## ONE CLEAR VISION AND MISSION

Supporting and enhancing the wellbeing of the Jewish community of Victoria by providing excellent support and care for individuals and families.

## VALUES

Our values of *chesed* (kindness), *mishpacha* (family), *derech eretz* (respect) and *tzedakah* (charity) define who we are and underpin everything we do. They are also particular to the Jewish approach to creating a meaningful life and a strong, cohesive community.

## STRATEGIC DELIVERABLES

- Create three best practice senior living precincts
- Develop a single point of entry to access community support services
- Build a state-of-the-art disability respite centre for children and adults
- Deliver new and innovative disability services to support individuals and their families
- Invest in new, affordable social housing within the community
- Complete the information technology transformation to ensure consistent quality care and support
- Double the hours of in-home support services
- Establish a community employment and education centre
- Increase client, staff, volunteer, community and donor engagement



With strategic focus, Jewish Care will continue to respond to challenges by raising the bar in terms of professionalism, innovation, agility and responsiveness, to capitalise on opportunities to deliver sustainable, quality services to our community.

## 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 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 Clients

To deliver outstanding customer 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.

# STRATEGIC DIRECTION

## 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 reputation, relevance and engagement in our immediate and broader communities.

## Our Systems and Sustainability

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

## 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.

# PROGRAMS & SERVICES



## COMMUNITY SERVICES

Front Door (incorporating):

- Information and Access Team
- Service Coordination

Individual & Family Support  
Counselling  
Mental Health Promotion  
Employment & Education Centre

## FINANCIAL SERVICES

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

## HOUSING SUPPORT

Transitional Housing  
Private Rental Assistance  
Community Housing  
Public Housing Assistance  
Tenancy Support

## YOUTH ENGAGEMENT

Young Achievers Program  
B'nei Mitzvah Program

## DISABILITY SERVICES

Behaviour Support  
Individual Support  
Carer Support & Advocacy  
Supported Accommodation & Respite Services  
Community Inclusion

## RESPITE CENTRES

Adult Respite Centre  
Children's Respite House

## COMMUNITY & DISABILITY ACCOMMODATION

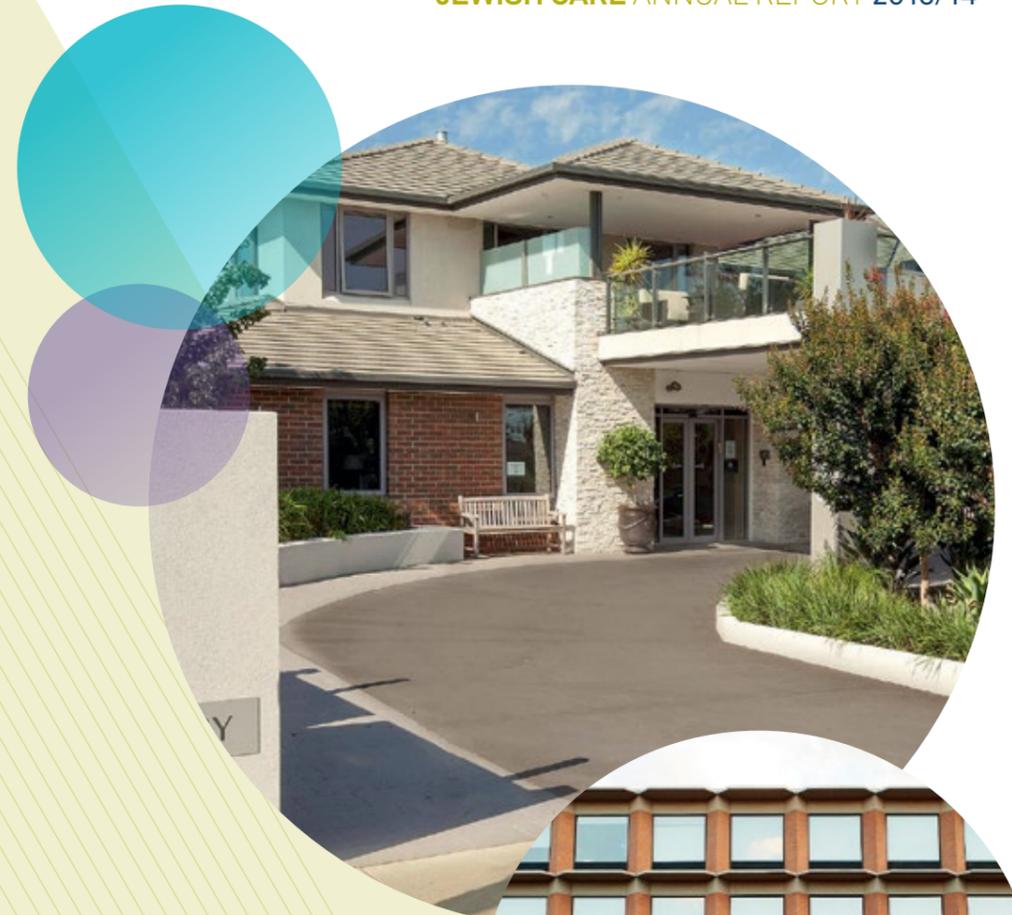
**Including supported accommodation, independent living units, individual support and transitional housing:**

Hawthorn Road House  
Jacobs House  
Latrobe Street  
Pahran Grove  
The Richard and Marietta Manders Villas  
Bontscheck Court  
Leo Fink Court  
Narong Road  
Freeman Street  
South Road

## SERVICES FOR OLDER PEOPLE

### COMMUNITY AGED CARE

Healthy Ageing Program  
Keshet Case Management  
BlueStar Home & Personal Care



Respite Care  
Holocaust Survivor Services

### RESIDENTIAL AGED CARE

Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)  
Montefiore Homes Community Residence  
Smorgon Family Nursing Home  
The Mark and Dina Munzer Community Residence

Memory Care  
Palliative Care  
Respite Care

### COMMUNITY AGED CARE CENTRES

**Active Living Centre includes:**

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

### SHARED SERVICES

Cultural & Spiritual Services  
Development  
Finance  
Information Technology  
Research, Quality, Innovation & Policy  
Procurement  
Infrastructure  
People & Culture  
Volunteer Resource Program



# COMMUNITY SERVICES

With a strong focus on helping people towards self-sufficiency, Jewish Care aims to alleviate the conditions of poverty and disadvantage in the community and equips people to create a better life for themselves.

