



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 – *chesed, 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.

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Highlights



Cents for Senses

We launched our first online crowdfunding campaign called 'Cents for Senses.' Aiming to raise \$21,530 for essential equipment needed for sensory rooms in our new Coppel & Piekarski Family Disability Respite Centre in Caulfield, the 30-day campaign reached its target thanks to the generosity of our community. The success of the campaign led to the roll out of a second campaign aimed at refurbishing five social housing units in Fulton Street.

Scholarship to Research 40 Years of Russian Migration

Emmanuel Gruzman was awarded 'The Jewish Care Victoria and Monash University Avraham Zeleznikow Russian Jewish Immigrants PhD Scholarship' this year. The three year scholarship focuses on researching the settlement experiences of the Russian-speaking immigrants in Melbourne and the patterns of integration of their Australian-born children.



Residents Celebrate their Bar and Bat Mitzvahs

More than 300 people attended our heart-warming ceremony at Gary Smorgon House in December where residents' family and friends; fellow residents and the Jewish Care community watched their loved ones take part in this emotional and inspiring occasion.



Ethos Leadership Forum for Management

Thirty nine participants including Jewish Care's executive team and managers attended a two day program on authentic leadership in March this year. The forum explored four vital leadership behaviours; empathy, goal setting, belonging and personal growth, which are integral for effective leadership.



Munzer Residents Move into Gary Smorgon House

After 20 years of caring and dedicated service to the Jewish community, The Mark & Dina Munzer Community Residence will be closing in early 2017 as part of our \$180 million aged care, disability and community services capital investment program. Our residents at Munzer will be moving into Gary Smorgon House, where they can continue to enjoy an excellent lifestyle and high standard of accommodation.



Annual Appeal 2016

Our Annual Dinner brought together 400 supporters to raise vital funds for Jewish Care's community services including financial support, housing, education and employment; disability services, mental health promotion, counselling and Jewish Life services. The successful appeal raised over \$3 million.

Yesod to Engage Young Leaders

In preparing young leaders for engaged leadership within Jewish Care, 'Yesod' a year-long leadership program was launched in February. The program facilitates the involvement of young, talented and energetic individuals in a structured experience on non-profit boards and committees.



Paving a Path to Employment for People with Disability

Our Pathways to Employment Program for people living with disability commenced in August 2015. The program focuses on gaining employment and interaction in the workplace and aims to increase students confidence and expand their networks in the community.



Jewish Care Receives Accreditation for Safeguarding Children

Jewish Care was accredited by the Australian Childhood Foundation under the Safeguarding Children Program in June and became the first provider of its kind to have undertaken and gained this accreditation in Australia. This accreditation reaffirms Jewish Care's strong commitment to the Safeguarding Children Program.

Taking a Stand Against Family Violence

Jewish Care partnered with the Southern Metropolitan Primary Care Partnership (SMPCP) to work collaboratively with other providers and councils in the Southern Metro Region on determining key areas for service focus and growth. In June, representatives from over 10 organisations in the Southern Region including City Councils, Community Health and Community Service Organisations signed the Statement of Commitment to take a stand against violence toward women and children.



A Successful Town Planning Permit for Carnegie

A new aged care facility in Carnegie is anticipated to commence construction in early 2017 with the receipt of a successful town planning permit from the council. This impressive 7,912 sqm facility will expand our reach and provide a leading senior living accommodation facility of 120-beds in the South Eastern suburbs.



The Coppel & Piekarski Family Disability Respite Centre Opened its Doors

Heralding a new era of social inclusion for our community, our state-of-the-art Coppel & Piekarski Family Disability Respite Centre was opened in the presence of community members, supporters, donors and politicians.





President's Report

MICHAEL DEBINSKI

I am pleased to present my 2016 report to our members, supporters and the community.

In December 2014, Jewish Care launched a significant Capital Campaign, 'Growing. For our community.' This campaign seeks to raise \$30 million to redevelop our aged care services, disability services and community housing on a scale that will provide for future generations. Some of our facilities have aged over recent years and while the quality of care is only partly a product of bricks and mortar, improvements to our buildings enhance our ability to care. We want residents to live in safe and well-designed homes, that ensure comfort, dignity and good care.

Jewish Care's social housing program is designed to provide homes to those in the community who are at risk of homelessness. As demand for this continues to grow within our community, we will increase the range and quality of housing, renovating the Fulton Street flats that were built over 30 years ago. The flats will have new kitchens and bathrooms, painted throughout, new carpets and improved access for people living with disability.

The National Disability Insurance Scheme is now rolling out across Victoria and will commence in our catchment from 1 September 2018. We are committed to increasing the range and quality of our services for people with disabilities, continuing the work we started with The Coppel & Piekarski Family Disability Respite Centre. We officially opened this Centre in March 2016, with the Minister for Housing, Disability and Ageing, the Hon Martin Foley, our Board and supporters. It has been designed with great sensitivity to meet the needs of children and adults with disability. The first of our completed Capital Campaign projects, it sets a high standard for the future. I want to acknowledge and thank Michelle and Michael Coppel for their generous gift to this Centre, which bears their family names.

In residential aged care, we are designing facilities based on a new model of care we call 'Hand-in-Hand.' Considered best practice in residential aged care, our facilities will provide smaller 'home like' living, giving residents greater flexibility and capacity for personal and lifestyle choice. This model is now being developed at our Montefiore Homes Community Residence and will be fully rolled out in all new residential aged care homes.

Tzedakah is a core Jewish Care value. Tzedakah commits us to share what we have with others. The reward is in the giving. The success of our Capital Campaign is underpinned by the strength of our community's commitment to tzedakah, with generous supporters assisting Jewish Care to make our community a better place for those who use and need our services.

Since December 2014, the Capital Campaign has raised over \$19 million. I would like to particularly acknowledge the Hannah and Daryl Cohen family, Michelle and Michael Coppel, and the Jack and Robert Smorgon families. My thanks to our Campaign Patron, Alan Schwartz AM and Campaign Chair, Susie Ivany and their committee of volunteers.



On behalf of the Board, our staff and the community, I would like to thank everyone for their generous contributions to the Capital Campaign. With your continuous commitment to tzedakah, I trust we will be able to achieve our target within the next few years.

Another vital form of giving at Jewish Care is the contribution from over 470 volunteers. In the past few years our volunteer program has grown significantly, with contributed hours increasing by 40% since 2013. Every day, Jewish Care volunteers provide important support for our clients including transportation, social support, mentoring, assisting with events and serving on the Board and our committees. Our telethon volunteers also play a vital role in fundraising to ensure we continue to grow as an organisation and particularly to meet the cost of our social justice programs that are partially or unfunded by the government. As a whole, our extensive volunteer program is a highly valued part of Jewish Care and ensures we are always in touch with our community.

We are saddened this year with the passing of Masha Zeleznikow OAM. Masha was a Life Governor and volunteer at Jewish Care for over 38 years. She was instrumental in setting up the Tuesday Club in 1978. The club continues and honours her contribution to Jewish Care and our community.

This has been another very productive year for Jewish Care. In his report, our CEO Bill Appleby has described the year's many achievements. My special thanks to Bill for leading Jewish Care with compassion, boundless energy and vision. My thanks also to Bill's highly skilled executive team and to all our staff and volunteers who make Jewish Care a unique and compassionate organisation.

I want to conclude by thanking Jewish Care's Board for their expertise, commitment and support. Jewish Care is a large and growing organisation and the stewardship of a skilled and active board is vital to our success. Special thanks to outgoing Directors Leah Balter and Simon T. Morris who both made a significant contribution to our success over a number of years. I wish you both well in your future endeavours and look forward to your continuing support of Jewish Care.

It continues to be a privilege to lead Jewish Care and I am excited for another terrific year ahead.

Michael Debinski
President





CEO's Report

BILL APPLEBY

Warren Bennis, a leading author and academic in the area of leadership once said that “Leaders must encourage their organisations to dance to forms of music yet to be heard”.

These words resonate loudly for all those involved at Jewish Care. If we fail to embrace the opportunities of sector reform and change the way we operate and think, then we run the risk of failing the people we are here to serve.

We are navigating a once-in-a generation opportunity to reform the disability and aged care sectors. We are moving from agency-funded services to person-funded services. Ultimately this will mean clients are empowered and self-determining. They will make purchasing decisions based on price and quality – to thrive in this environment we need to be explicit about our value proposition in the marketplace and be capable of delivering it every time. This will require leadership and innovative ways of responding to these challenges.

After one of the longest Federal election campaigns in Australia's history, and almost a six week wait to realise the final makeup of the Lower House and Senate, I am quite certain that both aged care and disability funding will have a greater profile and priority in the 45th Australian Parliament. Jewish Care needs to ensure that it continues to actively contribute to the discussions to help influence a services sector that will truly support our community.

