



Annual Report

2014/15

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Highlights 2014/15

Capital Campaign launched

We launched our visionary 6 projects, \$180 million Capital Campaign, *Growing. For Our Community*, which will significantly improve our community, disability and aged care services for current and future generations.

Thank you, Generations of Women!

260 guests attended our 18th Annual Generations of Women Brunch. The event helped raise over \$80,000 to support our Housing Program, assisting Jewish people in need of transitional housing.

LifeSkills Cooking Program Graduation

Adults living with disability enjoyed a graduation ceremony, held at The Manders Villas, with the release of a cookbook and DVD highlighting the course's success.

We are expanding to Carnegie!

In October 2014, Jewish Care and Churches of Christ Queensland signed the contracts of sale for the purchase of land at 1 Wahgo Road, Carnegie for the future construction of a 120-bed residential aged care facility.

A wedding shared at Monte

For the first time in many decades, a wedding took place in the garden at Montefiore Homes Community Residence. Smorgon Nursing Home Nurse, Natasha Katz, decided to share her wedding joy with residents, who have become her extended family.

Course completed!

Students of the inaugural graduating class for Jewish Care and Selmar Institute successfully completed their courses in Aged Care and Home and Community Care (HACC).

Bringing generations together

130 teenagers from across Australia interacted with our aged care residents during the Maccabi-Jewish Care Community Day – a day of having fun while experiencing first-hand the importance of giving back to the community.

Funding boost benefits Holocaust survivors

Our Holocaust Survivor Support Program received USD \$7.8 million in funding from the Claims Conference, a 200% increase over the previous year. This funding has allowed Jewish Care to expand services to meet the growing needs of ageing Holocaust survivors in the Victorian community, to maintain their independence and improve their quality of life.

Annual Appeal kicks off at Raheen

The 2015 Annual Appeal was launched with a major donor fundraising dinner hosted by Jeanne Pratt at Raheen. Along with the Annual Appeal Dinner, telethons and a direct mail campaign, the Appeal successfully raised \$2.8 million to help fund vital social justice services and programs.

Investing in our youth

Our Young Achievers Program (YAP) has been jam-packed with personal development workshops focusing on healthy lifestyle and skill-building. Activities and workshops included camping, ice skating, amazing race, meditation, presentation skills, circus skills and volunteering.

430 friends for a cause

The annual 32nd Friends of Montefiore Brunch gathered a larger-than-ever crowd of 430 to hear guest speaker Andrew Bolt. The event raised almost \$100,000 for the Coppel & Piekarski Family Disability Respite Centre in Caulfield.

Improved client experience

In its first 12 months of operation, our Front Door Information and Access Service has been an overwhelming success. People accessing our services have had an easier and more efficient experience. The improved streamlined process from the initial greeting to screening and assessment, through to service provision, has resulted in higher client and customer satisfaction levels.

Our Vision, Values and Strategic Pillars

TOGETHER WE ARE ONE

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.

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 — *chessed, mishpacha, derech eretz and tzedakah* — 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.

OUR SIX STRATEGIC PILLARS

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.

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.

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.

Systems and Sustainability

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

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.

People

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

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.



President's Report

MICHAEL DEBINSKI

I am pleased to present my 2015 report to Jewish Care's members and the community.

For over a decade, Jewish Care has been committed to continually improving the services we provide. Strong, healthy, vibrant organisations not only meet today's needs but also look forward and plan for the future.

In 2009 we opened Gary Smorgon House, followed by the opening of The Manders Villas in 2010. Our Strategic Plan 'Towards Tomorrow' continues to guide our course ahead in fulfilling our vision of supporting and enhancing the wellbeing of the Victorian Jewish community by providing excellent support and care for individuals and families.

Today, the Jewish Care Board has a clear plan to ensure our community's future needs will be met with modern, contemporary, high quality services and facilities, providing the best possible care and support for our community.

While facilities are the visible face of Jewish Care, changing the way services are delivered to vulnerable members of our community is our driving force. Over recent years we have looked at best practices in Australia and around the world to ensure the facilities we build and the services we provide are at the leading edge of aged, disability, housing and community services.

Our Capital Campaign, *Growing. For Our Community*, represents the largest investment in community infrastructure in Australian Jewish history. We have **one vision to deliver six projects in the next ten years** — a once in a generation opportunity to ensure a positive future for all in our community. These new facilities bring together contemporary state-of-the-art design with excellent care and support services for all our clients.

The six projects are progressing well:

- The new Coppel & Piekarski Family Disability Respite Centre on Glen Eira Rd for adults and children living with a disability is nearing completion and will be operating in early 2016. As the National Disability Insurance Scheme rolls out over coming years, this service will provide much needed respite for individuals and families in our community.

- Plans for the construction of a new 156-bed residential aged care facility on St Kilda Rd are going well. We anticipate turning the first sod in March 2016. This senior living precinct reshapes our residential aged care services. It will operate with small 'home like' residential houses with their own self-contained lounge, dining, kitchen and recreational spaces. This new model of integrated aged care service delivery promotes inclusion, dignity, wellbeing and prolonged independence for all residents.
- Planning for a new 120-bed aged care facility in Carnegie is progressing and we anticipate planning approval by the middle of 2016. This facility will run on the small household model of care described above.
- We have started high-level schematic design for an expansion of Gary Smorgon House in Caulfield. This extension will set the standard of premium care for senior living within the heart of Caulfield and will ensure our active living and in-home services are provided from both the northern and southern ends of the Jewish community neighbourhood.



- Detailed design is underway for the renovation of 62 units and the construction of 33 new units on our Fulton St Site in St Kilda. This development will better address the growing demand in our community for short-term, transitional, emergency and affordable accommodation.
- Stage 2 of the St Kilda Rd project reflects a new vision of retirement living for our community — to develop accommodation for people seeking to live more independently within a supportive Jewish community environment. Consultations and independent research have commenced.

Our Capital Appeal was launched in December 2014 under the leadership of our Patron Alan Schwartz and Chair Susie Ivany. To deliver these six important projects we need to raise \$30 million across aged care accommodation and support services, disability respite and support, and social housing. With such ambitious plans, we are relying more than ever on the financial support of our generous community.

The Capital Campaign has commenced strongly, reflecting the generosity of our community. In the first nine months, nearly \$12 million has been pledged. Our community has embraced our vision and our plans and shares our commitment to support and enhance the wellbeing of the Jewish community. Without your support, these developments will not come to fruition.

But there is still a long way to go. Over the coming few years, I look forward to telling you about our further progress with the Capital Appeal and the various stages of development of these significant six projects.

At Jewish Care, we are fortunate to have the support of truly committed staff, volunteers, donors and our community. The measure of our success is the quality of service we provide to vulnerable and disadvantaged members of our community. My thanks go to all of our staff, volunteers and supporters. You make Jewish Care a special organisation.

I would like to acknowledge our diligent, dedicated and skilled Board, the enthusiasm of our committee members and the devotion, professionalism and hard work of our Senior Management team. Special thanks to our CEO, Bill Appleby, for continuing to lead our organisation with skill, commitment, vision and compassion.

I am privileged to lead Jewish Care during this exciting period of development and look forward to the coming year as we progress with these visionary plans for the community.




CEO's Report

BILL APPLEBY

The Annual Report provides a unique opportunity each year for me to speak directly to our members.

I know that our members care passionately about the success and long-term sustainability of Jewish Care. I can assure you that your care and passion is our priority – we are all on the same page!

When I look back on the past 6 years as CEO, it fills me with great pride to say that I have never felt more confident that this organisation is moving in the right direction.

With a solid Board and leadership group, you can feel safe and secure knowing that our professionalism, strategic insight, governance and agility has enabled us to take on new challenges, grasp emerging opportunities and achieve success.