## FINANCIAL SERVICES

Jewish Care counsellors assist individuals and families in developing skills and strategies to improve their financial situation, while also educating them about their government entitlements.

The Financial Aid program provides one-off or short-term financial assistance to people in challenging situations to meet basic living expenses and to help pay for food, clothing, accommodation, transport costs and utilities.

We offer a range of interest free loans to enable people to realise their own economic wellbeing and to feel in control of their future.

## FRONT DOOR

The newly established 'Front Door' service incorporates the Information and Access Team (IAT) and Service Coordination.

The IAT is the first point of call for people requiring information or referral to Jewish Care services or external providers. This innovation streamlined the process of needs identification, ensuring that callers can be connected with the right support services on the same day.

## EDUCATION & EMPLOYMENT

Our Employment and Education Centre offers a range of services for job seekers and employers, career workshops and nationally accredited courses in areas of aged and community care.

We connect people in the Jewish community with the right job through career advice, job readiness training and an extensive network of employer partnerships to secure rewarding employment opportunities.

## COUNSELLING

Our professional counselling assists with a wide range of issues including parenting, relationships, transitions, loss and grief, anxiety and depression, Jewish identity and family violence.

## Our Family

### Call for Help

I was in a desperate situation, with our family home being taken away due to a fairly large amount of money owing to creditors. The sheriff had authorised the imminent sale of the house to recover those debts. My children and I were about to become homeless in a matter of days. In my moment of despair, I turned to Jewish Care.

The friendly and understanding Financial Services Team Leader was all ears, and from our first conversation, went out of his way to assist. Not only did the Financial Services team quickly provide me with a sizeable interest free loan to stave off the sale, they also took the time to understand the



situation as a whole and offered services, support and financial counselling to help improve the situation.

From the bottom of my heart, I thank Jewish Care and all your amazing staff for the incredible effort you have shown to accommodate my difficult situation. You are saving lives!

~ Ella\*

\*Real name and image withheld to protect client privacy

## HOUSING SUPPORT

Jewish Care's Housing Support assists clients experiencing housing difficulties to find safe and affordable accommodation, where they can feel comfortable, supported and connected to the community.

## YOUTH PROGRAMS

Our B'nei Mitzvah Program encourages young Jewish people aged 12-13 to experience community work through volunteering and learn first-hand about how giving can make a difference.

The Young Achievers Program (YAP) welcomes Jewish students between 15-18, from non-Jewish and Jewish schools who are motivated, goal orientated and driven to achieve. Thanks to engaging life-skills workshops and personal mentorship, YAP helps students develop a positive self-esteem, while providing a supportive connection with the Jewish community.

## MILESTONES

- We launched the 'Front Door' service, driving positive change in the way Jewish Care provides support and response to clients – quicker, more effectively and efficiently.
- Establishment of the new Service Coordination Program assisting highly vulnerable people in the Jewish community with complex needs that require multiple referrals and coordinated support.
- Over the year, we doubled our financial counselling interviews and almost tripled the number of Money Minded workshops.
- Successful restructuring of the Housing Program, which has moved to a tenancy and property management model to best address the specific needs of tenants.

## INTO THE FUTURE

- Redeveloping 6 housing properties in East St Kilda into 33 new units that are modern, comfortable and accessible for all abilities.
- Extensive refurbishments of 62 existing units with new carpets, repainting, installations of new kitchens, lifts, BBQ and sucah areas, and a spacious car park.



\$1,031,904 worth of interest free loans distributed, signifying **105% increase** from last year.



**864** calls to our Front Door service since its launch in January 2014.

**115** people received professional counselling.



**\$80,018** distributed in financial aid, a **32.5% increase** from last year.



**4803** clients received support across Jewish Care services.



**150** job seekers secured employment following training through the Employment and Education Centre.

# DISABILITY SERVICES

Jewish Care's Disability Services provide capacity-building programs for people with disability and their families to lead an inclusive and rewarding life.

We assist clients to improve their life skills, source education and employment opportunities and access community activities and health care.

Our supported accommodation offers inclusive living options for adults with disability, while respite services for all ages improve independent living skills and provide essential 'time out' for families to recharge.

## MILESTONES

- We began the construction of our state-of-the-art respite centre for adults and children with disability, which will allow us to expand our service offering to 100 families in the community.

- The adult respite service doubled the number of clients accessing the service.
- 13 clients with disability graduated from the LifeSkills Cooking Course with improved independence, budgeting, confidence and enhanced social skills.
- We launched a Five Year Disability Plan based on extensive research and consultations with the Jewish community to provide strategic direction of service delivery, in line with the introduction of the National Disability Insurance Scheme.
- The Social Inclusion Leadership Committee (SILC) was established as part of our Five Year Disability Plan. Its aim is to provide leadership and strategies to drive participation and inclusion of people with disability in all aspects of life including education, employment, housing and leisure.

## INTO THE FUTURE

- Implementation of vocational training and skill attainment for people with disability including provision of accredited employment readiness courses and securing paid employment.
- Opening the new Disability Respite Centre in September 2015 featuring specialised sensory rooms and outdoor play areas.



The Individual Support Program delivered **6058 hours** of direct support to clients with disability to enable them to maintain independent living in the community.

## Our Family

### Love, Care and Community

Shoshana and Yuval Sibony's daughter Tova was born at 24 weeks. Weighing only 553 grams, she was instantly hooked up to wires and machines, helping her in her fight to stay alive.

Tova spent the first six months of her life at the Neonatal Intensive Care Unit and Special Care Unit at Monash Hospital. For the first couple of months Shoshana and Yuval were not allowed to even touch her. Even when touching was allowed, there were strict rules on how and when.

Shoshana recalled, "It was scary to give birth and go back home to an empty house and look at the empty crib. I spent months sitting on a hard chair next to Tova's humidicrib, seeing her wrapped in tubes, just hoping to hold her and above all – willing her to live."

It was the beginning of a challenging journey for the whole family. Tova underwent multiple treatments – from stem cell, speech and movement therapies to conductive education, acupuncture, acupressure and tube-weaning.

Together they travelled to South Australia, Thailand, Canada and Austria to access the best available medical practices and are currently learning Auslan (Australian sign language) and other communication methods to improve communication with each other.

Today, at age seven, Tova is very much like most girls; she can communicate, walk (with a little help from a walker), go to school and boss her younger brother Nissim around.