The 2015/16 year at Jewish Care has been nothing short of a resounding success in so many ways. Below I have listed some of the key highlights of the year (certainly not an exhaustive list):

- 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 from our competitors coming online in the local area. Overall, the organisation made an operating EBITDA of \$1.99 million and an overall surplus of \$6.92 million.

- The Board and the senior leadership group took the opportunity to review our progress towards achieving our strategy and evaluating the changing external landscape. It is important we take this time out to understand how the market is responding to the current social policy changes, so that we can ensure to maintain relevance, vibrancy and viability.
- We were extremely pleased to have had the Honourable Martin Foley MP, Minister for Housing, Disability and Ageing officially open our beautiful Coppel & Piekarski Family Disability Respite Centre in March 2016 – on budget and at a very high standard of amenity.
- Jewish Care achieved significant growth in Claims Conference funding (\$10.3 million per annum) to support Holocaust survivors to remain independent in their homes. This has enabled us to increase in-home hours of service from around 1,000 hours per week to around 4,000 hours.



- It was very pleasing to have the Federal Government allocate 60 new level-4 Commonwealth Home Care Packages; the biggest allocation in Victoria – \$3 million per annum of additional in-home funding for the Melbourne Jewish community.
- Jewish Care has worked extremely hard since late 2013 to achieve the highly regarded Australian Childhood Foundation Accreditation across our organisation. Proudly, Jewish Care is one of the only providers of its kind to have undertaken and gained this accreditation in Australia. This is an outstanding result not only for Jewish Care, but also the community we serve. It provides reassurance to our clients that the safety and wellbeing of their children in our care is taken very seriously.
- During the year we secured our third senior living site in Carnegie with a successful town planning outcome through VCAT being achieved in May. This is a very important acquisition for Jewish Care as it will ensure our aged care services are geographically spread across our catchment making it accessible for all in the community. Construction will commence in early 2017.
- We were tremendously excited to finally be able to secure ownership of the 9,689 sqm of land on the St Kilda Road site. This now allows for an uncomplicated structuring of debt finance to deliver on Stage 1 of the St Kilda Road site redevelopment commencing in early 2017.
- Sadly, after 20 years of wonderful service to our community, we announced and commenced the closure of The Mark & Dina Munzer Community Residence in June 2016.
- Lastly, we have been extremely fortunate to have enjoyed an outstanding fundraising year. Of particular note, a \$5 million gift to our Capital Campaign from Hannah Cohen and family in honour of their late husband and father, Daryl Cohen.

I am sincerely grateful to the Board for their stewardship, dedication and guidance over the past 12 months and thank them for the confidence they place in me, each and every day. I would especially like to thank President Mike Debinski for his tireless work and leadership and acknowledge the retiring Directors, Simon T. Morris and Leah Balter, for their skill, time and energy they have so willingly given over many years to our organisation.

I would like to recognise the many members of our community who actively give of their time and skill set to our various Board Sub-Committees. Additionally, this year we launched our ‘Yesod’ (Board Foundation) Program. This innovative program aims to develop the next generation of effective leaders of important communal organisations. I acknowledge the inaugural group of participants for their enthusiasm and commitment.

We have had an extremely successful year and have achieved many high level strategic goals thanks to the outstanding work of our very capable and hardworking leaders across the organisation. Your passion, commitment, dedication and professionalism to work intelligently and cooperatively have contributed towards this success.



To our wonderful staff and volunteers, I sincerely thank you for the unconditional regard you have for all in our community and your ongoing commitment to the provision of dignified, quality care and support. There is no doubt; 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. Your embrace and respect of this diversity is an absolute strength of Jewish Care.

Last but not least, I thank our donors, organising committees, corporate sponsors, and communal lay leaders who continually lift the bar, with our various fundraising initiatives across the annual fundraising calendar. The Capital Campaign, *‘Growing. For our community’* continues to grow and we thank all of our donors, for demonstrating such amazing philanthropic leadership. May your generosity of spirit inspire others to be part of what is, a once-in-a generation opportunity to change the face of our services. I would like to particularly thank Alan Schwartz AM – Campaign Patron and Susie Ivany, Campaign Chair for their stewardship.

To achieve our vision of realising six projects over 10 years, whilst also continuing to provide much needed services to over 5,000 people a year; we need your ongoing belief, your energy, your enthusiasm and your support.

Our journey of renewal continues as we move into uncharted waters of a fully contestable market in 2017. By continuing to work together, I have every confidence that Jewish Care will not only maintain, but grow its position as a most respected, extremely relevant, highly

creative and vitally important social service provider to the Victorian Jewish community.

May we continue to go from strength to strength and dance to forms of music yet to be heard!

Thank you.



Bill Appleby
CEO



Lead by Example

Many boards comprise of middle-aged or senior professionals, relying on their judgment, knowledge, and support. But, seeing how the world shifts in a time of changing markets and accelerating growth; forcing dramatic changes in social policy and societal values, Jewish Care is keen to expand the diversity of its constituents by including younger people in its decision making at board level.

facilitated in partnership with the Australian Institute of Company Directors. The program aims to upskill young, talented and energetic individuals with a structured experience on not-for-profit boards and sub-committees. Aimed at Jewish professionals with at least five years’ professional experience, the program has provided opportunities for professional development, capacity

Our Board is seeking to break the mould and secure diversity by encouraging the younger generation of communal leaders to get involved.

Romy Davidov is part of this new wave of younger communal leaders who Jewish Care is working with to harness their energy, innovation and passion.

Romy was appointed as a Principal at Best Hooper Lawyers earlier this year and regularly appears at the Victorian Civil and Administrative Tribunal and Planning Panels Victoria. She is a member of the Young Professional Chapter of the Victorian Planning Environment and Law Association and the Urban Development Institute of Australia.

She was recognised as a 'Rising Star' (2015) in the area of town planning and environment law by Doyles, a legal publication.

Romy grew up with a family that embraces Jewish values and community connectedness and had extensive involvement with the Australian Union of Jewish Students in her university years, being a participant in the Leadership Development Program. Now, being in the workforce, it is important for her to continue connecting with and contributing to the community where she hopes, through Jewish Care, to “rediscover connections with the Jewish community”. Yesod has provided Romy with “insight into the working of the Jewish Care Board, the privilege of being mentored by Andrew Schwartz and valuable formal training from the Australian Institute of Company Directors”.

Jewish Care’s new Board Leadership initiative titled ‘Yesod,’ (‘Foundations’ in Hebrew), is a year-long program

building, access to mentors and board; and networking opportunities. The inaugural program consists of 10 professionals named Mike Davis, Eyal Genende, Nicci Grace, Romy Grace, Adam Joel, Sasha Kliger, Ashley Kras, Paul Naphtali, Jonathan Shafir and Romy Davidov.

Romy thanked Jewish Care for participation in the Yesod program: “I appreciate the opportunities that voluntary board experience provides in developing my skills and knowledge in the area of corporate governance and I have enjoyed connecting with and expanding my Jewish networks.”





Products and Services

Jewish Care is the first choice for aged care, disability and community services for Jewish people in Melbourne and throughout Victoria.

RESIDENTIAL AGED CARE

- Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)
- Montefiore Homes Community Residence
- Smorgon Family Nursing Home
- The Mark & Dina Munzer Community Residence (closing 2017)
- Memory Care
- Palliative Care
- Respite Care

COMMUNITY AGED CARE

- Active Living Centre**
 - Alan Rabinov – Social Support Groups
 - Jack and Ethel Goldin Day Therapy Centre
- Case Management (Keshet)**
- Home and Personal Care (BlueStar)**
- Holocaust Survivor Support Program**

INDIVIDUAL AND FAMILY SUPPORT SERVICES

- Counselling and Parenting Support**
- Employment and Education Centre**
 - Certificate Courses
 - Job Seeking and Recruitment
 - Pre-accredited Training Courses

Financial Services

- Empower Interest Free Loans
- Financial Aid
- Financial Counselling
- Saver Plus Financial Education Program

Front Door

- Information and Access
- Service Coordination

Housing Support

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

Mental Health Promotion

Youth Mentoring Support

- Young Achievers Program
- Youth Aspire Mentoring Program

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

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

DISABILITY SERVICES

Accommodation

- Hawthorn Road House, Caulfield
- Jacobs House, Carnegie
- LaTrobe Street House, Caulfield South
- Prahran Grove House, Elsternwick
- The Coppel & Piekarski Family Disability Respite Centre, Caulfield
- The Richard & Marietta Manders Villas, Caulfield

Services

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

SHARED SERVICES

Community

- Fundraising
- Marketing and Communications
- Planned Giving

Jewish Life Services

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

Finance

- Procurement

Infrastructure

- Developments
- Property Management

Information Technology

People and Culture

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

Research, Quality, Innovation and Policy

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



Making a Difference

Since 1848, Jewish Care has been making a difference. Touching thousands of lives each year, we help individuals and families in the Victorian Jewish community receive support in their time of need.