We are going through unprecedented societal change – the world is shifting quickly; social policy and societal values are dramatically changing; and our own backyard is transforming — the rules have changed forever and the landscape has become more accelerated, more unpredictable, and more competitive.

This means our organisation needs to ensure it remains clear about its mission; is able to be agile to respond and capitalise on the changes in the external landscape; is able to understand our clients well and compete on quality and price; has sufficient scale and core competence in the areas we operate; is innovative and flexible in its approach to complex social issues; is able to strengthen its strategic partnerships; and is able to remain relevant and sustainable for the next generations of the Victorian Jewish community.

Jewish Care has successfully navigated its first year of our Strategic Plan – Towards Tomorrow 2014-2017; and is well on the way to achieving the 9 strategic priorities articulated in the plan. I will speak about some of these outcomes in this report.

Nevertheless, it is important to highlight that the organisation is constantly evaluating the threats and opportunities being created through the major shifts in social policy towards funding consumers both in the aged and disability sectors. These sectors in Australia are transforming rapidly. We plan to continue to operate in these spaces and whilst 'do nothing' is a strategic decision; it will not secure our future sustainability.

Over the last 12 months, Jewish Care has grown so much in so many ways, whilst still providing excellent care and support to around 5,000 people in our community.

Our People

- We continued our focus on attracting, retaining and developing the best and brightest staff and volunteers to ensure we are able to provide the finest care and support to our clients.
- Volunteer numbers have again increased this year and our Volunteer Engagement survey indicated that our volunteers are extremely satisfied with their roles and involvement at Jewish Care. Likewise, our staff told us they are considerably more engaged with the organisation since the last staff survey in 2012. A 5% increase from 70% to 75% engagement is very pleasing.
- Our 2014 Staff and Volunteers Service & Excellence Awards was another huge success as we formally celebrated the contributions of our many hard-working and committed individuals.
- We have continued with a number of specific education and mentoring initiatives targeted at developing and growing our own leaders from within the organisation which is proving to be very successful.





Our Products & Partnerships

- This calendar year, we have been especially grateful for the increase in Claims Conference funding which has enabled us to support over 800 Holocaust survivors on any given quarter to remain safely at home with up to 3,000 hours of home and personal care support each week.
- We are progressing well with our Capital Campaign of six projects planned for over the next 10 years, with the Coppel & Piekarski Family Disability Respite Centre due for completion in early 2016. We have town planning permits for both our Community Housing Project in East St Kilda and our 156-bed Stage 1 development on St Kilda Road, and we continue to work with Churches of Christ Queensland and Glen Eira City Council through the town planning process for the proposed 120-bed aged care development in Carnegie. Architects have also been appointed for the design of the new Healthy Ageing Centre extension of Gary Smorgon House. And finally, a feasibility report has been completed for a possible Stage 2 senior apartment development at St Kilda Road.
- We have made improvements in our Financial Services area to streamline processes and expand services. Additionally, we have made changes to our Counselling Services to improve focus in the areas of family counselling, positive parenting and relationships.
- Jewish Care has continued to expand its Employment and Education Services with many positive outcomes being achieved including 165 people successfully securing paid employment.
- It is gratifying to report that our Front Door Information and Access Service has proven to be a wonderful success, allowing people to readily access services and advice and ensuring that clients with complex needs are given holistic support and attention.

Our Systems & Sustainability

- We implemented a 10% efficiency gain in the Shared Services (which includes areas such as Development, Finance, Infrastructure and IT) through resource changes. Additionally, we undertook an independent evaluation of the efficiency and effectiveness of our Shared Services and will be working through the recommendations in the 2015/16 financial year.
- Jewish Care has continued with its 'Best of Breed' software strategy and has implemented a number of important packages which has assisted our staff to improve their efficiency and effectiveness. Most critical over the next 12 months will be the implementation of a Community Care software package.
- Operationally, we have performed well in community aged care but experienced temporary deterioration in occupancy levels at our residential aged care facilities with many new beds coming online in the local area. Overall, the organisation made an operating EBITDA of \$2.607m and an overall surplus of \$5.557m.

Our Clients

- Our unique customer satisfaction surveys have been rolled out across our residential programs showing very good results against client expectations.
- At Jewish Care, research continues to be an important focus to create an evidence base for all that we do. We have many research initiatives currently underway with a particular focus on the National Disability Insurance Scheme and the associated implications for the Jewish community. Additionally, we will be launching the Avram Zeleznikow Russian Jewish Immigration PhD Scholarship in conjunction with Monash University, to research the service needs of the Russian-Speaking community in Victoria.

- We have successfully achieved 3 years accreditation at Smorgon Nursing Home and Montefiore Homes, and also received accreditation for our Disability Services, Counselling Services, National Carer Respite Services and our Community Aged Care programs.

Our Jewish Ethos

- Regrettably, we said goodbye to Rabbi Meir Shlomo Kluwgant this year after 26 years of distinguished service in leading the Cultural & Spiritual team. After a careful review, we restructured the area to provide leadership, support and guidance to staff and volunteers in the areas of Jewish ethos, culture and religious identity and to integrate our ethos and values into everyday activities across our services and programs.

Our Reputation & Brand

- Jewish Care's leadership is well-represented across a number of sector specific taskforces and steering committees to contribute and influence the current changes happening across the various sectors, which is extremely pleasing to see.
- We have revamped our website, introduced our intranet site 'Joogie' and launched our mobile app and blog where we have published many great stories about our work in the community. We continue to work hard on our digital strategy which includes our first crowdfunding campaign proving to be most successful.
- The 2015 Annual Appeal campaign was again an outstanding success, with the continuation of our Major Donor Dinners as well as our wonderful *heimish* Annual Dinner. The terrific result of just under \$3 million was only achieved through the leadership and efforts of our amazing lay leaders and supporters within the community. Our marquee fundraising events, including the Annual Appeal, the Generations of Women Luncheon, and the Friends of Montefiore Brunch continue to create new benchmarks in helping to fund our vital social justice programs.
- We started rolling out 11 organisational position statements on important community matters, including family violence, safeguarding children and gender equality. These position statements focus on protecting the most vulnerable in our society and creating healthy, inclusive communities that deeply value diversity.

I am sincerely grateful to the Board for their stewardship, commitment and guidance over the past 12 months, and thank them for the confidence they place in me every day. I would especially like to thank Mike Debinski for his tireless work as the President of Jewish Care. He is an extremely dedicated leader who provides me with regular sage advice.

I would also like to acknowledge the outstanding work of our very capable and hardworking leaders across the organisation for their passion, dedication and professionalism to work intelligently and cooperatively through the many challenges we have faced this year.

To our wonderful staff and volunteers, from the bottom of my heart, I thank you for your ongoing commitment to the provision of dignified, quality care and support of our community.

Last but not least, I thank our donors and communal lay leaders who have really stepped up over the last 12 months with the launch of our Capital Campaign, *Growing For Our Community*, whilst at the same time continuing to ensure we can provide our vital social justice programs to those in need.

Jewish Care and the Victorian Jewish community really need your ongoing energy, support and ambassadorship, if we are to achieve our ambitious goals.

Our work has not finished – in fact, it will never finish. I look forward with great expectations to the year ahead as we continue our work together in revitalising and repositioning this extraordinary organisation to ensure it remains relevant and vibrant for the many generations to come.

May we continue to go from strength to strength.