Tova also frequently attends the Jewish Care Children's Respite House. Here she learns to improve her

independence and social skills in a warm, friendly, safe and heimish environment. She loves learning about Jewish traditions and going on excursions with her friends.

"All parents want to support their children and make their lives easier. We don't want to change Tova, we love her and just want to help her be her best. The Children's Respite House has helped us do this and complete the community circle," said Shoshanna. "The love and care given to Tova while she is at Children's Respite House means the world to us."

There are many more families like the Sibonys who rely on Jewish Care's Disability Services. Embracing spacious modern facilities in a culturally sensitive environment, we ensure that children and adults with disability receive the support they need.



# AGED CARE SERVICES

Jewish Care is committed to delivering meaningful and lasting support for older community members including many Holocaust survivors and their families through a complete scope of innovative, culturally appropriate services.

The Healthy Ageing Program provides an extensive array of health and wellbeing services in a range of languages.

Our Home and Personal Care and Case Management programs, BlueStar and Keshet, provide quality, affordable care to people who need assistance to maintain or regain their independence.

So too, our aged care residencies offer flexible care options in the heart of the Jewish community.

## MILESTONES

- Introduction of Montessori activities at aged care facilities to improve the wellbeing of residents with Alzheimer's and dementia and enhance their memory and skills such as self-feeding, preparation of simple meals, dressing and participating in recreational activities.
- Over 980 Holocaust survivors received aid, needs and eligibility assessments, assistance and restitution support, totalling \$1.04 million, which signifies a 250% increase from last year.
- Administering increased funding from Claims Conference: USD \$3,189,396.

- We introduced the 'RedUse' program in aged care facilities to reduce the use of sedatives, associated with side effects such as falls, pneumonia, stroke, daytime drowsiness and confusion.
- We started the 'Back Attack' hands-on training program encouraging correct manual handling techniques to enhance the safety of employees, clients and residents.
- Jewish Care partnered with Swinburne University of Technology to capture the life stories of Holocaust survivors for future generations. Volunteers interview the residents and help produce their manuscripts, photo collages, short films and reminiscence boxes.
- A range of mental health and counselling programs, known as the 'Wellbeing Clinic', were developed to improve the emotional health of seniors living at home and at our facilities.
- A weekly innovative program at Jewish Care residences, 'Recycling is Fun', has been an unqualified success among participants who discovered multiple ways of transforming old materials into beautiful, unique craft works. The program has had a tremendous therapeutic impact on residents, offering them a regular opportunity to explore creativity and improve self-esteem.
- We installed LED lighting at Gary Smorgon House which brightened up the residence and helped reduce the costs and our environmental footprint.

## INTO THE FUTURE

Realising the vision of our 9-storey, 156-bed Senior Living and Community Precinct on St Kilda Road, offering our elders the opportunity to live in state-of-the-art small households with their own self-contained lounge, dining, kitchen and recreational facilities.



**124,000 Hrs**  
of home and personal care support and **61 new** Consumer Directed Packages introduced.



**3,000**  
days of residential respite were provided at our aged care facilities.



## Our Family

### Twenty Years of Happiness

Vivienne Chaikin is an active woman, 82 years young and living a full life at Montefiore Homes Community Residence.

In her golden years, Vivienne's home provides convenience and comfort and a place to belong that allows her to embrace the cultural aspects of inner Melbourne on the door step of the Jewish hub of Caulfield.

"As a child, I spent over a year in a hospital bed being unable to move," said Vivienne. "Since then, however, I've been unstoppable. Life is shorter than you think; you have to make the most of it. And I love to do exactly that!"

Moving to Australia from war-torn Europe with her family at the age of 17, life presented many challenges. A new country and no knowledge of her environment forced Vivienne to find a job upon arrival. It was, however, a blessing to start her employment at a raincoat factory in Melbourne, where she met Alan, the man she would marry. They lived a happy life, raising two daughters Mandy and Pamela, the start of their legacy with 5 grandchildren and 3 great-grandchildren.

At 70, Alan developed dementia and Vivienne was faced with a choice – to have Alan move into an aged care facility alone or to go with him. She couldn't live without him.

So in 1994, Vivienne and her husband found a new home with Montefiore. Jewish Care helped them live five more years in happiness, comfort and peace until Alan sadly passed away in 1999.

"Jewish Care gave me peace of mind that all our needs would be met," remembers Vivienne. "Montefiore was not an institution but a home, where friends and family were welcome and we got the support we needed."



"At his passing, perhaps, I was at a crossroads, whether to stay or go," she recalls. "But I never looked back when I decided to stay. Living here has given me twenty years of happiness, security and the ability to continue to engage with daily life."

Vivienne lives a more active life than many people half her age. She has embraced cultural Melbourne and the Jewish community and has even been recording the Australian Jewish News for Vision Australia for over 20 years. Vivienne rarely stays indoors – from playing the recorder at community concerts and visiting family and friends to going to the National Gallery of Victoria and the best Melbourne theatres and cinemas located nearby.

"I really am lucky, what else could I ask for?" says Vivienne with a smile.

# CULTURAL & SPIRITUAL SERVICES

Care is what we do; Jewish is who we are. Our powerful connection to Jewish heritage allows Jewish Care to meet the diverse cultural and spiritual needs of our clients, families, volunteers and staff.

We bring Jewish values to life by celebrating Jewish holidays and memorials, offering kosher food throughout facilities, conducting weekly synagogue services and Torah lessons and facilitating compulsory staff training to promote understanding and sensitivity of Jewish culture.

In addition, Jewish Care implements a holistic wellbeing approach by offering spiritual and pastoral care which focuses on healing, guiding, nurturing and empowering our clients.

Over the last 12 months, the improved investment in Cultural and Spiritual Services has resulted in multiple celebrations of Jewish festivals within the facilities and at other community synagogues and centres, with hundreds of friends, family and neighbours in attendance.

## MILESTONES

- 214 Shabbat *kiddushim* and 236 candle lighting ceremonies were attended by residents and clients.
- Over 4500 pastoral visits took place last year.
- Hundreds of Jewish school students joined our residents to pack gifts for people in need at our Rosh Hashana, Chanukah and Purim packing bees.
- A record breaking Mitzvah Day for Jewish Care brought together more than 200 volunteers, residents and friends to prepare Chanukah gifts for vulnerable community members.