Our clients experience the same social and economic challenges as the wider community including poverty, disadvantage, intellectual and physical disability; mental illness, family violence, abuse and family breakdown; social isolation, caring for the aged, unemployment and homelessness.

This year, we received 2,070 calls from individuals and families seeking assistance. As Victoria's largest Jewish human services organisation, we enhance the wellbeing of vulnerable community members by providing meaningful and compassionate support.

Counselling and Parenting Support

Over 793 hours of counselling services assisted children, individuals, couples and families including Holocaust survivors who were struggling with familial vulnerabilities, parenting issues and relationship difficulties to help them improve their life situations. They also counselled individuals who were experiencing complex needs such as mental illness, drug and alcohol issues, homelessness, chronic unemployment, domestic violence and/or child abuse.

Financial Services

In addition to providing financial aid, the program offers financial counselling to a range of target groups in the Jewish community. Forums on financial literacy, a school based financial literacy program at Bialik College for Years 8 and 9, and financial literacy sessions for people with disability were a few programs initiated during the year to educate on money management and financial skills within the community.

Front Door

Over 2,000 callers were assisted this year by our Front Door team, which is the first point of contact for the community and other service providers seeking information or access to Jewish Care programs, information about and/or referral to our programs.



Housing Services

We assist individuals and families experiencing housing difficulties to access suitable and affordable accommodation within Jewish Care's social and affordable housing stock or with our partner services. 171 people including adults, children and families were settled in short term transitional housing of which, 23 were moved into permanent accommodation. Several fundraising programs were organised to support the refurbishment of our housing stock to provide meaningful accommodation for people who are in need of shelter.

Mental Health Promotion

Our Mental Health Promotion services continued to enhance awareness and knowledge of mental health and issues through a series of activities and programs targeted at the Jewish community. Availability of mental health related information, Postcards for Pesach promoting positive mental health, access to professional development opportunities and special activities to promote workplace mental health were some of the activities organised during the year.





Living an Independent Life

Jewish Care is committed to creating a responsive, sensitive, accessible and inclusive environment for people with disability in our community. The five year disability plan encourages more involvement from community members, businesses and organisations to partner and collaborate, delivering better outcomes for people with disability.

There are more than 170 children in the Jewish community in Victoria with severe or profound core activity limitations with unpaid carers providing the majority of support to a family member or friend. Thanks to our supported accommodation, respite, outreach and carer support programs, children and adults living with disability progress towards more independent living in a safe and supportive environment. Carers also benefit from regular opportunities to relax, connect with family and friends or look after their own physical or emotional health.

Residential Care

Jewish Care's affordable and permanent accommodation for people with disability facilitates support for each other and independence by utilising each person's strengths and skills

for the benefit of their house mates. Many educational, vocational, social, employment, recreational and Jewish cultural events were organised during the year to facilitate participation and independence, improving the wellbeing of our clients.

Respite Care

Our respite service offers day, overnight and weekend opportunities for carers to take well-deserved breaks. Newly opened, The Coppel & Piekarski Family Disability Respite Centre encourages children and adults with disability to participate and learn new skills, whilst families and carers attend to themselves or the needs of others in their family. The kids' club and carers' programs are new initiatives that were introduced in 2016.

We have also identified the need for improved services, access to technology and partnerships; and are in the process of developing new service offerings in preparation for the implementation of the National Disability Insurance Scheme (NDIS) next year. Seamless continuity of an expanded school holiday respite program and the delivery of responsive respite services include; planned, emergency and sporadic care to name a few.



Individual Support Services

We provide support to people living with disability in their home to lead an inclusive and rewarding life through individual support packages, futures for young adults program and outreach support services.

Carers Support

Our carer program aims to nourish the mind, body and spirit of carers, and provide linkages to specialists who can assist carers and their families to achieve positive outcomes for themselves and their loved ones. This year, 174 carers were provided with support and opportunities to attend various programs.

Employment Opportunities

Jewish Care's Employment and Education Centre provides ongoing training and support for people living with disability to find employment, build confidence and to help them expand their networks in the community. As a result of our efforts, eight people gained employment this year.

Research and Partnerships

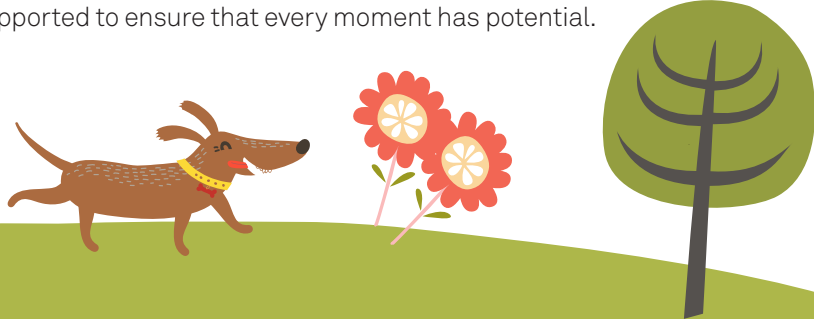
Being the first choice for community support, we partnered with other organisations to strengthen our services and provide opportunities for those with disability and their families to socialise, learn a new sport and meet and make friends.

Our collaboration with Maccabi All Abilities facilitated table tennis sessions at The Manders Villas fortnightly, and a playgroup for preschool-aged children was held at The Coppel & Piekarski Family Disability Respite Centre in partnership with Access Inc.

Camp Sababa is another initiative we supported by coordinating camps and other activities for people living with disability and their siblings. Camp Sababa educates volunteers on how to support people with disability and enhances the lives of people with disability, by providing them with an experience where they can learn independence and gain vital life skills, away from home.

These initiatives, together with our Social Inclusion Leadership Committee have helped build an inclusive society by promoting and advocating inclusion and access in the areas of recreation, accommodation and employment.

In addition, Jewish Care has collaborated with a range of disability service providers in a five year study through Latrobe University, to evaluate the effectiveness of the Person-Centred Active Support model which seeks to allow people to be supported to ensure that every moment has potential.





I DO MORE WITH MY TIME AND
 it makes me happy

Ben* is a 20-year-old man living with disability in our community. He has been diagnosed with autism and leukodystrophy – a complex condition affecting the white matter of the brain, the spinal cord and vision.

At the time of the diagnosis, Ben was reliant on his mother and refused to eat a variety of foods. He often broke his glasses and his mother eventually gave up on replacing them.

In 2013, Ben started to attend our Adult Respite Centre. As a result, he developed his independent living skills and has learnt to cook breakfast and lunch as well as cleaning up after himself.

Ben has also learnt how to do his own laundry. He vacuums his room and mops his bathroom, leaving the Centre neat for the next person.

Last year, Ben brought a bag of small potatoes into the Centre. He proudly said that he had grown those on his own. Following this experience, the respite staff decided to set up two vegetable patches to allow Ben to explore his new interest further.

Ben was very thankful and since then has made

sure to water the vegetables throughout his stay. Thanks to gardening and cooking activities, Ben has expanded his nutritional choices and often comes up with new meal suggestions.

Due to Ben's deteriorating eye sight, our respite staff encouraged him to wear glasses. This has had a profound impact on Ben's life, helping him to attend to the garden and become even more independent.

* Names and image were changed to protect client privacy.



Ageing with
 Dignity & Respect

Jewish Care is dedicated to supporting the health and wellbeing of our community, allowing our elders to age with comfort, dignity and respect.

From community and residential aged care to social, recreational activities and therapies, our services attend to each elder's needs connecting them to their passions, interests, friends and networks.

Residential Aged Care

Each Jewish Care residence offers a comprehensive range of social and recreational activities; healthy ageing and restorative wellbeing programs; therapies and services aimed at improving our residents quality of life.

With significant investment going into the amenity of the rooms at Smorgon Family Nursing Home - couples, siblings or friends are now able to move in together to continue their support to live happier and a longer life. As part of a \$180 million capital investment program, The Mark & Dina Munzer Community Residence will be closing in 2017. Our residents who have had the pleasure of enjoying our dedicated and caring services will move into Gary Smorgon House, where they will continue to receive best-in-class services and accommodation at our premium facility.

Further, we aim to establish our 'Hand-in-Hand' model of care at all our facilities enabling individuals to continue living a fulfilling life. An array of new services such as mindfulness art and mobile dental services were also introduced during the year.

Work is underway for the preparation of a town planning permit for the extension of Gary Smorgon House. This extension will maximise our existing premium facilities while catering for future community needs.

Home and Personal Care

Jewish Care helps people who need assistance to remain in their own homes and live independently by providing choice and flexibility in the way that we care and offer support. We received the largest allocation of level-4 Commonwealth home care packages in Victoria this year amounting to \$3 million worth of additional in-home funding. Our targeted training and development model has had a positive impact on broadening the scope of services offered to current and new clients and we are continuing to grow and expand on the number of hours of support provided for Holocaust survivors.