Our Products and 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

Active Living Centre

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

Case Management (Keshet)

Home and Personal Care (BlueStar)

Holocaust Survivor Support

INDIVIDUAL AND FAMILY SUPPORT SERVICES

Counselling and Parenting Support

Mental Health Promotion

Housing Support

- Assistance and Advocacy
- Independent Living Units
- Short Term & Permanent Accommodation
- Transitional Housing

Financial Services

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

Front Door

- Information and Access
- Service Coordination

Employment and Education Centre

- Job Seeking & Recruitment
- Certificate Courses
- Pre-accredited Training Courses

Jewish Care Owned Accommodation

- Bontscheck Court and Leo Fink Court, St Kilda East (62 units)
- Freeman Street, Caulfield (2 houses)
- Fulton Street, St Kilda East (6 houses)
- Narong Road, Caulfield North

Nomination Rights Properties

- Port Phillip Housing Association: Moorabbin, McKinnon, St Kilda (10 units)
- Launch Housing: St Kilda, Elwood, Ripponlea (5 units)
- Housing Choices: Sth Melbourne, Caulfield South (2 units)

DISABILITY SERVICES

Services

- Carer Support
- Community Inclusion
- Case Management
- Home Support
- Independent and Supported Accommodation
- Individual Support Packages
- Outreach Services
- Respite for Children and Adults

Accommodation

- The Richard and Marietta Manders Villas including Adult Respite
- Children's Respite House, Caulfield South
- Hawthorn Road House, Caulfield
- Jacobs House, Carnegie
- LaTrobe Street House, Caulfield South
- Prahran Grove House, Elsternwick

SHARED SERVICES

Development

- Fundraising
- Marketing and Communications
- Planned Giving
- Young Achievers Program

Finance

- Procurement

Infrastructure

- Property Management

People and Culture

- Recruitment & Workforce Planning
- Employee Relations
- Organisational Development and Wellness
- OHS and Emergency Management
- Volunteer Resource Program

Research, Quality, Innovation and Policy

- Customer Relations
- Quality and Compliance
- Privacy and Information
- Research Collaboration

Jewish Life Services

- Pastoral Care
- Kosher Supervision
- Rabbinical Services
- Cultural and Spiritual Programs

Information Technology



Right: Artist's impression of new community housing development in East St Kilda



Watering the Earth

Since 1848, our organisation has been committed to planting the seeds of community support. And today, we continue to 'water the earth' to enable the growth of our life-changing services, helping thousands of people each year.

Our Individual and Family Support Services assist people to go through challenges associated with unexpected illnesses or ageing, unemployment, financial burdens or the passing of a loved one, and help clients acquire new skills and explore opportunities for growth.

HIGHLIGHTS

- Parenting Support:** We've diversified our Counselling Services to enhance focus on family support, positive parenting and relationships. In line with that, we have held an inaugural series of informative and educational forums assisting parents with strategies and techniques to improve family wellbeing on the topics of Raising Healthy Families; The Early Years; Shaping Children's Behaviour; The Developing Brain; Communicating and Relating to your Adolescent. We are looking forward to continuing this series in 2016.
- Front Door Success:** Jewish Care's Front Door to information and services was launched in 2014 and has since significantly improved our client experience by allowing the community to quickly access their required service. At the same time, processes have been streamlined so that staff are able to assist clients in a timely, efficient and consistent manner. Around 1,200 people were assisted by the Front Door this year to access Jewish Care services; almost the same amount again were provided with other advice or assistance. Testimonials from clients like this one: "I would rate the quality of the Front Door response at 1000% - it was beyond expectations," reinforce to us that the Front Door has become a highly-regarded and integral part of our service delivery model.
- Service Coordination:** We worked with 284 individuals and families experiencing multiple and complex needs such as mental illness, drug and alcohol issues, homelessness, chronic unemployment, domestic violence and/or child abuse.

 **111**

parents caring for children under the age of 18 were provided with financial counselling.

 **621**

clients received support from our Financial Services.



\$1,139,395

worth of Jump Start Interest Free Loans assisted with business development, education, home renovations, simchas and car and white good purchases.

 **2,405**

new clients were assisted this year.

 **165**

job seekers were helped to find paid and secure employment.



210

(including 110 parents of children under 18) were able to waive their debts by \$649,080, thanks to our Financial Counselling service.



\$81,000
was distributed
in financial aid.

\$48,255
of financial aid for rental
payment, utilities and other
housing related issues was
provided to 55 clients.

\$11,830
was given out in
food vouchers
which serviced
102 people.

\$9,000
was distributed to assist
community members
to cover their
medical costs.

- **Counselling:** 114 individuals, couples and families received professional counselling to enable them to gain clarity, insight and strategies to improve their life situations.
- **Housing Support:** Jewish Care provided housing to 18 new households comprising 32 household members in addition to an existing 151 clients.
- **Employment and Education:** 165 people successfully secured paid employment as a result of assistance provided by our Employment and Education Centre.
- **Financial Literacy:** We piloted an early intervention Financial Literacy project at Leibler Yavneh College aiming to educate students about money management and practical financial skills they will need later in life. The course ran over five weeks and was divided into six modules: Goal-Setting, Income & Budgeting, Banking and Credit Cards, Life Events, and Investing and Financial Services in the Jewish community.
- **Financial Services Expanded:** We have undergone a substantial re-structure in our Financial Services area including hiring additional Relationship Officers to expand the Interest Free Loans Services.
- **Position Statements:** We have developed 11 organisational position statements on crucial community matters such as family violence, safeguarding children and gender equality, ultimately focusing on supporting the most vulnerable community members.

KICK-STARTING A REWARDING BUSINESS

A former chef at many prestigious Melbourne restaurants, Tal Marom, aged 26, dreamed of a career change that would impact his life and the lives of others.

Being a sports lover and a soccer player, he enrolled in a sports therapy course offered at the Australian College of Sports Therapy in 2013.

"I made a conscious decision to leave one industry and to enter another to pursue my interests. It was risky but I knew I did the right thing," said Tal.

He started to work as a sports therapist for the Melbourne Victory Football Club, and the Victorian Bushrangers. However, what he wanted most was to open his own practice.

"Working in restaurants taught me that it takes time and effort to make a business successful. This rule applies to any business, that's why I wanted to start my practice earlier rather than later," said Tal. "So I registered Trademark Therapy and began to work from home focusing on mobility, muscle strengthening and rehabilitation."

Even though Tal worked hard, it wasn't easy getting his name out to attract new clients. It was a friend who suggested that Tal should contact Jewish Care for an interest free business loan, as it had helped him grow his own business.

Shortly after, Tal secured a loan and purchased the necessary rehabilitation equipment and promotional materials he would require to expand his business. "When you decide to kick-start a business, money is a huge restriction. Taking a bank loan involves paying off interest, which can be tough," said Tal. "Jewish Care's interest free loan is different. It made my business more efficient; I was now able to offer one-on-one treatment using cost-effective equipment."

One and a half years later, Trademark Therapy has developed considerably. Tal opened a clinic room in the CBD, Bourke St Docklands as well as consulting from Masada Hospital. Tal treats injuries and chronic pain through releasing of affected structures, massaging, joint mobilisation and corrective exercise programs.

"It is a great feeling to be young and run your own business that helps to make a difference to the lives of people. It's often challenging but it's very rewarding too."



Caring for Each Branch

Jewish Care is committed to creating a responsive, sensitive, accessible and inclusive environment for people with disability.

We focus on helping every person living with disability to participate in the community and lead an inclusive and rewarding life. Our services empower clients to realise their full potential and achieve their aspirations and goals.

HIGHLIGHTS

- **Carer Support Program:** Carers are the unsung heroes of the community. However, the caring role can be exhausting which might result in stress, burnout and social isolation. In 2014/15, our Carer Support Program provided individualised support to 108 carers of adults or children with disability.
- **Assisting and Referring:** We experienced a 228% increase in referrals organised for carers to relevant support services within Jewish Care and other disability services providers.
- **Respite Hours:** 21,265 hours of care provided to children and adults with disability at Jewish Care Respite Centres.