**182**  
cultural and spiritual events organised over the year.




**899**  
synagogue services were held across all facilities.




## Our Family

### The Power of a Smile

Each night, during dinner at The Mark and Dina Munzer Community Residence, Jewish Care's Rabbi Schneier Lange would go around the tables to make sure all the residents were fine.

One night, he passed by Leah\*, a new resident, and asked her if she had settled in well and gave her a smile.

Suddenly, she started to cry. Leah's daughter asked why she was so upset. Leah answered that she has lived for too long, her husband has passed away and she couldn't take care of herself any longer. There was nothing good ahead of her.

Rabbi Lange stopped for a moment and said, "This is not exactly right. Every time I see you, Leah, I want to smile. That in itself is a reason for you to smile as well."

Leah gave Rabbi a surprised look as he continued to speak about positive things in her life, such as her beautiful daughter and grandchildren who love her and care for her so well, which has resulted from Leah's good upbringing and values.

Leah's eyes now sparkled in response. Rabbi Lange decided to push his luck and asked her for a smile. To his delight, he saw the sides of Leah's mouth move upward

and shaped into a small smile.

"Tomorrow when I come back, you will make me happy again. In return, I hope you will give me a smile."

"A smile," repeated Leah nodding her head.

The next day, Leah greeted Rabbi Lange with a huge smile on her face.

Ever since, Leah has felt better, both physically and emotionally. She accepted her new home and made friends with other residents and staff.

\*Real name changed to protect the resident's privacy

# STAFF & VOLUNTEERS

Our 644 staff and 480 volunteers are the core part of our family. Coming from all walks of life and all religious and ethnic backgrounds, they make Jewish Care special.

Our volunteers provide direct assistance to clients through a range of social, recreational, cultural and spiritual activities. They support fundraising and community engagement, participate in committees, corporate governance and much more.

Our leadership voice is strong and we continue to highlight the great work of our staff and volunteers at industry and our own award nights to celebrate their contribution to Jewish Care and the broader industry.

## MILESTONES

- We secured an enterprise agreement for our residential and home care staff to exceed industry pay rates by 2017.
- Our staff retention rate is under industry standard – 8.5% voluntary turnover.
- We launched 'The Grow Zone' initiative to provide staff and volunteers with practical tips on work-life balance.
- Annual staff flu vaccinations and skin checks were introduced to improve employee wellbeing.

## INTO THE FUTURE

- Numerous human resource related education projects are planned to take place to empower and educate employees of their employment rights, conditions and benefits.
- Collaborating with Volunteering Victoria to explore issues and trends in volunteering and develop programs to assist staff in working with volunteers.
- Alongside the Certificate III in Aged Care, Jewish Care is going to offer accredited courses in Early Child Care Education or pre-accredited courses such as Literacy and Numeracy, Computer Training or English Language.
- Introduction of a new High Performers Program (Certificate IV) that combines the skills of Aged Care, Disability and HACCC to allow staff to transition their skills across the whole of the business.
- Relationships have been developed with numerous Disability Employment Service organisations to promote the recruitment of people with disability to Jewish Care.



**47,295** hours of voluntary service from **480** volunteers. An increase of **13,000** hours compared to last year.

**18** students enrolled in the Certificate III in Aged Care in our facility with internal work placements.

**15%** of our volunteers are over 80!

**19** volunteers gained employment as a result of skills and experience gained whilst volunteering at Jewish Care.

**144** volunteers assisted with the Annual Appeal telethons.

## Our Family An Inspiration for All

Every Monday, volunteer Ruth Ruschinek runs art and craft sessions at Montefiore Homes. The residents look forward to her visits as much as Ruth loves spending time with them.

Ruth is 31. She has Down Syndrome, a sight impairment, dyspraxia and dysgraphia, which impact her speech and writing.

Over the years, Ruth has undergone 28 surgeries but this hasn't stopped her from making a difference to her community.

Ruth inspires everyone around her – residents, staff and other

volunteers. Her sessions on flower arranging, art and Jewish holiday decorations are a great success thanks to her positive attitude, creativity and patience.

"Due to Ruth's sight impairment, she was never obliged to work but she wanted to contribute and make others happy," said Chana Ruschinek, Ruth's mother. "Some people who don't understand, often question her abilities, but Jewish Care staff welcomed her warmly."

"I like helping older people at Montefiore; many of them knew my grandparents," said Ruth.

"Residents appreciate me for being their friend, not just a person with disability."

In addition to volunteering at Jewish Care, Ruth sorts clothes and books at the Posh Opp Shop on Glen Huntly Rd and helps with administration duties at her father's accounting practice. She enjoys board games, sports, playing guitar and, most of all, putting smiles on other people's faces.

"Volunteering is very rewarding. It gives me confidence and a sense of belonging," said Ruth. "You should try it, too."

# DEVELOPMENT & SUSTAINABILITY

Responding to the changing needs of our community is integral to Jewish Care's mission.

Our Innovation and Quality Department ensures implementation of effective procedures and systems and researches best practices and future trends to support organisational strategic direction.

Our Development Department establishes meaningful relationships with donors, trusts and foundations to secure the necessary funding for ongoing service provision, while the Infrastructure Department realises our vision for growth of new facilities. The IT Department is responsible for managing and renewing Jewish Care's IT infrastructure and operational systems.

During the year, we embarked on our journey of renewal requiring an investment of \$180 million for six major projects as part of our 10-year capital program, aimed at transforming the future care provided for our community.

## INFRASTRUCTURE MILESTONES

- After receiving the green light for all related planning and building permits, construction of our Disability Respite Centre on Glen Eira Road commenced.
- We secured a town planning permit for the new Senior Living and Community Precinct on St Kilda Road, with the capacity for 156 beds. Consultants have been engaged in the design and development phase.
- 20 bathrooms in Smorgon Family Nursing Home were fully refurbished with new vinyl flooring, bathroom fittings and Whiterock wall treatment.
- We secured an 'Agreement in Principle' to purchase land for the construction of a new 120-bed aged care facility in Carnegie.

## INFORMATION TECHNOLOGY MILESTONES

- Implemented 'People Cloud' software solution that has significantly enhanced our Employment and Education Centre's ability to support our job seekers.
- Launching the organisation's first intranet using Microsoft SharePoint as the software platform. This has improved internal staff communications.