Holocaust Survivor Support Program

Jewish Care continues to advocate with the Claims Conference for increased funding to support Holocaust survivors with essential services including medical and other important supports. New communal partnerships were established this year with C Care to help fund the community volunteer support linkages and Kook Kitchen to provide communal meals. Our partnership with The Child Survivors of the Holocaust Group will assist Holocaust survivors gain access to their latest pension entitlements.

Our ongoing partnerships with the National Council of Jewish Women of Australia Victoria and Association of Former Inmates of Ghettos and Concentration Camps from the Former Soviet Union continue to help Holocaust survivors who are vulnerable and in need of support.

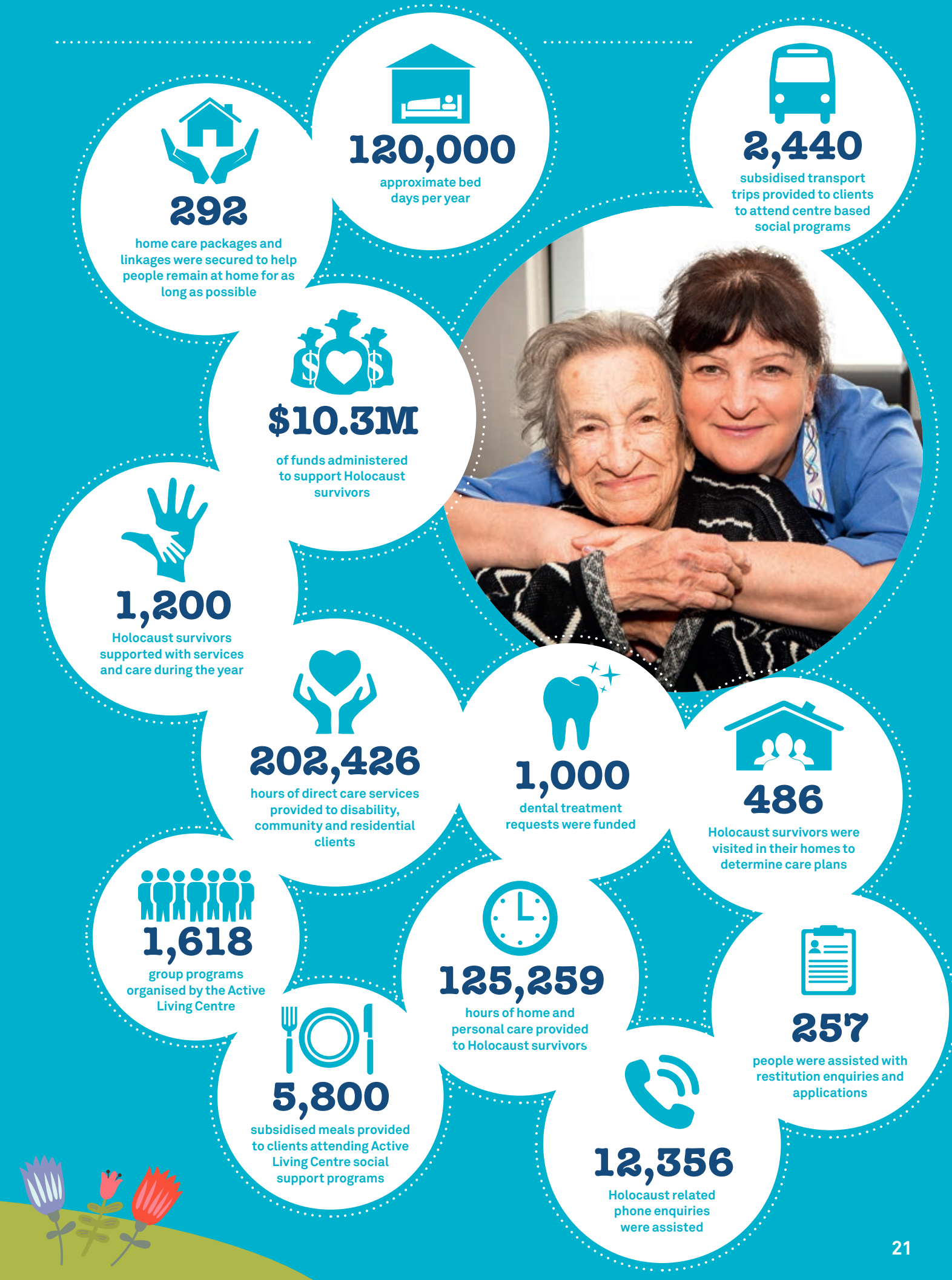
We are also working with a panel of pro bono legal specialists to assist Holocaust survivors with legal concerns at no cost to them.

Active Living Centre

The relocation of the Active Living Centre from Kooyong Road to St Kilda Road in September 2015 has brought people together into an environment that encourages rehabilitation and reconnection. Our services aim to enhance and maintain wellness by providing for an active, physical and social lifestyle through social, emotional and functional programs. Carers' forums, nordic walking classes, art classes, pilates and a number of social support programs such as visits to botanical gardens, movies and art galleries were offered to clients in a warm and welcoming environment, helping individuals to improve their wellbeing and live longer in their own homes.

Respite Care

Jewish Care's respite service offers a flexible range of options such as residential, in-home and day respite at our four facilities catering to the need of our community. This enables carers to rest or see to other responsibilities while the person whom they care for is supported in a friendly and engaging environment. Many elders benefit from accessing our day programs, and their carers benefit by attending our forums and other targeted activities that help rejuvenate their mind, body and soul.



I'm much healthier AND HAPPIER NOW

Daniel was 89 years old when he was referred to the social worker at Jewish Care's Active Living Centre. They were concerned about his health and wellbeing as he lived alone, unable to cook, and lived a socially isolated life.

The social worker also received reports from Daniel's GP about his deteriorating memory and physical wellbeing as Daniel had lost 10kg within six months.

She soon developed a good relationship with Daniel that made him comfortable around her. He began to recall his Holocaust days and experiences as a

teenage prisoner in a concentration camp, and how he had been suffering from anxiety ever since.

Eventually, life became better for Daniel when he immigrated to Australia as a young adult, met his wife and had a son. Unexpectedly, Daniel's wife passed away, leaving him alone to care for their only son. Due to various responsibilities he often neglected himself, and isolated himself from social interactions.

The social worker assessed his requirements and discussed the most suitable options with Daniel and his son.

She suggested 'Jewish Care', and explained how Daniel could be provided with kosher meals on a weekly basis, and a BlueStar carer twice a week for companionship.

She also employed the assistance of a specialist Geriatrician to assess Daniel's cognition due to his declining memory.

When the social worker met with Daniel after a few months of support services, she realised that he had gained weight. When Daniel was asked how he felt, he replied: "I feel healthier and happier now. I like the support that I get from Jewish Care and look forward to my regular chats - we discuss various things and have a good laugh in-between."

The social worker continues to engage with Daniel and his son, and is considering transferring Daniel to Keshet care management to assist him with his changing needs.

* Names and image were changed to protect client privacy.



Leading a Jewish Life

Over 80% of the Victorian Jewish community are strongly committed to their Jewish identity.

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.

Jewish Life is responsible for supporting all of Jewish Care's programs in observing, celebrating and commemorating cultural and spiritual festivals, events and Holy Days including rabbinical services, kashrut supervision and pastoral care support programs.

Jewish Life services is the custodian of Jewish Care's values of *chesed* (kindness), *mishpacha* (family), *derech eretz* (respect) and *tzedakah* (charity).



75

residents from our residential aged care facilities attended the Bar Mitzvah Celebration in December 2015



57

residents were provided end of life services by our team (Funeral and or consecration)



545

synagogue services took place across all facilities

135

festival events were attended by 3,073 people including residents, families and guests



4,300

pastoral visits were made across our residential aged care facilities



Our People

There are many great things about being part of the Jewish Care team of 707 staff and 478 volunteers. From a supportive environment, great colleagues, a warm and caring atmosphere to the satisfaction in knowing that we are improving the quality of life for so many people in our community.

We believe that our people are our greatest treasure; that's why we invest in the best and brightest individuals to help them grow further.

Developing Authentic Leaders

An opportunity was presented at the Annual Ethos Leadership Forum for the executive team and managers to bond together in exploring and embedding four Jewish Care leadership behaviours. Thirty nine managers and executives attended this year's program focusing on the power of experiential learning and opportunities for improved outcomes when people share ideas, acknowledge the contribution of others and work productively together.

Celebrating Our Achievers

Our Staff and Volunteers Service and Excellence Awards is an inspiring event that recognises the hard work and dedication of our staff and volunteers who continue to strengthen our organisation. Amongst many other prestigious awards, the Volunteer of the Year was awarded to Jane Lothringer, a resident of Montefiore Homes Community Residence and the Samuel H. Harris Award for Excellence was presented to Cameron Mackay, Jewish Care's Chief Information Officer.