- **Encouraging Independence:** 14,259 hours of direct support provided to clients with disability to enable them to maintain independent living in the community.
- **Activities and Workshops:** This year saw a substantial increase in activities and educational workshops across our Disability Services. These included: Relationships and sexuality workshops; Safety and security workshops presented by local representatives from the fire department, Victoria Police, Hatzolah and CSG; Movie night and craft night for carers to give them an opportunity to relax and meet other carers; Weekly carers and client walking groups, in partnership with the Heart Foundation and Maccabi All Abilities.
- **Friday Night Service:** Every Friday evening in The Manders Villas Hub a group of young adults get together to hold a Friday night Shabbat service. Originally held in private homes, this service has now become a popular weekly gathering at the Hub.
- **Celebrating Diversity:** International Day of People with Disability was celebrated in November with over 150 people attending. It was a day filled with joy and celebration and a time when the community could come together, celebrate diversity and recognise the achievements and contributions of people living with disability.
- **Community Inclusion:** Community Inclusion Services provide a range of integrated programs that aim to promote and facilitate meaningful and valued participation in the community and mainstream life. Some outings this year included the Jewish Holocaust Museum, the MCG and the snowfields.



MY WHEELCHAIR IS MY WHOLE LIFE

Sergiy Semenov was an ordinary 11-year-old boy who lived in the Former Soviet Union.

It was a Spring afternoon when Sergiy was returning home from school. The weather was getting warmer and it was hard to ignore the early blooms on the trees.

Suddenly, Sergiy heard a loud noise and saw a tram right next to him... It was too late to move away. Young Sergiy was struck down by the tram, tragically resulting in the loss of both legs and his right arm.

From then on, Sergiy's life and the lives of his loved ones changed forever. He underwent extensive surgeries in different cities and tried to cope with the challenges presented by a life of disability. Nevertheless, Sergiy continued his studies, completed a University degree in Education and Philology and became an English tutor.

During the 1990s, Sergiy's family decided to move to Australia. As is the case with most migrants, during the first years, they needed financial, emotional and informational support.

Sergiy wasn't receiving financial assistance from the government, but thanks to support from Jewish

Welfare, Jewish Care's predecessor organisation, he was able to go through that time with dignity. He also received a new wheelchair from Jewish Welfare which he desperately needed to replace his old and tired wheelchair. Now, Sergiy was able to move around again; it was a real celebration for him and his loved ones.

When Sergiy was involved in Sydney's Shooting Sport competition, Jewish Care helped to secure a loan to purchase an electric wheelchair which he needed for the trip. As a result, he attended the competition in Sydney five times.

To this day, Sergiy is supported by Jewish Care's Disability Services. Each week, he attends our Outreach Program to interact with friends, go to museums or the beach, enjoy coffee outings and have a good time, which provides a meaningful break for him while giving his mother a regular time to rest.

"For my recent birthday, I got a new wheelchair which was co-funded by the government and Jewish Care," said Sergiy. "It's crucially important for me as this wheelchair is nothing less but my legs and my whole life."



Supporting the Roots

Seniors are the role models of our community who have devoted their lives to creating a solid foundation for our generation and have taught us to give.

It is our duty to give back to our elders, support choice and independence, and enhance their quality of life by assisting them to remain healthy, happy and socially connected.

We support the needs of older people by providing numerous healthy ageing services whether in the comfort of their homes or in our *heimish* community residences.

HIGHLIGHTS

- **Home and Personal Care:** 180 Home Care Packages and 50 Linkages Packages for seniors were distributed allowing them to remain living independently in their home, with 144,082 hours of home care provided by our BlueStar, Community Aged Care Services.
- **Prolonging Independence:** 13 people received 24 hour monitoring equipment to keep them safe at home and allow them to call for assistance at their time of need.

- **Increased Support for Holocaust Survivors:** Our Holocaust Survivor Support Program provided 62,584 hours of home and personal care support as part of the funding package by the Claims Conference. This funding also enabled us to provide medical aids and equipment and dental assistance, amongst others, thereby significantly improving their quality of life.
- **Healthy Ageing:** 738 hours of group activities and exercise programs were delivered by our Active Living Centre.
- **Improving Life Skills:** Montessori-based therapies were conducted at our aged care facilities to improve the lifeskills of people living with Alzheimer's and dementia such as self-feeding, preparing simple meals, dressing, and participating in recreational activities.
- **Caring for Carers:** 3,949 days of respite were provided to older people living in the community to give a break to full-time carers.

IT WAS A WIN-WIN!

In 2014/15, we launched a heart-warming 'My Love' campaign across our social media platforms celebrating the love, romance and memories of our aged care clients and residents.

My mum used to say, "When you meet a good boy you'd like to date, always ask him if he knows how to dance. It's very important."

I listened and did ask my future husband Abe about it. As a result, we danced for ten years at Melbourne's Maison de Lux Hall so he could prove his skills before we started to date.

He was the nicest, softest man I've ever met. Of course, I agreed when he proposed. But he still had to meet my mum. I told him to buy her favourite

treat she could never resist – chocolate almonds, and it was a win-win.

We spent our honeymoon in Mildura and then moved into our first home — a room and a kitchen in my cousin's house in Elwood.

Eventually, we got a flat and had 2 wonderful kids, daughter Carol and son Perry who now lives in Israel.

I can't say we had much money even though we worked hard as horses. Abe worked in the steel industry and I had a shop in the Victoria Market and was up at 5:30 am every morning.

Nevertheless, we were truly happy. We continued to dance, loved opera and did everything together until he passed away...

I miss him every day.

Growing the Tree

Jewish Care's 643 staff and 474 volunteers go above and beyond to grow our services and make them so special. These people are the most important asset of our organisation and we would never be able to achieve our milestones without their tremendous professionalism, dedication and care.

HIGHLIGHTS

- **Attracting the Best and the Brightest:** In 2015, Jewish Care commenced negotiations for a new Enterprise Agreement covering Social, Community, Home Care, Disability, Health Professionals and Support Services employees. The Agreement will provide a foundation upon which we can continue to develop strategies for attracting, developing and retaining a highly skilled workforce.
- **Investing in Our Staff:** Over the year, an organisational investment was made to improve the health and wellbeing of our staff, volunteers and residents with the implementation of self-defence and meditation workshops, skin checks and participation in the Global Corporate Challenge. So too, we introduced a Diploma of Management program to assist the emerging leaders within our organisation.
- **Mentorship:** We launched a new mentorship program, Each One Teach One, which was presented at the annual Better Practice Conference in May 2015.
- **From Training to Employment:** 12 students graduated as Personal Carers with a Certificate III in Aged Care/Home and Community Care, with 6 of them securing employment at Jewish Care.
- **The Heart of Jewish Care:** Volunteering hours increased to 55,155 hours, signifying a 17% uplift from the previous year.
- **Dining Together:** A volunteer-driven program, Dining Together, was implemented to match our high-care residents with volunteers during meal times. The program has enriched the meal experiences of elderly people with social, emotional and practical support.

A WOMAN OF VALOUR

It's been a year of honours bestowed upon Masha Zeleznikow OAM, a Holocaust survivor who moved to Australia in 1951.

In 2015, Masha received the Minister of Health Volunteer Award for her longstanding volunteer service for Jewish Care as well as the Leo and Mina Fink Community Service Award.

Masha has dedicated her life to volunteering and advocacy. Through various programs at Jewish Care, as well as many other community organisations, Masha has worked tirelessly to make a positive impact on our community.

Following the influx of Russian Jewish migrants arriving in Melbourne in 1970s, who experienced language and cultural barriers, Masha quickly identified the need for a Russian-Speaking community advocate. She filled this role by welcoming newcomers at the airport, helping them find employment and housing, supporting them in navigating the health system and assisting in finding schooling for their children.