**\$3.02 million**  
worth of Annual Appeal donations received from 3,142 donors.

- We replaced outdated software with 'Riskman', a new, modern, web-based application to log all risks, issues and feedback within Jewish Care, which significantly improved our reporting capabilities.
- The rollout of 'Qlik View' business intelligence software has provided better insights into business operations and produced enhanced reports from disparate databases.

## INNOVATION & QUALITY MILESTONES

- Our client safety and wellbeing processes were improved to increase the ability to safeguard children in our care.
- We evaluated our Intensive Behaviour Support Program to measure its efficacy in supporting young children with special needs residing in the Southern Metro Region.
- Assisting with the analysis and production of the Monash University reports on the *The Jewish Population of Australia: Key Findings from the 2011 Census* and *Jewish Population of Victoria: Key Findings from the 2011 Census* and launching the reports at Jewish Care.
- Partnering with La Trobe University to research the outcomes in supported living for people with intellectual disability as well as self-advocacy and social and political inclusion of people with intellectual disability.
- Working with La Trobe University and University of Kent to explore whether person-centred active support is being implemented in community residential units.

## DEVELOPMENT MILESTONES

- 789 people attended our Annual Appeal events throughout the year.
- 10,838 calls were made during the telethons.
- 363 donors donated over \$1,000 each to support people in need in our community.

## INTO THE FUTURE

- Jewish Care has partnered with the Australian Childhood Foundation and will be seeking independent accreditation of its child-related services and programs in 2014/15.
- Implementation of a Quality & Continuous Improvement IT system designed to align organisational improvement activities.
- Introduction of the Microsoft Great Plains general ledger to address current shortcomings and provide for future needs of a growing system.
- The selection of the best-of-breed software package that will accommodate Jewish Care's 32 different community programs with tablet computers and smart devices to give our carers access to the right information at the right time.

**56.5%**  
increase in online donations year on year.

**\$12.5 million**  
submission of an application for a town planning permit for the development of 33 community housing units in East St Kilda.

**25%**  
of Jewish Care's computer hardware was replaced, resulting in less IT helpdesk issues being reported.

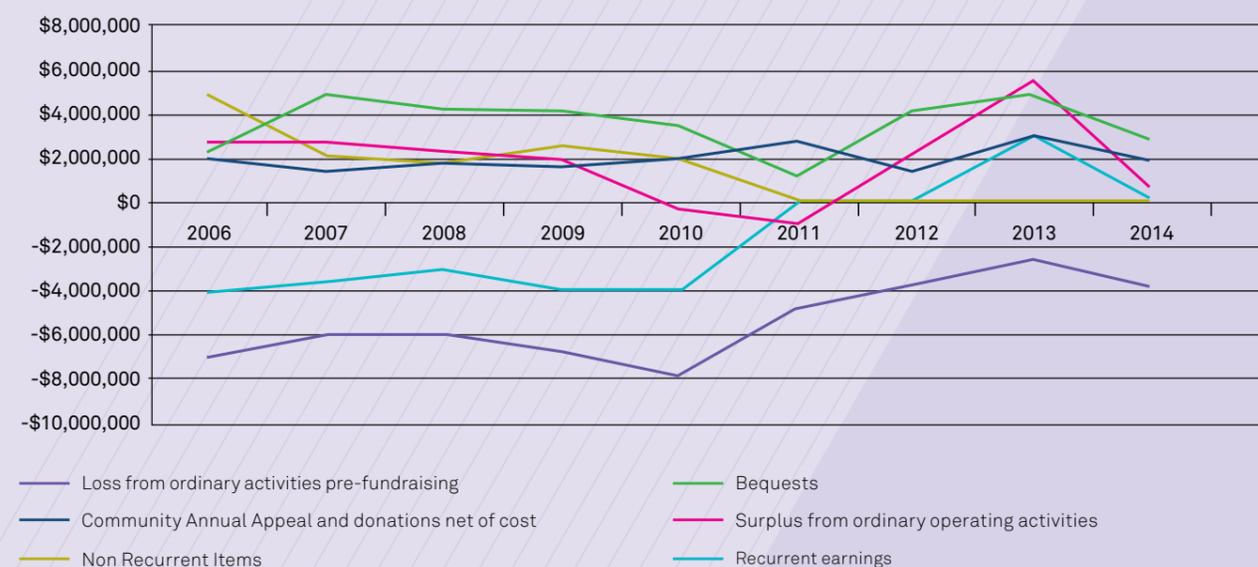


# TREASURER'S REPORT

ROHAN FILER

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 2013 to 30 June 2014. 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 refreshed Strategic Plan. Jewish Care is mindful of its long-term financial sustainability while continuing to support and enhance the wellbeing of the Jewish community of Victoria. Continued support from the Jewish community will help achieve the renewal of our living precincts amongst other strategic goals.

### MILESTONES

- A continued 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 maximise our financial sustainability through the appointment of an investment advisor during the year.
- A continuation of the strategic renewal of residential aged care building stock and community services building

stock through our Senior Living and Community Precinct development and Disability Respite Centre.

- Continued maximisation of government subsidies reflected in an improvement to \$32.061m in 2014 from \$31.529m in 2013.
- A decrease in fundraising to \$4.051m in 2014 against \$5.001m in 2013 against the backdrop of a significant donation in the prior year.
- A decrease in bequests to \$2.974m in 2014 from \$4.999m in 2013 more reflective of the ongoing longer term giving trend.
- A decrease in recurrent earnings to \$0.273m in 2014 from \$2.906m in 2013 reflecting an increased investment in our community services offering.
- No revaluation to land and buildings has occurred during the year compared to a \$0.478m decrement last year.
- Surplus from ordinary operating activities decrease to \$0.743m in 2014 from a surplus of \$5.559m in 2013.

### SUMMARY OF KEY FINANCIAL RESULTS

Jewish Care incurred a financial loss from ordinary activities pre-fundraising of approximately \$3.777 million. This highlights the reliance that Jewish Care has upon the Jewish community for continued financial support to enable the range and depth of services provided.

The operating loss was incurred before the following items:

	FY 2014	FY 2013
Annual Appeal & Donations	\$4.051m	\$5.001m
Capital Appeal	\$0.125m	nil
Gain on sale of Property, Plant and Equipment	\$0.066m	nil
Depreciation & Amortisation	(\$2.681m)	(\$2.496m)
Foreign currency exchange translation gain/(loss)	(\$0.013m)	\$0.150m
<b>Combined Net Bequests</b>	<b>\$2.974m</b>	<b>\$4.999m</b>

*\*In addition, across all program areas we incurred \$0.6m to support Cultural and Spiritual activities*

This resulted in an overall operating surplus of \$743,764 as compared with an overall operating surplus of \$5,559,369 in the previous financial year.