Learning Lunches

Monthly learning lunches have brought staff and volunteers together, providing an excellent opportunity to meet and hear motivational guest speakers and to help our staff update their knowledge on issues related to their area of work.

From Training to Employment

The Employment and Education Centre (EEC) has expanded over the past year and assisted 175 job seekers from the

Jewish community to find employment. It has helped many more to become job-ready with job search skill development, career counselling and volunteer mentoring. The EEC has also trained close to 100 people in a variety of courses such as job search skills, strengthening English and basic computers, job readiness training for people with disability and certificate courses such as aged care and early childhood education.

Partnerships have been developed with other service providers such as WISE Employment for disability employment and Selmar Training to assist clients to move along their vocational pathways. Fifteen people have secured employment at Jewish Care through the partnership with Selmar Training, having completed their course and training.

A long year of commitment, hard work and long hours of study by 10 Jewish Care employees was marked by a graduation ceremony to award the Diploma of Management in April 2016, in partnership with Selmar Institute of Education.

In 2015/16 the EEC was funded by the Department of Education Adult, Community and Further Education Board to conduct a project with the Ultra-Orthodox Jewish community to identify their main vocational learning needs.

Ethos Day

Staff from various cultural, religious and ethnic backgrounds were brought together on Ethos Days to gain a deep and meaningful understanding of Judaism, Jewish Care and the Holocaust. Since the Program's inception over five years ago, over 1000 staff, volunteers and external parties have participated.

Volunteers

Our volunteers help to enrich the lives of our residents and clients, and have offered services to an equivalent of \$1.3 million during the year. We have facilitated orientation sessions, packing bees, volunteer schmooze sessions, mums and bubs groups, Mitzvah Day and National Volunteer Week celebrations, engaging hundreds of volunteers, clients, staff and our community members. The receipt of the Minister for Health Award & Senior of the Year Award by the late Masha Zeleznikow OAM was a significant accomplishment for Masha and an inspiration for other volunteers.

When Dreams COME TRUE

Like most of us, Denise Brown has a dream. For as long as she can remember, she has wished to go for a ride in a red sports car.

Denise is a resident at one of Jewish Care's supported accommodation houses for people with disability. She shared her dream with Disability Team Leader, Robert Wilson, which created a ripple effect she couldn't have imagined.

Robert helped Denise to find an image online of the car she loved and put it on her bedroom wall. From then on, things started to accelerate.

Shortly after, Jewish Care's CEO, Bill Appleby, met with Denise and she proudly showed him the picture on her wall, and said that one day she will drive in a red sports car. Immediately, Bill emailed staff and volunteers asking whether anyone had a red sports car.

In turn, Jewish Care volunteers, Avi Bendetsky and his nephew Jonathan Iflyand – Event Manager at Moorabbin-based charity car club HWY, had an idea. A call-out to sports car enthusiasts was posted on Facebook, which resulted in finding the owner of a suitable car in less than an hour.

Michelle Dottori, the owner of a brand new convertible red Mustang, agreed to take Denise for a drive to Mount Dandenong.

The following Sunday, Michelle and Denise went on their daytrip in the Mustang. They enjoyed the scenic views on the drive and lunched together.

"I was so happy to drive with Michelle," said Denise. "It was the best day for me and it was really special."

Michelle Dottori said: "Seeing Denise's beautiful smile made me very excited. When you make someone happy, it makes you happy, too."

Looking Forward

Jewish Care is proud to be able to make a difference, to create a long lasting and positive impact that will sustain our community for generations to come.

Our latest developments address the growing demand for community and disability services; aged care and infrastructure upgrades.

Capital Support

Growing. For our community. Capital Campaign gathered more than \$19 million in pledges since its launch in December 2014, supporting our vision.

Community Support

The 2016 Annual Appeal and other fundraising programs such as Friends of Montefiore, Generations of Women and crowdfunding campaigns all contributed towards raising funds to continue supporting over 5000 people every year, through the provision of 34 vital community services.

Naming Rights

Jewish Care's Stage 1 of the redevelopment of St Kilda Road will be named 'The Hannah & Daryl Cohen Family Building' in extending our gratitude for the magnificent donation made by Hannah Cohen and family, in memory of her late husband Daryl Cohen.

Operational Efficiencies

The Information Technology team continues to roll out its best-of-breed strategy with the selection of a transformational software by 'Procura', facilitating a solution for the future. Furthermore, all key Jewish Care facilities are now enabled with wireless internet access for residents, families and staff including the new Coppel & Piekarski Family Disability Respite Centre.

Continuous Improvement

Jewish Care conducted its bi-annual client satisfaction survey across Disability, Community Aged Care and Individual & Family Services. Findings from the survey inform us of client expectations and experience of services, which are vital for ongoing continuous improvement activities across our service areas.

Partnering for Research

An important aspect of researching and driving best practice at Jewish Care is our partnership with other research institutes. Our collaborations with external research partners consist of governmental and other organisations to investigate a range of questions associated with our clients, services, cultural and social expectations and care models.



These research initiatives include ***Encounter as a dimension of social inclusion for people with intellectual disability: Beyond & between community presence & participation*** in conjunction with LaTrobe University, ***Social Media as a panacea for social isolation in nursing homes: a case study*** together with Victoria University, and ***Community and residential aged care quality indicators and outcome measures*** with KPMG on behalf of the Department of Health.

Furthermore, Jewish Care's executives and senior management constantly seek opportunities to provide an effective voice in the aged care, disability and community service industries, and actively pursue opportunities to inform government policy. In 2015-16 this included representation across Victorian taskforce groups auspiced by Leading Aged Service Australia, the provision of submissions to the Australian Law Reform Commissions review of Elder Abuse legislation and representation at the Infrastructure Victoria Health and Aged Care Round Table.

Accreditations

Jewish Care received its accreditation under the Safeguarding Children Program from the Australian Childhood Foundation in 2016. Being one of the only providers of its kind to have undertaken and gained this accreditation in Australia, it ensures the safest environment possible for children and teenagers.

Person-Centred Care

Our Person-Centred Care approach (Hand-in-Hand) recognises each person as experts in their own life and supports them to achieve their best. It underpins the continuing need to develop and nurture a staff culture that supports dignity, decision making and self-determination. Building on concepts of active support for disability services and active service for community aged care, our Hand-in-Hand model consults with and supports staff in creating services that are reflective and delivers on authentic person-centred care, where the individual is healthy, understood, develops and nurtures trusting relationships, and is supported to live a meaningful life. Clients are also encouraged to be self-determining and engaged in the environment and community around them. The new model of care is being piloted at Montefiore Homes Community Residence in consultation with LaTrobe University and partners with others across the organisation to ensure it is embraced and understood by everyone at Jewish Care.

Growing. For our community.

ONE VISION. SIX PROJECTS. TEN YEARS.

The Coppel & Piekarski Family Disability Respite Centre

476 -478 Glen Eira Road, Caulfield

The new state-of-the-art Coppel & Piekarski Family Disability Respite Centre was officially opened in March 2016 with the generous support of our community and in particular, our lead donors Michelle and Michael Coppel. The contemporary design featuring the latest in style, innovation and functionality provides much needed respite, carers' support programs and, various community-based outreach services for children, adults and their families.

St Kilda Rd (Stage 1) Senior Living & Community Precinct

619 St Kilda Road, Melbourne

The generous commitment of a \$5 million donation from Hannah Cohen and family will be directed towards the development of the new St Kilda Road (Stage 1) Senior Living & Community Precinct scheduled to commence in 2017.

The St Kilda Road Senior Living & Community Precinct will be the Jewish community's leading edge aged care and community services facility, ushering in a new era of aged care and community services. The precinct will deliver 156 residential aged care beds within seven levels of luxuriously and spaciouly appointed rooms adopting the 'small household' model of care and two levels delivering essential community services. Each residential floor designed and structured according to our three tier product offering and classified as Traditional, Classic or Choice will have self-contained lounge, dining, kitchen and recreational spaces promoting inclusion, dignity, wellbeing and self-help.

Community Housing

15-25 Fulton Street, East St Kilda

The provision of 95 new and refurbished units in St Kilda East will provide safe and comfortable accommodation to individuals and families who are at risk of homelessness. 33 units will be redeveloped in stage 1 which are modern, comfortable and accessible for all abilities, and stage 2 will see another 62 existing units extensively refurbished with the inclusion of a newly constructed communal hub, upon receiving much-needed funds and donations from the community.

Carnegie Residential Aged Care

1 Wahgoo Road, Caulfield

Our successful application for a town planning permit for the new Residential Aged Care facility in Carnegie enables us to commence construction early in 2017. Once completed, the 120-bed facility will provide premier residential aged care services to the South Eastern Jewish community.

St Kilda Rd (Stage 2)

619 St Kilda Road, Melbourne

We are committed to the continued development of the site, and research findings are being evaluated in developing the physical design and the suite of services to best meet the needs of the community.