Social isolation and depression were great challenges that new migrants faced. Recognising this, Masha established the Tuesday Club in 1978 aiming to host 3-hour-long, monthly gatherings for Russian and other European migrants including many Holocaust survivors. Participants enjoyed great food, guest speakers, music and socialising, which empowered them to integrate and settle in Australia.

Today, 37 years later and in spite of the recent passing of her husband Avram, the Tuesday Club still operates under Masha's guidance. As part of Jewish Care's Healthy Ageing Program, Masha has adapted the club's focus to providing ongoing support, connectivity and community inclusion to the elderly and keeping people connected throughout the ageing process.

The Tree of Jewish Life

At Jewish Care, we cherish our unique connection to our heritage and celebrate the beauty of Jewish practices across our Jewish Life services aiming to meet the diverse cultural and spiritual needs of our clients.

HIGHLIGHTS

- **Over 4500 pastoral visits** across the residential aged care facilities **equal to 750 hours** of care.
- **267 Candle Lighting** ceremonies were conducted.
- **487 Synagogue Services** took place across all facilities, equating to **6,365 attendances** by aged care residents.
- **194 group learning sessions** were facilitated for our residents and clients.
- **A 44 page Ethos Staff Handbook** was produced and distributed to all staff. The handbook acts as a ready-reference about all things Jewish to assist staff in their understanding of the Jewish community and in communicating with clients and residents.
- **Advanced Care Planning** was piloted at Smorgon Family Nursing Home and will roll out to the other facilities in 2015/16.

THE BEAUTY OF FRIENDSHIP

Jewish Care's Rabbi Yoseph Nerenberg was making his way around Gary Smorgon House on the first day of Pesach trying to find someone to be the tenth man for the festival's prayer service, when he approached the bedroom of a high care resident Frank*.

Rabbi knocked on Frank's door and was invited to come in. He found Frank dressed in his special Shabbat clothing while lying in bed. Thinking that he was waiting for someone to escort him to the Synagogue, Rabbi Nerenberg asked if he wanted to come downstairs to the Morning Services. He shrugged his shoulders and quietly said that the only place he wanted to go to was 'the place where one goes to never come back.'

Rabbi let his comments sink in a bit and then asked him why he felt that way. Frank responded, "I lost all my family during the Holocaust, I have never been married, and I have no one in my life."

Rabbi Nerenberg told him that he understood why he felt that way and said, "It's ok if you don't wish

to go to Shul (Synagogue) today, but I just want to tell you that you are my friend, and when you do go to the 'other place', I will miss you very much."

After saying that, Rabbi wished Frank a 'Good Yom Tov', and left his room.

Ten minutes later, Rabbi was busy praying in the Synagogue. Suddenly, he looked up and saw Frank making his way towards the Synagogue.

Rabbi Nerenberg once again approached him, shook his hand and told him how happy he was to see him.

Frank responded, "I thought about what you said, and was very touched. When a rabbi asks me to be the tenth man in the minyan* I might say 'no', but when a friend asks me – how can I refuse? I truly value our relationship, not just as a rabbi and resident, but even more so, as friends."

* Real name and image were changed to protect the resident's privacy.

* Minyan – the quorum of ten Jewish adults required for certain religious obligations such as communal prayer services.

Bearing Fruit For Generations

Jewish Care is commencing the most exciting and extensive capital investment campaign in the history of Australian Jewry called *Growing. For Our Community*. Never before have we seen plans for aged and community care, disability services and community housing on such a scale that will nourish and sustain our future generations.

HIGHLIGHTS

- **Capital Support:** Since we launched our Capital Campaign, *Growing. For Our Community*, in December 2014, over \$12 million has been pledged by donors to support our visionary cause.
- **Community Support:** Our 2015 Annual Appeal raised \$2.88 million to help fund our vital community services. We also saw more than 1000 people attend all our fundraising events during the Appeal period.
- **Naming Rights:** Jewish Care extends its gratitude and thanks to Michael and Michelle Coppel and family for their substantial donation towards the development of the new Disability Respite Centre.

- **Growing Support:** We saw a 93% uplift in donations from those that attended our Annual Dinner for the first time.
- **Operational Efficiencies:** Following the implementation of The Riskman Incident and Feedback Management System as part of the Jewish Care IT 'Best of Breed' improvement program, we were able to streamline the reporting and management of risks related to client and staff incidents. As a result, we improved operational escalation timeliness and governance reporting for the organisation, with 75% of staff agreeing that it provides them with a much better way to document incidents and client feedback.
- **Continuous Improvement:** Our Research Quality Innovation & Policy Unit conducted a Client Satisfaction Survey across Residential Aged Care Services developed by Jewish Care and recognised by the Australian Aged Care Quality Agency to inform our continuous improvement plans for each facility.
- **Partnering for Research:** Jewish Care, in conjunction with the Monash University Collaborative Research Centre for Water Sensitive Cities, has established a Health Research Project aiming to reduce the risk to the older community members from heat related illnesses.
- **Understanding Community:** We have partnered with Monash University's Australian Centre for Jewish Civilisation, to conduct a 3-year-study called The Avram Zeleznikow Russian Jewish Immigrants Study. The purpose of the study seeks to better understand the settlement experience of Russian Jewish immigrants in Melbourne including their current and future financial status and sense of responsibility in supporting ageing family members.

GROWING. FOR OUR COMMUNITY.
ONE VISION. SIX PROJECTS. TEN YEARS.



01 COPPEL & PIEKARSKI FAMILY DISABILITY RESPITE CENTRE

476 Glen Eira Rd, Caulfield

This unique development will provide respite and community outreach services for children, adults and their families. The Centre's community hub will be a central space to hold carer support, training and outreach programs, as well as a communal forum for both clients and staff to gather for support and leisure.

02 ST KILDA RD (STAGE 1) SENIOR LIVING & COMMUNITY PRECINCT

619 St Kilda Rd, Melbourne

This senior living and community precinct will truly transform how people receive aged care services and how we service our community. It will boast an impressive 2 levels of community and allied health services, retail shop space, synagogue, cultural and communal hub and 7 levels housing 156 aged care beds in luxuriously appointed rooms.

03 COMMUNITY HOUSING

15-25 Fulton St, East St Kilda

At the completion of this two-stage development, there will be a total of 95 new and refurbished units to allow us to better address the growing demand in our community for short term, emergency and affordable accommodation.

04 CARNEGIE AGED CARE

1 Wabgool Rd, Carnegie

This impressive 7,912sqm site in Carnegie will enable us to provide a brand new purpose built residential aged care facility of 120 beds. It will be a premier home that will expand our reach of services as the next generation shift into the south eastern corridor of Melbourne.

05 ST KILDA RD (STAGE 2)

619 St Kilda Rd, Melbourne

Committed to the continued development of the St Kilda Rd site, Stage 2 will look at the needs of older members of our community who are considering moving into independent apartment-style retirement living and supported aged care.

06 GARY SMORGON HOUSE EXTENSION

Freeman St, Caulfield

Jewish Care purchased the land adjacent to this beautiful aged care residence, having the forethought to prepare for future expansion. We have now commissioned architects Design Inc to commence high-level architectural drawings for a new Active Living Centre as an extension to our existing aged care facility.

