



ANNUAL REPORT

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HIGHLIGHTS



01

HANNAH & DARYL COHEN FAMILY BUILDING COMMENCES CONSTRUCTION

A building contract was signed between Jewish Care and Watpac Limited for construction of the Hannah and Daryl Cohen Family Building. The \$85 million development, which commenced with the relocation of the kitchen and kiosk of Montefiore Homes Community Residence, will see seven levels of residential aged care and two levels of essential community spaces developed for the Jewish community, by 2019.

02

NURTURING OUR CHILDREN THROUGH PARENTING FORUMS

Our parenting forums have proved to be invigorating sessions for parents looking for guidance to help support their children to grow into happy and healthy adults. More than 650 parents attended our forums, which featured expert speakers talking on a variety of topics related to youth mental health and wellbeing.



03

A PARTNERSHIP FOR BETTER COLLABORATION

Jewish Care signed a memorandum of understanding with the City of Glen Eira Maternal and Child Health Service to improve collaborative opportunities between the two services, fostering cultural knowledge and understanding, and referral pathways.



Disability Survey
2016
Internal Report



Understanding the Needs
of People with Disability in the
Victorian Jewish Community



04

THE FIRST DISABILITY SURVEY LAUNCHED

Jewish Care together with Access Inc launched its first Disability Survey in support of people living with a disability.

The survey sought to identify the prevalence and types of disability experienced in the community, whilst also identifying the living circumstances, support structures and future aspirations of people with a disability living in our community. Findings have been used to inform future service planning as we move into the new National Disability Insurance Scheme market.

05

APPRECIATING OUR STAFF AND VOLUNTEERS

Staff and Volunteers Service and Excellence Awards 2016 was held in December for the 6th consecutive year. It was a wonderful opportunity to personally thank our staff and volunteers for their integrity and commitment to Jewish Care.

Jewish Care Victoria

Staff and Volunteers Service and Excellence Awards



06

2017 ANNUAL APPEAL A RESOUNDING SUCCESS

The Annual Appeal was a resounding success with over \$3.2 million raised in support of our community. Launched in February, the Appeal consisted of 6 Major Donor Dinners, 7 Telethon sessions and the Annual Appeal Dinner at Leonda by The Yarra for 400 supporters.



DID
Over
reach
Jewis
suppo

2017 Annual Appeal Dinner

2017 Annual Appeal



#5000smile

HIGHLIGHTS



Photo: John Gollings

07

THE COPPEL & PIEKARSKI FAMILY DISABILITY RESPITE CENTRE WINS ITS FIRST AWARD

The Coppel & Piekarski Family Disability Respite Centre received top honours at the Australian Institute of Architects Victorian Awards. Jackson Clements Burrows Architects, inspired by Jewish Care's model of support and community into designing a building that was reflective of Jewish culture, was awarded the Sir Osborne McCutcheon Award - the highest accolade in the category of Commercial Architecture.



09

ADVOCATING FOR POSITIVE MENTAL HEALTH PROMOTION

In acknowledgement and support of Mental Health Week and World Mental Health Day, Jewish Care released a series of in-depth interviews and videos with people who have been living with mental health conditions. These videos received multiple awards and have been viewed over 44,000 times, becoming one of the most watched series of videos on Jewish Care's social media channels.



08

\$12M GRANT FOR SURVIVOR SUPPORT

Jewish Care was awarded over \$12 million from the Claims Conference, making it the largest grant ever to be received by Jewish Care in support of Holocaust survivors. This is a significant vote of confidence in Jewish Care and its capacity to service this important part of our community.



10

PROCURA LAUNCHED

The Procura client management system went live in February 2017, positioning Jewish Care as a more contemporary and responsive organisation for the community. Significant improvements in billing, better collaboration across programs and greater engagement between staff and carers are some of the direct benefits already experienced with the installation of Procura software.



11

A GRANT TO BOOST EMPLOYMENT AND EDUCATION

In August, Jewish Care secured a grant from the Victorian Government of \$518,770 for the purpose of delivering the Jewish Care Employment and Education Centre program to people from a disadvantaged background. These include members of the Ultra-Orthodox community, older adults, youth, new migrants and single parents, as well as people living with a disability.



12

CROWDFUNDING FOR IMPROVED COMMUNITY HOUSING

A crowdfunding campaign was launched in 2016 to support refurbishment work at Fulton Street Community Housing. The campaign received strong support from the community and matching funds from the Pratt Foundation and raised \$325,000 thanks to their generosity.

VISION, VALUES AND STRATEGIC PILLARS

VISION AND MISSION

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

VALUES

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

Our four values provide a moral compass for the way we respond to challenges and the decisions we make.



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.