Gary Smorgon House Extension

Freeman Street, Caulfield

Jewish Care has commissioned architects to commence town planning drawings to be submitted to the Glen Eira City Council for the new Active Living Centre at Freeman Street Caulfield. The extension phase will also include a refurbishment of level two.



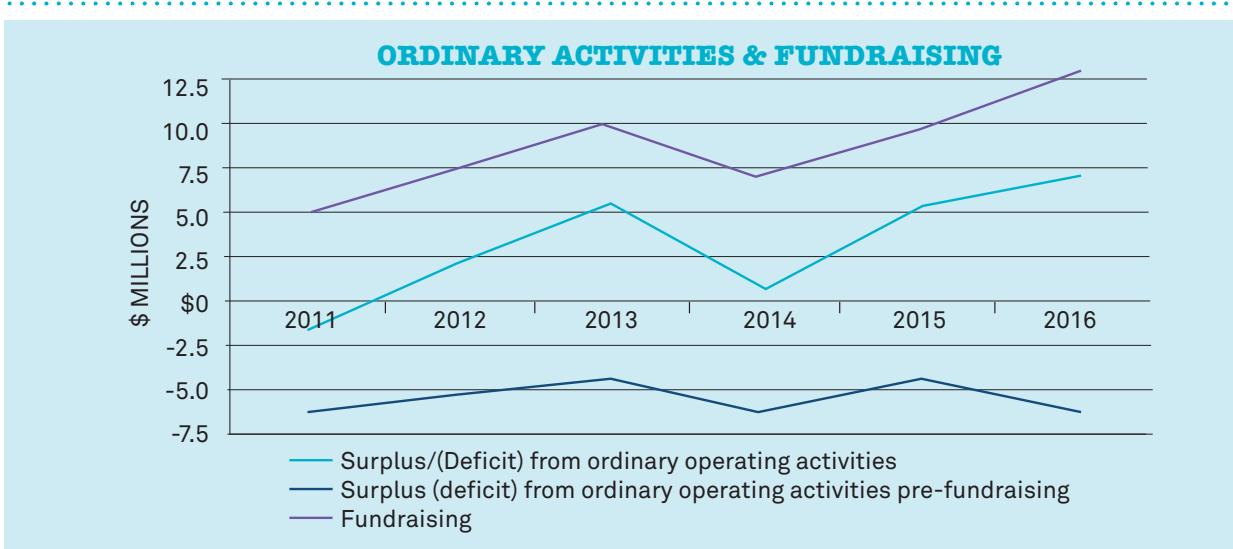
Treasurer's Report

ROHAN FILER



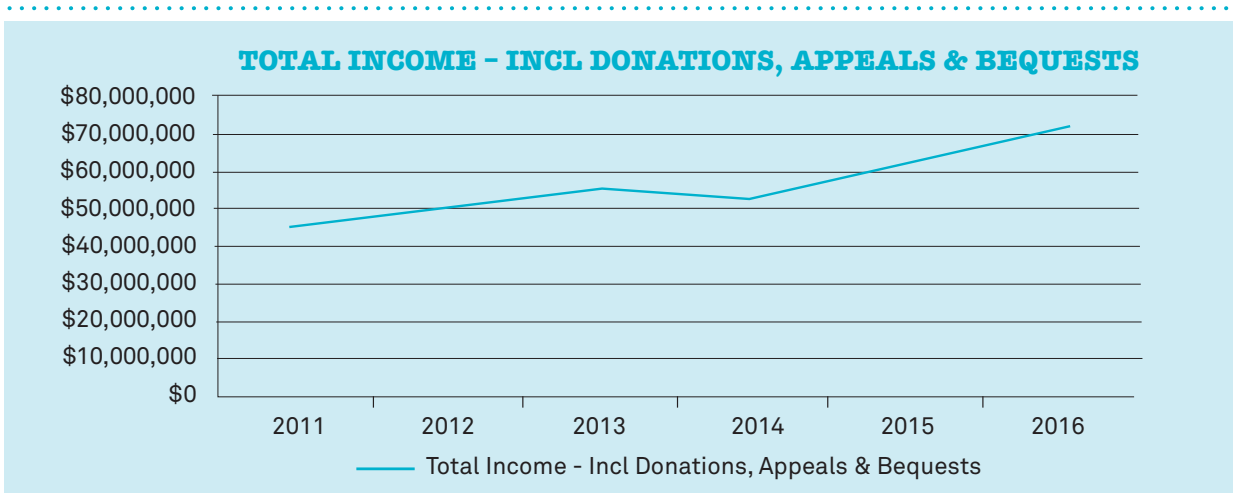
On behalf of the Chief Executive Officer and Board of Management, I am pleased to present a summary of Jewish Care's financial results for the 12-month period 1 July 2015 to 30 June 2016 (FY2016). Our financial statements have been prepared in accordance with the Australian Accounting Standards.

The chart below demonstrates the trend since FY2011 in the result from ordinary operating activities both before and after annual appeal, bequest and capital campaign donations.



Jewish Care continues to operate a deficit from ordinary operating activities before all forms of fundraising, primarily representing the important social justice programs and services delivered to the community for little or no revenue. This can only be sustained through the generous and continued support of the Jewish community which allows Jewish Care to respond to the continuing diverse needs of our community.

Total revenues is shown in the chart below, representing a continued upward growth trend since FY2011. FY2016 is further positively impacted by capital appeal fundraising of \$3.213 million and combined net bequests of \$5.005 million.



During the course of FY2016, Jewish Care continued to work towards achieving the 9 strategic deliverables set out in Jewish Care's *Strategic Priorities 2014-2017* document. At the same time, the organisation delivered day-to-day operational services 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 Senior Living Precincts and the development of new facilities which will support our community for decades to come. Capital appeal donations, either receipted or pledged, as at the end of FY2016 total circa \$19 million. This result is a tremendous testimony to the willingness of the Jewish community to generously invest into supporting those in need within the community.

Highlights

- Continued investment in social justice funded initiatives
- Completion and commissioning of The Coppel & Piekarski Family Disability Respite Centre in Caulfield
- Purchase of 1 Wahgoo Road, Carnegie and receipt of a planning permit to develop a 120-bed residential aged care facility
- Continued support of IT 'best of breed' strategy with investment in further IT infrastructure
- Capital appeal fundraising received \$3.213 million (approximately \$19 million in total pledged to 2026 or 63% of target) representing a generous and continued commitment by our donors to the strategic vision of Jewish Care, and tangible support for the vision outlined in the Strategic Plan
- Continued maximisation of government subsidies reflected in an improvement to \$39.540 million from \$36.042 million in FY2015
- Ongoing substantial levels of financial funding from Claims Conference to provide valuable and necessary support services to Holocaust survivors.

Summary of Key Financial Results

Jewish Care incurred a financial deficit from ordinary activities pre-fundraising of approximately \$3.075 million. This highlights the reliance Jewish Care has upon the generous support of the Jewish community to enable it to sustainably provide a broad range of services.

The operating deficit was incurred before the following items:

	FY 2016	FY 2015
Annual Appeal & Donations	\$4.918m	\$3.447m
Capital Appeal	\$3.213m	\$4.026m
Loss on sale of Property, Plant and Equipment	(\$0.034m)	–
Depreciation & Amortisation	(\$3.098m)	(\$3.027m)
Foreign currency exchange translation gain/(loss)	\$0.009m	(\$0.022m)
Combined Net Bequests	\$5.005m	\$2.237m

This resulted in an overall operating surplus after tax of \$6,921,065 as compared with an overall operating surplus of \$5,557,116 in the FY2015.

Key Expenditure Items

The following are the key expenditure items incurred in FY2016:

	FY 2016	FY 2015
Salaries (FY16: 676 employees, FY15: 651 employees)	\$40.020m	\$33.189m
Food services	\$5.161m	\$5.188m
External services	\$4.541m	\$4.761m
Maintenance	\$3.214m	\$3.089m

Residential Aged Care

Residential Aged Care generated an operating deficit of \$0.897 million against a surplus of \$0.323 million in FY2015 as a result of a reduction in Government subsidies, fees and charges from lower occupancy (Munzer is closing in early 2017) and lower investment returns.

Land and Buildings

Jewish Care's land and buildings were independently valued in FY15 in accordance with current accounting policies. In FY16, these values were uplifted using the CPI housing sub-classification rate of 3%, and compared against the balance sheet values at cost. No impairment or other change to the net carrying value has been required in the balance sheet.