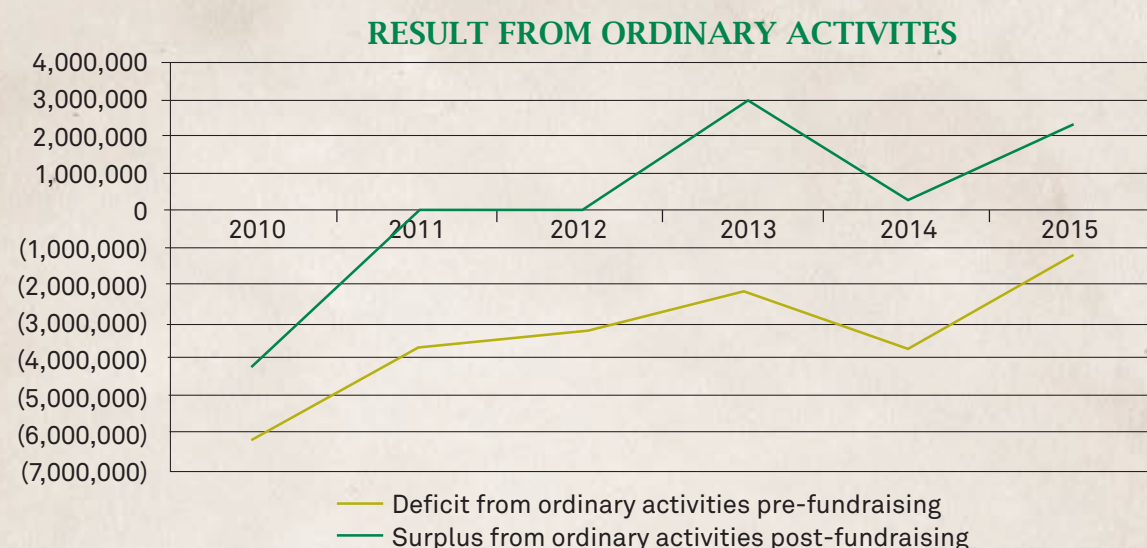
Treasurer's Report

ROHAN FILER



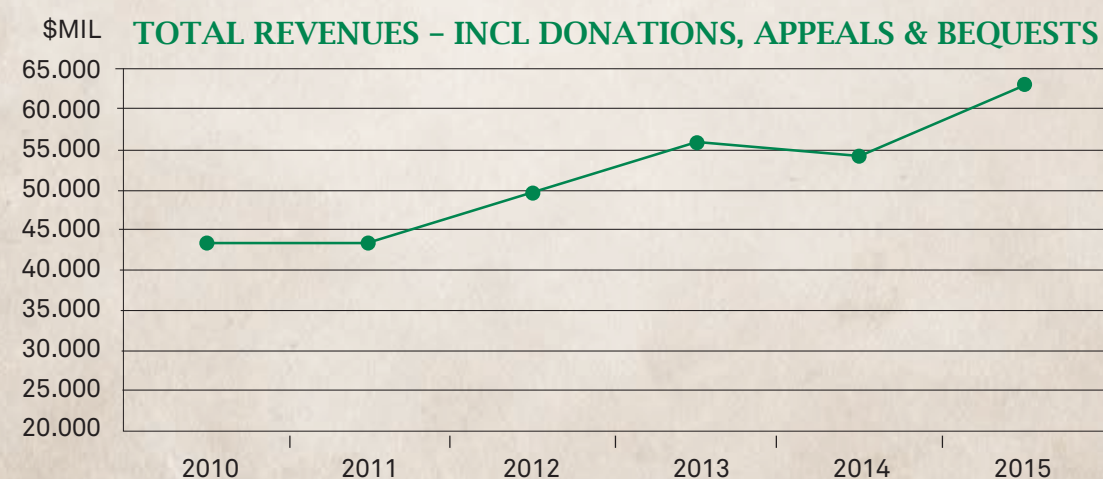
On behalf of the Chief Executive Officer and Board of Governance, I am pleased to present a summary of Jewish Care Victoria's financial results for the 12-month period 1 July 2014 to 30 June 2015. Our financial statements have been prepared in accordance with the Australian Accounting Standards.

The chart below demonstrates the trend since 2010 in the result from ordinary activities both before and after Annual Appeal and donations. This data is shown before depreciation, foreign currency gains/losses and before Capital Appeal and bequests were taken into account.



The deficit from ordinary activities represents Social Justice spend (noting it increased \$172k from 2013/14), and other unfunded programs which can only be sustained through the generous and continued support of the Jewish community. This support allows Jewish Care to respond to the diverse needs of our wonderful community.

Total Revenues are shown in the chart below, representing an upward growth trend in recent years. 2015 is further positively impacted by Capital Appeal fundraising of \$4.026m.



The organisation has continued to work towards achieving the 9 strategic deliverables set out in Jewish Care's Strategic Plan 2014-2017.

Jewish Care continues to balance the achievement of mid to long-term strategy with delivering day-to-day operational imperatives in fulfilling its mission to support and enhance the wellbeing of the Jewish community of Victoria.

Community support through the continuing Capital Appeal is also enabling the renewal of our living precincts and the development of new facilities which will support our community for many years to come.

MILESTONES

- Continued investment in Social Justice funded initiatives.
- Nearing completion of our state-of-the-art Coppel & Piekarski Family Disability Respite Centre in Caulfield.
- Continued support of IT's 'best of breed' strategy with investment in IT infrastructure.
- Capital Appeal fundraising received of \$4.026m (approximately \$11m in total pledged to 2018/19 or 36% of target) representing a solid and continued commitment by our donors to the strategic vision of Jewish Care.
- Continued maximisation of government subsidies reflected in an improvement to \$36.042m from \$32.061m in 2014.
- Substantially increased financial funding from Claims Conference (approx. \$4.8m increase compared to 2013/14) to provide valuable and necessary support services to Holocaust survivors.
- Positioning the organisation to deliver services under changing regulatory environments including Consumer Directed Care, NDIS and Aged Care Industry changes.

SUMMARY OF KEY FINANCIAL RESULTS

Jewish Care incurred a financial deficit from ordinary activities pre-fundraising of approximately \$1.147m, which highlights Jewish Care's reliance on generous support of the Jewish community to enable sustainable provision of services.

The operating deficit was incurred before the following items:

	FY 2015	FY 2014
Annual Appeal & Donations	\$3.447m	\$4.051m
Capital Appeal	\$4.026m	\$0.125m
Gain on sale of Property, Plant and Equipment	\$0m	\$0.066m
Depreciation & Amortisation	(\$3.027m)	(\$2.681m)
Foreign currency exchange translation gain/(loss)	\$0.022m	(\$0.013m)
Combined Net Bequests	\$2.237m	\$2.974m

This resulted in an overall operating surplus after tax of \$5,557,116 as compared with an overall operating surplus of \$743,764 in the previous financial year.

KEY EXPENDITURE ITEMS

The following are the key expenditure items incurred in the financial year 2015:

	FY 2015	FY 2014
Salaries (651 employees)	\$33.189m	\$30.902m
Food services	\$5.188m	\$5.151m
Client-related costs	\$5.784m	\$4.870m
Maintenance	\$3.089m	\$3.371m

RESIDENTIAL AGED CARE

Residential Aged Care generated an operating surplus of \$0.323m against a surplus of \$0.249m in 2014 as a result of maximisation of the government subsidies (higher ACFI levels), increased investment returns from a larger base of refundable accommodation deposits compared to the prior year due to the introduction of a well-managed Investment Management Strategy, and steady to growing occupancy levels across the four facilities.

LAND AND BUILDINGS

Jewish Care's land and buildings have been independently valued in accordance with current accounting policies and no impairment or other change to the net carrying value has been required in the balance sheet.

Jewish Care is actively pursuing a strategic growth initiative to develop its residential aged care site in Windsor and to build a new facility in Carnegie. In addition, the Coppel & Piekarski Family Disability Respite Centre is shortly due to be commissioned, and there will be further investment in Social and Affordable Housing infrastructure. These investments will allow Jewish Care to enhance the quality of services offered to members of the Jewish community and are only possible through the continued financial support of the community.