OUR JEWISH ETHOS

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

OUR CUSTOMERS

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

OUR PEOPLE

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

OUR SYSTEMS AND SUSTAINABILITY

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

OUR REPUTATION AND BRAND

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

OUR PRODUCTS AND PARTNERSHIPS

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

PRESIDENT'S MESSAGE

MICHAEL DEBINSKI

I am pleased to present my 2017 report to our members, supporters and the community.



Our role as a Board is to set a long-term course for Jewish Care so that future generations will be served by a strong, capable, and sustainable organisation. The directions we set today will have long-term benefits for the Victorian Jewish community.

There are many aspects of sustainability – program quality and capacity, financial strength and security, asset maintenance and renewal, leadership, governance and community connection. These are all a key focus for our Board.

In this Annual Report, CEO Bill Appleby has detailed Jewish Care's many achievements during the last year. It has certainly been another productive year for us. My thanks to Bill for continuing to lead Jewish Care with energy, commitment and a clear vision for the future. Thanks also to Bill's highly skilled and committed executive team and to all our staff.

In recent years we made two major acquisitions, purchasing the land of our St Kilda Rd site and a site in Wahgool Rd Carnegie. With St Kilda Rd, our traditional home, now firmly part of our asset base, and Wahgool Rd in the southeast growth corridor of Melbourne, we have important "bookends" for future service development and growth.

Financially, our Capital Campaign has made great progress, with over \$21 million raised towards our goal of \$30 million. Supplementing this are the many generous gifts received by our organisation through wills and bequests. Meanwhile, we continue to raise over \$3 million for our Annual Appeal to sustain vital social justice programs that we could not deliver without the support and generosity of our community.

We have established a proactive strategy led by a skilled committee to ensure the funds, so generously given to Jewish Care, are wisely invested to enhance our capacity to deliver services and achieve our long-term plans. This investment has now delivered significant income to support our work.

Our current strategy, *Towards Tomorrow, Strategic Priorities 2014-2017* has achieved significant milestones in line with our vision to enhance the wellbeing of the Victorian Jewish community.

- We are now firmly on a path to create three best practice senior living precincts.
- We have established a single point of entry to access community support services.
- We have built and are now operating the state-of-the-art Coppel & Piekarski Family Disability Respite Centre for children and adults. It is without doubt the finest in the country.
- We are delivering some new and innovative disability services to support individuals and their families, and with the NDIS now rolling-out we are setting a course for the future.
- We have doubled and continue to increase the hours of in-home support services – a continuing focus for our organisation.
- And most importantly, we continue to focus on client, staff, volunteer, community and donor engagement.

A vital aspect of our work continues to be service quality and improvement for Elders. In coming years the Hand-in-Hand™ model of support in residential services will transform our approach to service delivery. I have no doubt this model will improve the experience of our Elders living in residential settings and will be an exemplar for providers across Australia.

We were recently privileged to co-host a visit by Jay and Shira Ruderman whose foundation is built on a belief that "inclusion and understanding of all people is essential to a fair and flourishing community". At Jewish Care we share their vision with a continuing focus on inclusion for people living with disability in our own service delivery, partnerships with other organisations in our community and a focus on changing values and attitude.

We are at a time of major social policy reform in Australia. These reforms are now embedded in government funding, program operations and design. Core drivers of these reforms include consumer centred funding, consumer choice and control with a strong efficiency and price driven agenda. It is an unprecedented time of organisational change with new organisations entering the social services market, substantial growth in for-profit providers, and traditional organisations merging or exiting the system entirely.

For Jewish Care the future holds significant opportunity to enhance services for our community, for growth, and to further build a robust, resilient and sustainable organisation. And like all reform, without the right strategies in place, it presents significant risks. This has been a key priority for Jewish Care.

In early 2018 we will release a new strategy for Jewish Care, building on our current achievements and setting a long-term course for our organisation. I look forward to the next phase of our growth and development.

Every day, Jewish Care volunteers provide much needed support for our clients, events, fundraising and serving on the Board and our committees. The sustainability of our services and programs and delivery of long term plans would not be possible without this strong volunteer base. It helps to ensure that the best available skills, Jewish



diversity and a commitment to our Jewish values are incorporated in all of our work. My thanks to our volunteers who make such an important contribution to Jewish Care.

I want to acknowledge and thank the Jewish Care Board for their expertise, commitment and support. Thanks to our co-Vice Presidents, and committee Chairs for your leadership and support. In the past 12 months we have brought new skills and leadership on to the Board with the addition of Simone Szalmuk-Singer, Sharon Goldfeld and Adam Joel. Jewish Care is a large and growing organisation and the stewardship of a skilled and active Board is vital to our success.