Having successfully built and commissioned The Coppel & Piekarski Family Disability Respite Centre in FY2016, Jewish Care's planning is now well advanced in preparation for the development of its residential aged care sites in Windsor and Carnegie. In addition, further investment in social and affordable housing infrastructure is planned. 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 2016

	2016 (\$)	2015 (\$)
Fees and charges	16,377,410	12,930,864
Government subsidies	39,540,012	36,042,140
Other revenues	15,202,205	13,805,345
Total revenues	71,119,627	62,778,349
Employee benefits expense	(40,020,195)	(33,189,400)
Depreciation and amortisation expenses	(3,098,402)	(3,027,100)
Community development expenses	(2,265,367)	(2,172,116)
External services expenses	(4,540,558)	(4,760,716)
Food expense	(5,160,957)	(5,187,850)
Repairs and maintenance expenses	(3,213,831)	(3,089,027)
Medical and other supplies	(658,011)	(587,560)
Consulting expenses	(771,965)	(654,852)
Energy expenses	(527,434)	(555,532)
Administration expenses	(2,128,263)	(1,882,203)
Laundry expenses	(593,057)	(676,981)
Other expenses	(1,220,522)	(1,437,896)
Total expenses	(64,198,562)	(57,221,233)
Surplus before tax	6,921,065	5,557,116
Income tax expenses	–	–
Surplus after tax	6,921,065	5,557,116
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	6,921,065	5,519,768

CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2016

	2016 (\$)	2015 (\$)
Current assets		
Cash and cash equivalents	10,466,195	8,963,449
Trade and other receivables	7,247,283	6,106,222
Assets held for sale	987,843	–
Financial assets	52,511,573	56,780,463
Other assets	160,927	203,320
Total current assets	71,373,821	72,053,454
Non-current assets		
Trade and other receivables	2,213,089	1,654,729
Other assets	844,801	888,577
Property, plant and equipment	89,754,675	87,147,204
Intangible assets	820,974	732,648
Total Non-current assets	93,633,539	90,423,158
Total assets	165,007,360	162,476,612
Current liabilities		
Trade and other payables	5,404,576	4,380,550
Provisions	3,600,492	3,280,977
Refundable accommodation deposits	67,393,331	72,811,543
Financial liability	–	406,785
Total current liabilities	76,398,399	80,879,855
Non-current liabilities		
Provisions	1,114,859	1,023,720
Total non-current liabilities	1,114,859	1,023,720
Total liabilities	77,513,258	81,903,575
Net assets	87,494,102	80,573,037
Equity		
Reserves	28,731,295	28,731,295
Accumulated funds	58,762,807	51,841,742
Total Equity	87,494,102	80,573,037

Board of Governance

We would like to extend our sincere gratitude and appreciation to our retiring Board members Leah Balter and Simon T. Morris, for their many years of dedicated and committed service to Jewish Care.

1. Michael Debinski
President

BA, B SW Hons (Monash)

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

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

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

2. 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.

3. Susie Ivany
Co-Vice President

Susie Ivany has been actively involved with the community for many years. She is the immediate Past President of National Council of Jewish Women Australia (Vic), Vice President of NCJWA and board member on the International Council of Jewish Women.

In addition to sitting on the Jewish Care Board, Susie chairs the Capital Campaign committee.

4. 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.

5. 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.

6. 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.

7. Leah Balter
Board Member

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.

8. Lisa Kennett
Board Member

Lisa is a Specialist Consultant in Conflict Resolution where she has worked in a 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.

9. Simon T. Morris
Board Member

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.

10. Marcia Pinskier
Board Member

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.

She was the Executive Director of Hadassah International Australia and has lectured at Monash University on Not-for-Profit Governance and Social Endeavours.

Marcia has contributed extensively as a volunteer, including on the committees of Access Inc. and the Jewish Schools Integration program, and as President of Caulfield Junior College. She is the founder of the Jewish Inclusion Network, the former Vice President of NCJWA Victoria and Director on their National Board.

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

11. Michael Schoenfeld
Board Member

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. Andrew Schwartz
Board Member

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 the Property Industry Foundation Victoria.



Executive Team

1. 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 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.

2. 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 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 seen to be an important enabler to business division goals and strategic objectives.

Johann is a Board Member at a local school and has been involved in local sporting organisations, giving back to the community.

3. Hugh Cattermole
Chief Operating Officer

Hugh graduated as a physiotherapist and holds a MBA as well as a Master 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 Australia, having worked in Denmark and UK.

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.

4. Cameron Mackay
Chief Information Officer

Cameron has lead the Information Technology and Communications team at Jewish Care since 2011. He is responsible for ensuring IT and related infrastructure is available around the clock. In addition, Cameron is in charge of the organisational refresh of complex clinical and business applications.

Cameron has over 13 years' experience managing complex IT environments, particularly in the aged care and community service sector. Prior to Jewish Care, Cameron spent many years with Bapcare supporting over 30 sites across two states. Cameron is an experienced executive committed to providing best-in-class services and solutions with a passion to 'make things work better', which

freed staff to focus on providing the best care and services for our clients.

5. 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.

6. Mark Joel
General Manager Community

Mark Joel's portfolio incorporates fundraising, marketing, communications, Jewish Life, planned giving and Next Generation.

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.

While Mark is recognisably Orthodox, he is most embracing of all the diversity which the Jewish world comprises. Mark is a strong communicator and has a sound understanding of Jewish law, ritual, history, Israel, Jewish communities worldwide and he is a capable and articulate spokesperson.

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.

7. Julia Cookson
General Manager People & Culture

Julia comes to Jewish Care with extensive experience across health, science and financial services sectors in NFPs, commercial and NGO organisations, and is deeply committed to making a difference to the culture, capability and working environment of Jewish Care.

Julia has been nominated for Telstra's Business Woman of the Year for 2013, 2014 and 2015 for the Science Technology and Innovation Leadership Development Program.

She has guided individuals and organisations through complex change periods to move through and out to successful new horizons.

She is also interested in diversity, particularly around social structures that impact on workforce inclusion. Julia is a qualified Company Director and holds a Master of Commerce (Business Administration) and Bachelor of Arts (Organisational Psychology).

8. 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 early 2013, Stephen worked as the Acting 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, a Diploma in Frontline Management and a Global MBA (Executive) from RMIT.

9. Daniyela Rob
General Manager, Person Centred Approaches

Daniyela has had an extensive and varied career in aged care, with the last six years in the not-for-profit sector. She is an advocate for self-reflection and personal development and believes this can take place at any stage in life.

Daniyela is a Registered Nurse and also holds qualifications in Frontline Management. She has studied extensively to broaden her knowledge in areas of interest including Horticulture, Traditional Chinese Medicine and Nutrition.



Honouring our Benefactors

We remember the following benefactors who, by leaving a gift to Jewish Care in their will, have helped to create a legacy of support for people in need in our community.



Herbert Baer

Herbert's happy and sheltered childhood in Cologne ended abruptly with the Nazi rise to power in 1933. Sent to family in England, he was one of many young men who made their way to Australia aboard the troopship Dunera. A talented violinist, enthusiastic yachtsman and loving family man, Herbert became the first Jew elected to the Melbourne Stock Exchange and served for several years as Chairman of the Australian Jewish Welfare & Relief Appeal.

Rhoda Myra Cohney

Born in Perth in 1916, Rhoda moved to Melbourne with her daughter Joan, where her family later went on to receive support from Jewish Welfare with adoption and foster care. Her generous gift helps to ensure that support continues to be available for those in need.

Mary Fisher

An advocate for older people, Mary dedicated her life to volunteering at Montefiore Homes Community Residence following the untimely passing of her husband Jack. Recipient of the Victorian Senior of the Year in 2000, Mary published a total of five books and presented frequently at schools, sharing the wisdom gained through her work with the elderly.



Walter Geismar

Walter was only 15 when the Third Reich came to power in his home town of Munich. Forced from one labour camp to another, Walter and his parents managed by sheer luck to survive. Soon after the war they immigrated to Australia, joining his older brother Gustav in Shepparton where they worked on farms before settling in Melbourne. His gift recognises the support received from Jewish Care to begin their new life in Australia.

Yetta Goldman

Yetta, born in London, was a beautiful, warm and gentle lady who was very proud of her family, her Judaism and of her life-long love, Ben. Yetta who lived to an amazing 101 was extremely grateful for the quality of care she received at Montefiore and left a bequest as a gesture of her gratitude.

Rozia Heimfeld

Rozia (Ruchelle) was born in 1914 in Poland. To escape the Krakow ghetto, she fled to Hungary. After the war Rozia and her husband Shia immigrated to Australia. A modest and deeply religious woman, Rozia regrettably had no children, but became the beloved adopted grandparent to many. She spent her last years at Gary Smorgon House, living to the age of 100.



Helen Hutsch

Helen was born in Lodz, Poland in 1920, tragically losing her entire family during the Holocaust. Through a series of miracles she survived and re-established her life in Australia, where she met and married her beloved Misha. She was a woman of strength, positivity and humour and a loyal supporter of Jewish Care.

Harry Joshua Isaacs

Australian-born in 1915, Harry was a qualified pharmacist and a man of many interests and passions. Not one to undertake any project halfway, he immersed himself in his love of sports, photography and volunteering. He was community minded, and felt strongly about supporting those in need.