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.

Rohan Filer
Treasurer

Financial Statements

CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

	2015 (\$)	2014 (\$)
Fees and charges	12,930,864	12,554,697
Government subsidies	36,042,140	32,061,174
Other revenues	13,805,345	9,620,270
Total revenues	62,778,349	54,236,141
Employee benefits expense	(33,189,400)	(30,901,938)
Depreciation and amortisation expenses	(3,027,098)	(2,681,006)
Community development expenses	(2,172,116)	(2,075,179)
External services expenses	(3,449,764)	(2,871,599)
Food expense	(5,187,850)	(5,151,163)
Repairs and maintenance expenses	(3,089,027)	(3,370,970)
Medical and other supplies	(587,560)	(748,241)
Consulting expenses	(654,852)	(575,266)
Energy expenses	(555,532)	(561,316)
Administration expenses	(1,882,205)	(1,662,873)
Laundry expenses	(676,981)	(633,972)
Other expenses	(2,748,848)	(2,258,854)
Total expenses	(57,221,233)	(53,492,377)
Surplus before tax	5,557,116	743,764
Income tax expenses	–	–
Surplus after tax	5,557,116	743,764
Other comprehensive income		
Other comprehensive income to be reclassified to profit and loss in subsequent periods:	–	–
Other comprehensive income not to be reclassified to profit and loss in subsequent periods:		
Movement in available for sale investments	(37,348)	–
Other comprehensive income for the year	(37,348)	–
Total comprehensive income for the year	5,519,768	743,764

CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

	2015 (\$)	2014 (\$)
Current assets		
Cash and cash equivalents	8,963,449	4,597,352
Trade and other receivables	6,106,222	3,141,746
Financial assets	56,780,463	56,931,676
Other assets	203,320	177,490
Total current assets	72,053,454	64,848,264
Non-current assets		
Trade and other receivables	1,654,729	1,333,710
Other assets	888,577	908,326
Property, plant and equipment	87,711,111	84,333,699
Intangible assets	168,741	199,536
Total Non-current assets	90,423,158	86,775,271
Total assets	162,476,612	151,623,535
Current liabilities		
Trade and other payables	4,380,550	4,268,418
Provisions	3,280,977	3,594,362
Borrowings	–	–
Refundable accommodation deposits	72,811,543	67,848,123
Financial liability	406,785	–
Total current liabilities	80,879,855	75,710,903
Non-current liabilities		
Provisions	1,023,720	859,363
Total non-current liabilities	1,023,720	859,363
Total liabilities	81,903,575	76,570,266
Net assets	80,573,037	75,053,269
Equity		
Reserves	28,731,295	28,768,643
Accumulated funds	51,841,742	46,284,626
Total Equity	80,573,037	75,053,269

Board of Governance

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 nine years.

04 ROHAN FILER

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

Rohan is a qualified Chartered Accountant with many years of experience in finance, mergers and acquisitions, and international structuring. He is currently Head of Corporate Development for a technology company having spent many years in investment banking and consulting, advising clients on transformational projects, strategic reviews as well as strategic acquisitions and divestments.

05 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.

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 SUSIE IVANY

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 Board, Susie is the Campaign Chair of the Jewish Care Capital Campaign.

08 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.

09 MARCIA PINSKIER

B.A. (Monash) Dip Ed (Rusden) MA Jewish Communal Service and Leadership (Monash)

Marcia is a specialist in Not-For-Profit Governance and a Partner at NFP Advisory Services, a consultancy offering services in governance, sustainability and leadership practices.

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, including as Founder of the Jewish Inclusion Network, as President of Caulfield Junior College, Vice President of NCJWA and on the committee of ACCESS Inc.

10 ANDREW SCHWARTZ

Andrew is the Managing Director and one of the founders of Qualitas Property Partners. He is responsible for overseeing the group's activities, setting the strategic direction of the business, transaction origination as well as building and enhancing relationships with the Group's strategic capital providers, clients, investors, financiers and consultants. Qualitas provides direct loans to the property sector and manages private equity. Andrew is also on the advisory Board of Property Industry Foundation Victoria.

11 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.

12 LISA KENNETT

Lisa is a Specialist Consultant in Conflict Resolution where she has worked in wide variety of commercial areas including the Electricity Industry and Financial Sector. Prior to this she practised as a Barrister and Solicitor.

She is the immediate past President of Mount Scopus Memorial College, a position she held for over seven years and also serves on the Boards of other community organisations.

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Executive Team

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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's deep commitment to community welfare is well suited to his current role as Chief Executive Officer.

Originally trained as a Division 1 nurse, Bill holds a Master of Business Administration (MBA), Graduate Diploma Industrial Relations/Human Resource Management and an Associate Diploma Occupational Health & Safety. Bill is a currently a Board Member for East Timor Hearts Fund and a graduate of the Australian Institute of Company Directors (GAICD). He has held various senior positions including Board Member of Leading Age Services Australia (LASA) Victoria for six years, Director on the Tweddle Child & Family Health Service Board (Vic) for six years and his most previous role as Executive Director, Aged Care, Mercy Health and General Manager of Operations at Regis Group.

Bill is passionate about values-based leadership and how he can influence the development of a "good society". Driven by a personal objective to care more than others think is wise, to risk more than others think is safe, to dream more than others think is practical, and to expect more than others think is possible, Bill is driven in his desire to create value through change.

02 JOHANN KELAART

Chief Financial Officer

Johann has spent much of his commercial career in the health and not-for-profit sectors in Senior Finance roles. Johann holds a Business Degree (majoring in Accounting), has been a Certified Practising Accountant (CPA) for over 15 years and holds a Master of Business Administration (MBA).

He has held various senior positions including as Business Manager at Jessie McPherson Private Hospital and Director of Corporate Services for a commercial arm of Cabrini Hospital. Johann enjoys creating an environment where the Finance Division is a trusted and valued arm of the organisation, and is seen to be an important enabler to Business Division goals and strategic objectives. Johann has proven his ability to build positive relationships with internal and external stakeholders. He boasts a leadership style of managing with a heart and integrity.

Johann enjoys working for mission based organisations, and is very committed to giving back to community, is a Board Member at a local school and has been involved in local sporting organisations.

03 HUGH CATTERMOLLE

Chief Operating Officer

Hugh graduated as a physiotherapist and holds an MBA as well as a Masters of Commercial Law. He has spent much of his commercial career in the health sector and brings a wealth of health services management experience to Jewish Care. As well as working in Australia, he has worked in Denmark and UK.

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His most recent role was as CEO of Australia's largest allied health services provider to the aged and community care sector where he oversaw substantive growth with respect to organisational size and service complexity. He also led the sale of the business from private ownership to an ASX listed entity and as a result has strong governance and accountability skills.

Hugh's focus is driving efficiencies through service delivery without compromising the outcomes that each individual receives.

04 CAMERON MACKAY

Chief Information Officer

Since joining Jewish Care in 2011, Cameron has lead the Information Technology and Communications team. He is responsible for ensuring IT and related infrastructure is running around the clock. In addition, Cameron is charged with the organisational refresh of complex clinical and business applications.

Cameron has over 12 years experience managing complex IT environments, particularly in aged care and community service environments. Prior to Jewish Care, Cameron spent eight years with Bapcare, including two years as their IT Operations Team Leader, supporting over 30 sites across two states. He is an experienced manager with a passion to "make things work better", freeing staff to focus on providing the best care and services for our clients.