### KEY EXPENDITURE ITEMS

The following are the key expenditure items incurred in the financial year 2014:

	FY 2014	FY 2013
Salaries (640 employees)	\$30.902m	\$27.449m
Food services	\$5.151m	\$5.031m
Medical, laundry and client-related costs	\$4.501m	\$4.964m
Maintenance	\$3.371m	\$3.107m

### COMMUNITY SERVICES

Community Services generated an operating surplus of \$0.495 million against a surplus of \$5.454 million in the prior year due to an increased investment in our Community Services offering allied to a lower realisation of bequests for the period.

### RESIDENTIAL AGED CARE

Residential Aged Care generated an operating surplus of \$0.249 million against a surplus of \$0.105 million in the prior year as a result of maximisation of government subsidies and increased investment returns off a larger base of refundable accommodation deposits compared to the prior year.

### LAND AND BUILDINGS

Jewish Care's land and buildings have been assessed in accordance with current accounting policies, as having no change from the previous financial year.

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 offering to clients and the Jewish community.

To this end, active and ongoing community support remains vital to ensure the realisation of this important initiative including support for ongoing activities.

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

# FINANCIAL STATEMENTS

## CONSOLIDATED STATEMENT OF COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2014

	Consolidated Entity		Parent Entity	
	2014 (\$)	2013 (\$)	2014 (\$)	2013 (\$)
Fees and charges	12,554,697	11,973,785	12,554,697	11,973,785
Government subsidies	32,061,174	31,529,188	32,061,174	31,529,188
Other revenues	9,620,270	12,093,597	9,607,478	12,079,420
<b>Total revenues</b>	<b>54,236,141</b>	<b>55,596,570</b>	<b>54,223,349</b>	<b>55,582,393</b>
Employee benefits expense	(30,901,938)	(27,449,238)	(30,901,938)	(27,449,238)
Depreciation and amortisation expenses	(2,681,006)	(2,496,035)	(2,681,006)	(2,496,035)
Community development expenses	(2,075,179)	(2,078,866)	(2,075,179)	(2,078,866)
External services expenses	(2,871,599)	(3,655,367)	(2,871,599)	(3,655,367)
Food expenses	(5,151,163)	(5,030,775)	(5,151,163)	(5,030,775)
Repairs and maintenance expenses	(3,370,970)	(3,106,646)	(3,370,970)	(3,106,646)
Medical and other supplies	(748,241)	(668,073)	(748,241)	(668,073)
Consulting expenses	(575,266)	(369,922)	(575,266)	(369,922)
Energy expenses	(561,316)	(601,872)	(561,316)	(601,872)
Administration expenses	(1,662,873)	(1,813,767)	(1,662,873)	(1,813,767)
Laundry expenses	(633,972)	(645,144)	(633,972)	(645,144)
Other expenses	(2,258,854)	(2,121,496)	(2,246,062)	(2,107,319)
<b>Total expenses</b>	<b>(53,492,377)</b>	<b>(50,037,201)</b>	<b>(53,479,585)</b>	<b>(50,023,024)</b>
Surplus before tax	743,764	5,559,369	743,764	5,559,369
Income tax expense	-	-	-	-
<b>Surplus after tax</b>	<b>743,764</b>	<b>5,559,369</b>	<b>743,764</b>	<b>5,559,369</b>
<b>Other comprehensive income/(loss)</b>				
Gain/(Loss) on revaluation of investments	-	37,348	-	37,348
Loss on revaluation of property	-	(478,486)	-	(478,486)
Other comprehensive loss (net of tax) for the year	-	(441,138)	-	(441,138)
<b>Total comprehensive income for the year</b>	<b>743,764</b>	<b>5,118,231</b>	<b>743,764</b>	<b>5,118,231</b>

## CONSOLIDATED STATEMENT OF FINANCIAL POSITION AT 30 JUNE 2014

	Consolidated Entity		Parent Entity	
	2014 (\$)	2013 (\$)	2014 (\$)	2013 (\$)
<b>Current assets</b>				
Cash and cash equivalents	4,597,352	14,930,232	4,569,786	14,915,458
Trade and other receivables	4,422,287	3,238,060	4,422,287	3,238,059
Other financial assets	56,931,676	32,467,009	56,931,676	32,467,009
Other assets	177,490	214,859	177,490	214,859
<b>Total current assets</b>	<b>66,128,805</b>	<b>50,850,160</b>	<b>66,101,239</b>	<b>50,835,385</b>
<b>Non-current assets</b>				
Trade and other receivables	53,169	625,055	228,549	787,643
Other assets	908,326	969,442	908,326	969,442
Property, plant and equipment	84,533,235	83,345,060	84,533,235	83,345,060
<b>Total non-current assets</b>	<b>85,494,730</b>	<b>84,939,557</b>	<b>85,670,110</b>	<b>85,102,145</b>
<b>Total assets</b>	<b>151,623,535</b>	<b>135,789,717</b>	<b>151,771,349</b>	<b>135,937,530</b>
<b>Current liabilities</b>				
Trade and other payables	4,268,418	3,319,192	4,267,953	3,318,726
Provisions	3,594,362	3,724,218	3,594,362	3,724,218
Borrowings	-	-	-	-
Other liabilities	67,848,123	53,777,435	68,318,079	54,247,391
<b>Total current liabilities</b>	<b>75,710,903</b>	<b>60,820,845</b>	<b>76,180,394</b>	<b>61,290,335</b>
<b>Non-current liabilities</b>				
Provisions	859,363	659,367	859,363	659,367
<b>Total non-current liabilities</b>	<b>859,363</b>	<b>659,367</b>	<b>859,363</b>	<b>659,367</b>
<b>Total liabilities</b>	<b>76,570,266</b>	<b>61,480,212</b>	<b>77,039,757</b>	<b>61,949,702</b>
<b>Net assets</b>	<b>75,053,269</b>	<b>74,309,505</b>	<b>74,731,592</b>	<b>73,987,828</b>
<b>Equity</b>				
Reserves	28,768,643	28,768,643	30,981,911	30,981,911
Accumulated funds	46,284,626	45,540,862	43,749,681	43,005,917
<b>Total equity</b>	<b>75,053,269</b>	<b>74,309,505</b>	<b>74,731,592</b>	<b>73,987,828</b>

# BOARD OF GOVERNANCE



## Assoc Professor Leslie Reti

We would like to extend our sincere gratitude and appreciation to Les, who retired from the Board after 8 years of dedicated and committed service.