Otto & Rosa Lazar

Otto & Rosa fled Vienna surviving the war years in Shanghai before immigrating to Australia. They held a strong connection with their Jewish heritage. Otto was an active member of Moorabbin Shule and spent his final years as a cherished resident of the Mark & Dina Munzer Community Residence.



Gerhart Lowenthal OAM

Born in Berlin in 1916, Gerhart immigrated to Australia in 1938. A well-respected nuclear physicist, Gerhart represented Australia on the Consultative Committee for Standards for the Measuring of Ionising Radiations and received the Chevalier de l'Ordre National du Merite in 1994 and Order of Australia in 1999 for his work in radionuclide meteorology. He was a generous philanthropist.



Don & Sonia Marejn

Coming from war-torn Bialystok, Don and Sonia Marejn spent their lives giving back to Jewish Care, the organisation that was their lifeline when they migrated to Australia in 1950. Modest and generous in equal measure, their support of many welfare organisations echoed a tradition modeled by their parents: "Kol Yisroel arevim zeh la-zeh - We are all responsible for one another."



Edith Peer

Edith's carefree childhood was shattered when Hitler marched into Vienna in 1938 to a welcoming population. Escaping on a Kindertransport to London, Edith eventually migrated to Australia with her younger brother Kurt, where they established a successful clothing manufacture. A dedicated mother and grandmother, Edith's zest for life and unflagging positivity inspired those around her. She was a generous supporter of many Jewish causes throughout her lifetime.



Albert Spatt

Albert was born in Warsaw in the early 1900s and followed his brother to Australia just prior to WWII. He was a lively, clever man with keen business acumen and an interest in commercial property development. His generous bequest established the Melbourne Hebrew Memorial Nursing Home, which has been incorporated by Gary Smorgon House. His legacy continues to enrich the lives of seniors in our community.



Aileen & Walter Stern

Aileen was born in Warsaw in 1914, immigrating with her family in 1926, whilst Walter was born in Germany, arriving in Australia aboard the troopship Dunera. They were founding members of the South Caulfield Hebrew Congregation, devoted to each other and to their two children.



Acknowledgements

THANK YOU TO OUR PEOPLE

The work we do together to change the lives of our people in so many ways is only possible because of your commitment, energy and passion towards Jewish Care. We extend our sincere appreciation and gratitude for your time and efforts in continuing to strengthen our organisation.

THANK YOU TO OUR DONORS

On behalf of thousands of people whose lives have been forever changed, we extend our warmest thanks and deepest gratitude to all our donors and benefactors for their contributions to Jewish Care. Your confidence and support enables us to serve the Jewish community of Victoria to live full, meaningful 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 Jewish Care Annual Report 2015/2016.

THANK YOU TO OUR COMMUNITY PARTNERS

Jewish Care appreciates the support of our community organisations, companies and individuals for their collaboration and cooperation with us. Our shared passion to serve the community is strengthened by these partnerships.

We thank the partners and staff of SBA Law and Arnold Bloch Leibler for their pro bono work throughout the year. We also thank the Rabbinical College of Australia & NZ for their generosity.

LIFE GOVERNORS

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

- Jeffrey Appel OAM
- Rodney Benjamin OAM
- Andrew Blode
- Philip Brass
- Debbie Dadon
- Michael Dubs
- Jacob Fajgenbaum
- Nathan Fink
- Assoc Prof David Fonda
- Barry Fradkin OAM
- Arthur Goldsmith
- Geoffrey Green OAM
- Dr Paula Hansky OAM
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- Marion Lippmann
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- Robert Smorgon AM
- Val Smorgon OBE
- David M Southwick
- Roy Tashi OAM
- Lily Weiss
- Joseph Fröhlich West
- Dora Winter

- Avram Zeleznikow OAM
- Masha Zeleznikow OAM
- Heinz Ziffer

ESTATES, TRUSTS AND FOUNDATIONS

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

- Joseph M Augen
- Herbert Baer
- Louis Berner
- Janny Cohny
- Mary Fisher
- Jakob Frenkiel
- Walter Geismar
- Yetta Goldman
- Maurice Goldstein
- Abraham Harris
- Rachel Harris
- Rozia Heimfeld
- Roselyn Helmer
- Helen Hutsch
- Harris Joshua Isaacs
- Joseph Kronheimer
- Otto & Rosa Lazar
- Louis Lesser
- Joseph & Kate Levi
- Gerhart Claus Lowenthal
- Don & Sonia Marejn
- Edith Peer
- Pauline Rabinov
- Sophia Salamon
- Agnes Silbermann
- Gwendoline Alice Sondheim
- Albert Spatt
- Aileen Rita & Walter Stern
- Sonia Suchodolski
- Harold A Webster
- Eleanor Sabina Wertheim
- Ephraim Yoffa
- Henry Herbert Yoffa
- Samuel Younkman



We would like to extend our sympathy to the families of Masha Zeleznikow OAM and William Rogers upon their passing.
As a pioneer of The Tuesday Club, a volunteer and an entrepreneur, Masha contributed immensely to the Jewish community, providing a safe environment in particular to Russian migrants and Holocaust survivors.

Bill's contribution towards Jewish Care's interest free loans led to a major growth in the amount and scope of loans distributed among the Victorian Jewish community, helping many more community members to establish businesses and become self-reliant.



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

- Alter Family Foundation
- The William Angliss (Victoria) Charitable Fund
- The Bardas Foundation
- The P & S Bassat Family Charitable Foundation
- Bell Charitable Fund
- Besen Family Foundation
- Philip & Vivien Brass Charitable Foundation
- B'nai B'rith Foundation
- Department of Premier and Cabinet
- The G & F Castan Families Charitable Foundation
- Collier Charitable Fund
- Leo and Mina Fink Fund
- Finkel Foundation
- Fonda Family Charitable Foundation
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- Jack & Ethel Goldin Foundation
- Goldsmith Family Endowment CEF
- The Grant Foundation
- Gringlas Family Charitable Trust
- The Grosman Family Foundation
- Handelsman Charitable Trust
- Hangid Foundation
- Hupert Family Foundation
- The Peter Isaacson Foundation
- The Justin Foundation
- Kausman Mann Family Foundation
- Ken & Carol Klooger Family Foundation
- The Landman Foundation
- Annie Rose and Andrew Lazar Foundation

- Lazarovits Foundation
- Sara Lederman Charitable Foundation
- Leg-Up Foundation
- Lord Mayor's Charitable Foundation
- M J Charitable Trust
- Orloff Family Charitable Trust
- The Pratt Family Foundation
- William & Rita Rogers Charitable Foundation
- Slome Topol Rosen Family Charitable Trust

- Julia Scheinkestel Education Trust
- The Silberscher Family Foundation
- Jack & Robert Smorgon Families Foundation
- The Victor Smorgon Charitable Fund
- Spotlight Foundation
- Sunraysia Foundation
- Taj Bear Foundation
- Trawalla Foundation
- Werled Foundation

In Memoriam

We wish to pay our respects to the following individuals, who have been honoured with a charitable gift donated:

In Loving Memory Of:	Donated By:
Jakob Altuski	The late Irene Altuski
Susan Barbalatt	David Barbalatt
Yetta bas Baruch and Sheina Feige bas Nachum	Yetta Krinsky
Bina and Arthur Best	Joelle Barnett and Philip Best
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Nelly Nechama Gonikman bat Manya	Inessa Elberg
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James Reich	Peter Tecklenburg
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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 Assets Litigation (Swiss Banks) to expand our Holocaust Survivor Emergency Assistance Program



ACADEMIC & RESEARCH COLLOBARATIONS

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

Australian Catholic University - Institute for Health and Ageing (IHA)
Australian Catholic University
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

Ethnic Communities' Council of Victoria

Golden City Support Services KPMG

Nucleus Group

Palliative Care Victoria

Pinnacle Group

St John of G-d Accord

Yooralla



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

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Jeffrey Appel OAM (Chair)

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Johann Kelaart

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Paul Naphtali

Jonathan Shafir

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

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Toni Joel

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Sara Pike

Dahlia Sable

Keren Zelwer

Major Donor Dinner Committee

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Susie Ivany

Roxanne Kozica

Lorelle Krulis

Annette Smorgon



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COMMUNITY ADVISORY GROUPS

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All Abilities Committee

- Sharon Hamilton (Chair)
- Judith Bauerberg
- Sandra Chester
- Dean Cohen
- Shari Cohen
- Louisa Gibson
- Jasyon Hurvitz
- Ben Rychter
- Kay Schweitzer

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- Jackie Lewinsohn
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Jewish Care (Victoria) Inc

619 St Kilda Road, Melbourne, Victoria 3004

ABN: 78 345 431 247

ARN: A0040705X

Telephone: (03) 8517 5999

info@jewishcare.org.au

www.jewishcare.org.au



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