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05 MARCUS HARTY

General Manager Infrastructure

Marcus brings to Jewish Care significant management experience in complex property, facilities management and construction project management. In his most recent role as General Manager Property at Healthscope Limited, Marcus managed the client side delivery of two new hospitals in NSW and a new pathology laboratory in NZ. Marcus successfully managed over 500 leased premises in Australia, and completed the refurbishment of numerous hospitals, medical centres, pathology collection centres and community housing facilities, just to name a few.

Marcus has also held senior positions in property funds management, managing the acquisition and development of property assets in the commercial, industrial and healthcare sectors.

Marcus holds an Associate Diploma of Valuations, Royal Melbourne Institute of Technology, a Certificate in Business Studies- Real Estate, Prahran College of TAFE and an Associate Membership at the Australian Institute of Valuers and Land Economists.

06 MARK JOEL

General Manager Development

Mark Joel has a wealth of experience and skills. His portfolio incorporates fundraising, marketing, communications and youth engagement services.

Mark is well-known to many in the Jewish community through his

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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 and his experience at senior management level complements the skill set within the executive management team.

07 MARY SCOTT

General Manager People & Culture

With an outstanding record in human resources management, Mary brings to Jewish Care proven leadership and change management skills.

Her most recent post was Director at Eastern Health Foundation where, among other things, Mary was instrumental in establishing KPI's and creating tools and resources for managers, providing education, mentoring and one-on-one coaching and implementing an employee well-being program.

Mary has proven her ability to build strong, positive relationships with internal stakeholders, has an approachable and open leadership style and manages to bring out the best in people.

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Prior to this, Mary was the Director Workforce at Caulfield Hospital and Sandringham Hospital with Alfred Health.

Academically, Mary has a Certificate IV in Project Management, a Masters in Human Resources Management, a Graduate Diploma in Business Administration (Human Resource Management), and a Diploma of Human Resources. Additionally, Mary has received many educational awards.

08 STEPHEN THOMAS

General Manager Innovation & Quality

Stephen has had many senior roles within the health sector and possesses a strong clinical and systems based background. Before joining Jewish Care in 2013, Stephen worked as the General Manager – Operations and Quality, Justice Health, Victorian Department of Justice.

Prior to this, Stephen was CEO of WorkPac HealthCare, Nurse Director at Peter McCallum Cancer Centre and Operations Director at Peter McCallum Cancer Centre.

Stephen holds qualifications as a Registered Nurse Division 1 with postgraduate clinical qualifications in Neuroscience and Advanced Clinical Practice, Diploma in Front Line Management and an MBA (Executive) completed in 2012.

Stephen takes a Kaizen approach to organisational improvement, instilling in his staff that efficiency, safety and positive outcomes can be generated through all daily interactions, and that the identification and escalation of ideas and innovations is a key part of everyone's role.

Planting For The Future

"I found a fruitful world because my ancestors planted it for me. Likewise, I am planting for my children." ~ Talmud

We are indebted to the hundreds of individuals who, since our organisation's earliest history, have included a gift to Jewish Care or our predecessor organisations in their will. Their generosity has planted the harvest from which we benefit today.

Unless otherwise stipulated, gifts received from bequests are set aside in a specially designated endowment fund. Carefully tended, this endowment continues to grow, making sure that we can continue to provide needed support for generations to come. Jewish Care's ongoing investment in the Planned Giving program represents the organisation's commitment to our community's future.

This year, our Circle of Care Club for long-standing donors and intending bequestors, hosted a range of events where we acknowledged and celebrated our community's charitable spirit. It is pleasing to report that attendances to these events were the highest on record, with more events planned for the coming year.



HONOURING OUR BENEFACTORS

We remember the following benefactors who, by leaving a gift to Jewish Care in their will, have ensured a fruitful world for future generations.



JANNY COHNEY

Janny was a second generation Australian. Her grandfather came to Australia during the Gold Rush, and settled in Ballarat. Janny lived in Fremantle, Western Australia, and led an observant Jewish lifestyle, ordering in kosher products from Melbourne. Her gift of tzedakah reflects her indelible connection to her community.



JAKOB FRENKIEL

Jakob was born in 1921 in Lida, Lithuania, son of Esther and Yitzchak Frenkiel. Tragically, Jakob lost his entire family during the Holocaust, but he miraculously survived and re-established his life in Australia. He had a resourceful approach to life and a wonderful sense of humour. Although he was not religious, his Jewish heritage was very important to him. He passed away on his 90th birthday.



RICHARD HAYDEN

Richard and his wife immigrated to Australia from South Africa. A qualified industrial chemist, Richard was an active volunteer Rotarian, receiving the prestigious Paul Harris Award for his work in upgrading hospitals. He stood by the values of family, integrity and honesty. He leaves behind his dear wife Irma, 3 children, 10 grandchildren and 2 great grandchildren.



ROSELYN HELMER

Roselyn was born in 1947. She was studying for her teaching qualifications when a car accident left her with sustained brain injuries at the age of 21. She remained a devoted daughter and primary carer for her parents, the late Marie and Hymie Helmer, until their passing. Her mother Marie was a former resident of Montefiore Homes Community Residence.



IRENE POPPER

Irene was determined to remain living in her own home for as long as she could, following the passing of her dear husband Kurt, of blessed memory. Thanks to support from Jewish Care, Irene's wishes were made possible. Her bequest to Jewish Care was her way of saying thank you.



ALAN SELWYN

Alan Selwyn was a benefactor to many causes: a Governor of Tel Aviv University, where he received an Honorary Fellowship and donated a Chair in Molecular Medicine; a founder of the Australia-Israel Chamber of Commerce; and twice a delegate to the International Economic Conference in Israel hosted by then Prime Minister Golda Meir. He was the first to pioneer Australia's trade with Japan following WWII. He was a special and generous man.



IDA AND MATT SOKOLSKI

Matt was a Holocaust survivor and a member of the Palmach. He and Ida met and married in Australia. They were dedicated to supporting those in the community who were less fortunate than themselves.



GWENDOLINE ALICE SONDHEIM

Australian born, Gwendoline met her husband, the late Michael Sondheim, famously known as one of the "Dunera Boys", through mutual friends. A second marriage for them both, she warmly and enthusiastically embraced the Sondheim family as her own. Her generous bequest represents the deep connection she felt as a member of the Melbourne Jewish community.



NAOMI AND SAMUEL WOLF STOPNIK

Naomi and Samuel Stopnik were devoted to one another and committed to those less fortunate. A native of Kalgoorlie, Naomi served in the Australian Air Force. Samuel was from Poland and worked as an accountant. Advising us of their intention to bequest to Jewish Care during their lifetime, they were honoured Gold Members of Circle of Care.

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 continually 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, meaningful, 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 Jewish Care Annual Report 2014/2015.

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.

We thank the partners and staff of SBA Law and Arnold Bloch Leibler for their pro bono work throughout the year.

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

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Heinz Ziffer

ESTATES, TRUSTS AND FOUNDATIONS

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

Emanuel Percy Ackman
Kurt Asher
Joseph M Augen
Louis Berner
Janny Cohney
Rhoda Myra Cohney
Eugen Erczmann
Jakob Frenkiel
Maurice Goldstein
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Ida and Matt Sokolski
Gwendoline Alice Sondheim
Albert Spatt
Naomi and Samuel Wolf Stopnik
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Harold A Webster
Eleanor Sabina Wertheim
Ephraim Yoffa
Henry Herbert Yoffa
Samuel Younkman

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Leo and Mina Fink Fund
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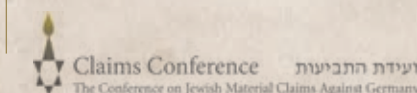
GRANTS

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

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



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

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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 Civilization
Monash University - CRC for Water Sensitive Cities
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
Nucleus Group
Pinnacle Group
St John of G-d Accord
Yooralla

Acknowledgements

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

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