### 01 Michael Debinski

**President** BA, B SW Hons (Monash)

Mike retired from the Victorian Government after a long career as a senior executive involved in the delivery of health and community services.

He also played a leading role in negotiating and supporting the 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.

### 02 Jeffrey Appel OAM

**Co-Vice President** LLB

A lawyer with 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.

### 03 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 9 years.

### 04 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.

### 05 Frank Ajzensztat

**Assistant Treasurer**

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

He has been the Chief Technology Officer and Chief Executive Officer of Touchcorp Holdings Ltd, General Manager IT at Mayne Nickless Express and National IT Manager at IPEC Road Express. He is currently a director of Cullinan Group which provides technology-based self-service solutions for retailers.

### 06 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.

### 07 Sally Genser

Sally has been a Director of The Belgrave Group of Companies for more than 20 years, Managing Director of Quest Phillip Island (Serviced Apartments) and Director of the Epilepsy Foundation of Victoria. Sally was, for many years, an advisor to The Meat Workers Union Industry Employees Superannuation Fund advising on their Property Investment Portfolio.

### 08 Susie Ivany

Susie 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 has recently accepted the role of Jewish Care Capital Campaign Chair.

### 09 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 across many sectors, including entertainment, media, manufacturing and retailing.

### 10 Marcia Pinski

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

Marcia is a former member of the Victorian Mental Health Reform Council, Co-Chair of the Migrant Mental Health Taskforce and Commissioner with the Victorian Multicultural Commission.

Marcia has contributed extensively as a volunteer on numerous Jewish community committees and is the founder of the Jewish Inclusion Network.

Marcia currently consults to not-for-profit organisations specialising in governance and leadership practices.

### 11 Bruce Rosengarten

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.

### 12 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.



# EXECUTIVE TEAM

## 01 Bill Appleby

### Chief Executive Officer

Bill is a strong executive leader with extensive experience and strategic understanding of the aged care and community services.

Bill is a current Board Member of Leading Age Services Australia – Victoria and East Timor Hearts Fund. He is a Graduate of the Australian Institute of Company Directors and has held various senior positions including Executive Director – Aged Care, Mercy Health and General Manager of Operations at Regis Group. Bill is passionate about value-based leadership and how one can influence the development of a good society.

## 02 Rabbi Meir Shlomo Kluwgant

### General Manager Cultural and Spiritual Services

Rabbi Shlomo Kluwgant has been serving as Rabbi of Jewish Care (and formerly at Montefiore Homes for the Aged) since 1988. He has had extensive experience and training in pastoral care and counselling, as well as mediation, arbitration and chaplaincy support both within and beyond the Jewish community. Rabbi Kluwgant was recently appointed President of the Organisation of Rabbis of Australasia (ORA) and is the immediate past President of the Rabbinical Council of Victoria.

## 03 Daniel Goodman

### Chief Operating Officer

With over 12 years commercial experience in the financial services sector, Daniel has played a key role in the success of many organisations, including the Mizrahi Organisation as Chief Financial Officer. Daniel demonstrates an outstanding history of financial management and leadership. Daniel's dedication to supporting the wider Jewish community clearly aligns with Jewish Care's mission and values.

## 04 Cameron Mackay

### Chief Information Officer

Since joining Jewish Care in 2011, Cameron has led the Information Technology and Communications team to ensuring IT and related infrastructure is running 24x7. Cameron has over 10 years experience managing complex IT environments, particularly in the aged care and community services space. Prior to Jewish Care, Cameron spent 8 years with Bapcare supporting over 30 sites across two States.

## 05 Marcus Harty

### General Manager Infrastructure

Marcus is skilled with significant management experience in the commercial, industrial and healthcare sectors specialising in property funds management, facilities management and construction project management.

He has successfully managed over 500 leased premises in Australia and completed the refurbishment of numerous hospitals, medical centres, pathology collection centres and community housing facilities.

## 06 Marilyn Kraner

### Acting General Manager Community Services

A qualified Social Worker with over 25 years experience in the health and welfare sectors, Marilyn's professional portfolio includes senior positions within the Australian and UK child protection system, as well as the sexual assault and mental health sectors. She has held policy and project management positions within both the Department of Health and Human Services. More recently, she has been the Manager of Jewish Care's Individual & Family Support Services.

## 07 Mary Scott

### General Manager People and Culture

With an outstanding record in Human Resources Management, Mary brings to Jewish Care her proven leadership and change management skills. Past positions include Director at Eastern Health Foundation, Director Workforce – Caulfield Hospital and Sandringham Hospital with Alfred Health. Mary has proven her ability to build strong, positive relationships with internal stakeholders and manages to bring out the best in people.

## 08 Mark Joel

### General Manager Development

Mark is well-known to many in the Jewish community through his involvement with Leibler Yavneh College and, in particular, his position as Chairman of its School Council and co-founder of its Foundation. Mark has a passion for fundraising and community development and significant experience with many organisations in the Jewish community. He has worked professionally as a lawyer, corporate adviser and senior executive in the commercial field.

## 09 Stephen Thomas

### General Manager Innovation and Quality Acting General Manager Services for Older People

Stephen has many years of experience within the health sector and possesses a strong clinical and systems-based background. Most recently, Stephen worked as the Acting General Manager – Operations and Quality, Justice Health, Victorian Department of Justice. Stephen holds qualifications as a Registered Nurse Division 1 with post graduate clinical qualifications in Neuroscience and Advanced Clinical Practice, Diploma in Front Line Management and an MBA (Executive) completed in 2012.



# ACKNOWLEDGEMENTS

## THANK YOU TO OUR PEOPLE

To our staff and volunteers, we extend a sincere thank you for your commitment, energy and passion towards Jewish Care and the community we support.

Your professionalism and drive to improve all that we do will continue to strengthen our organisation.

## THANK YOU TO OUR DONORS

Thank you to our generous supporters for your contributions that allow us to continue to enhance the wellbeing of the Jewish community of Victoria.

Your confidence in Jewish Care and belief in our journey has helped us to assist thousands of people to build their capacity, establish long-term security and achieve their goals to live full and rewarding lives.

## THANK YOU FOR SHARING

To all our residents, clients, volunteers and respective families, thank you for sharing your inspirational stories and allowing them to appear in the Annual Report 2013/2014.

## THANK YOU TO OUR COMMUNITY PARTNERS

Thank you to our community organisations, companies and individuals for your ongoing support and sponsorship.

Your generosity enables Jewish Care to continue to make a world of difference to so many people.

## LIFE GOVERNORS

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

Jeffrey Appel OAM

Rodney Benjamin OAM ז"ל  
 Andrew Blode  
 Philip Brass  
 Debbie Dadon  
 Michael Dubs  
 Jacob Fajgenbaum  
 Nathan Fink  
 Assoc Prof David Fonda  
 Barry Fradkin OAM  
 Arthur Goldsmith ז"ל  
 Geoffrey Green OAM  
 Dr Paula Hansky OAM  
 Bronka Kaplan ז"ל  
 Louis Klein ז"ל  
 Deanna Levin  
 Marion Lippmann  
 David Mandie OBE ז"ל  
 Philip Mayers  
 Max New  
 Liz Nissen  
 Delysia Pahoff OAM  
 Robert Salter ז"ל  
 Shirley Samuel ז"ל  
 Alan Schwartz AM  
 Robyne Schwarz AM  
 Dr John Serry  
 Phillip Shulman OAM  
 Rosalie Silverstein OAM  
 Graham Slade  
 Meryl Slutzkin ז"ל  
 Rachael Smith ז"ל  
 Jack Smorgon AO  
 Robert Smorgon AM  
 Val Smorgon OBE  
 David M Southwick  
 Roy Tashi OAM  
 Lily Weiss ז"ל  
 Dora Wittner ז"ל  
 Avram Zeleznikow OAM ז"ל  
 Masha Zeleznikow OAM  
 Heinz Ziffer ז"ל

## 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  
 Herbert Allen Bequest Charitable Trust  
 Joseph M Augen Charitable Trust  
 Erika Bence Estate  
 Viktoria Charlotte Bench Estate  
 Louis Berner Estate  
 Rhoda Myra Cohny Estate  
 Shirley Danglow Estate  
 Eugen Erczmann Estate  
 Rita Feinstein Estate  
 Noemi Fooks Estate  
 Jacob Frenkiel Estate  
 Arnold Friedmann Estate  
 Manuel Gelman Estate  
 Regina Goldman Estate  
 Maurice Goldstein Estate  
 Lea Gordon Estate  
 Heinz Gries Estate  
 Sulamith Handelsman Estate  
 Abraham Harris Trust  
 Rachel Harris Estate  
 Roselyn Helmer Estate  
 Marks Herman Charitable Trust  
 Edmund Huebel Trust Fund  
 Coca Salomon Jaffe Estate  
 Juliet Mary Jordan Estate  
 Joseph Kronheimer Charitable Fund  
 Barnett and Dinah Lazarus Trust  
 Louis Lesser Estate  
 Joseph & Kate Levi Charitable Trust  
 Felix Van Lier Estate  
 Rebecca (Rima) Magergoot Estate  
 Marietta Manders Estate

Simon Rothberg Estate  
 Sophia Salamon Estate  
 Eric Sharp Estate  
 Evelyn Snider Estate  
 Albert Spatt Charitable Trust  
 Helena Szeffler Estate  
 Harold A Webster Estate  
 Ephraim Yoffa Estate  
 Henry Herbert Yoffa Charitable Bequest  
 Samuel Younkman Estate

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

The Bardas Foundation  
 Bell Charitable Fund  
 Besen Family Foundation  
 Philip & Vivien Brass Charitable Foundation  
 B'nai B'rith Foundation  
 Collier Charitable Fund  
 Department of Premier and Cabinet  
 Leo and Mina Fink Fund  
 Finkel Foundation  
 The Marian & E H Flack Trust  
 Gandel Philanthropy  
 Jack & Ethel Goldin Foundation  
 Goldsmith Family Endowment CEF  
 The Grant Foundation  
 Ethel Herman Charitable Trust  
 Marks Herman Charitable Trust  
 Isobel Hill Brown Charitable Trust  
 Ken & Carol Klooger Family Foundation  
 The Landman Foundation  
 Lord Mayor's Charitable Fund  
 National Council of Jewish Women of Australia Foundation  
 The Pratt Family Foundation  
 Julia Scheinkestel Education Trust  
 Jack & Robert Smorgon Families Foundation

The Jupiter 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)  
 Funds negotiated by the Claims Conference with the German Government, including the Claims Conference In-Home Services Program funded by the German Government  
 The Successor Organisation Fund administered by the Conference on Jewish Material Claims Against Germany (Claims Conference)  
 Funds negotiated by the Claims Conference with the Hungarian Government  
 Funds negotiated by the Claims Conference with the Austrian Government towards the continuation of the Austrian Holocaust Survivor Emergency Assistance Program  
 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



## 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

Chisholm Institute  
 Federation University – Faculty of Health  
 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 Alfred Clinical School – Faculty of Health Sciences, School of Nursing and Midwifery  
 LASA Victoria  
 Monash University – Australian Centre for Jewish Civilisation  
 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  
 St John of G-d Accord  
 Yooralla

# ACKNOWLEDGEMENTS

## BOARD SUBCOMMITTEES

### Building Subcommittee

Jeffrey Appel OAM (Chair)  
 Bill Appleby  
 Maureen Flaherty  
 Sally Genser  
 Daniel Goodman  
 Marcus Harty  
 Rosemary Hogan  
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## Their Legacy Will Live On

We extend our sincere sympathy to the families of our honoured supporters and remarkable community members: Don Marejn, Bronka Kaplan, Bettie Kornhauser and Lorraine Topol on the sad occasion of their passing.

Don Marejn was a truly humble individual who provided significant funds to enable Jewish Care to deliver exceptional nursing care to its elderly residents.

A devoted volunteer of over 40 years and a Life Governor, Bronka Kaplan ran the Montefiore library, visited the sick and elderly and delivered inspirational speeches.

Bettie Kornhauser was a co-founder of our Young Achievers Program, which allowed close to 100 young individuals to develop positive self-

esteem, improve life skills, connect with the community and reach higher.

Lorraine Topol was a dedicated member and Deputy Chairperson of the Jewish Mutual Loans Committees. Thanks to her generosity and foresight, numerous businesses in our community are thriving today.





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