It continues to be a privilege to lead Jewish Care and I look forward to another terrific year.

Michael Debinski
President



CEO'S MESSAGE

BILL APPLEBY

"It is our choices that show what we truly are, far more than our abilities."

– J. K. Rowling



Jewish Care made some very bold but important choices in 2014 in our *Towards Tomorrow Strategic Priorities*. It gives me great pleasure to inform the community that we have made significant progress on all nine strategic deliverables documented in this plan, whilst continuing to improve the overall sustainability of the organisation and the quality of services being offered. We are effectively transforming all that we do, to better support our community. We understand that 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.

Opportunity is often missed by people because it is dressed in overalls and looks like hard work. Planning, creativity, commitment, tenacity and hard work are the hallmarks of a successful transition to the new operating landscape. We are well and truly into this journey. Nevertheless, we need to make some strategic decisions for the next 3-5 years and have worked hard over the last 12 months reviewing our social justice programs, our disability services, and our residential services, to assist in crystallising our choices and our direction, for the next 3 years and beyond.

ACHIEVEMENTS

The 2016/17 year at Jewish Care has been nothing short of a resounding success in so many ways. I would like to take the opportunity to list just a few of the key highlights of the past 12 months (it's certainly not an exhaustive list). Jewish Care has:

- Performed well again this year making an overall operational surplus of \$10.46 million;
- Received approval for 11 services types under the new National Disability Insurance Scheme;
- Remained fully compliant across all services and programs against the various accreditation frameworks;

- Signed the Southern Metropolitan Primary Care Partnership 'Family Violence Statement of Commitment'. Additionally, we were pleased to work with the Jewish Taskforce Against Family Violence to take up community capacity building in the area of Family Violence, targeting vulnerable families;
- Worked hard on our innovative Hand-in-Hand™ residential support model which is now in full swing at our Montefiore Homes Community Residence that was implemented in consultation with LaTrobe University;
- Sponsored a Board/Management team to visit the UK to meet with disability providers, policy makers, consumer groups, bureaucrats, and advocacy groups to explore the personal and market based impacts of personalised budgets in the social care space;
- Launched our monthly newsletter "Mental Health Matters!" Additionally, our video 'Reach Out, Speak Out', launched on R U OK? Day has been well received by community and other related organisations;
- Expanded our research in partnership with The Living with Disability Research Centre (LiDs) at La Trobe University to gain deeper insight into how we can enhance the quality of support being offered in our shared supported accommodation settings;
- Negotiated a formal MOU with Inner South Community Health Centre to assist Jewish Care male clients access the Men's Behaviour Change/Responsibility program;
- In collaboration with Access Inc. conducted the first ever Jewish Community Disability Survey. We were also a key partner to the Gen17 Survey;
- Celebrated the 2016 Staff and Volunteers Service and Excellence Awards evening at the Malvern Town Hall which was another wonderful success. This year we added a new Award category – Innovation of the Year Award. The Leo & Mina Fink Award was awarded to Reuben Zelwer for his outstanding contribution to Jewish Care over many years;



- Successfully closed the Mark and Dina Munzer Community Residence and relocated our loved Elders to Gary Smorgon House;
- Settled the purchase of Wahgoo Road, Carnegie post securing a Town Planning Permit through VCAT. Jewish Care went out to tender for the development of a new 120-bed facility;
- Sold and settled the old Children's Respite House at 234 Kooyong Road;
- Successfully tendered and awarded a construction contract to Watpac for the delivery of a 9-storey best practice senior living precinct;
- A town planning process underway for the development of the Anne & Eric Smorgon Active Living Centre abutting Gary Smorgon House;
- Signed off on over \$2.8 million for the refurbishment works of 36 units located at 13 Fulton Street and 140 Alma Road;
- Successfully transitioned into a contestable market in the in-home care and support space;
- Implemented Procura software - a transformational package helping us work more efficiently to deliver an improved client experience;

- Been awarded a grant from the Victorian Government of \$518,770 for the purpose of delivering 80 employment outcomes for people from a disadvantaged background;
- Hosted a delegation from Israel attending an International disability conference in Melbourne. The group of 37 included professionals and owners of private and not-for-profit organisations that provide services for people with intellectual and developmental disabilities. Additionally, Jewish Care hosted a delegation from Arava, Israel;
- Lastly, we have been extremely fortunate to enjoy another outstanding fundraising year with \$3.2 million raised through the annual appeal; \$2.54 million through the planned giving program; and the Capital Campaign has progressed well with an end of year pledge balance in excess of \$21 million!

I am sincerely grateful to our Board for their stewardship, commitment and guidance over the last 12 months and thank them for the confidence they place in me every day, to lead this important communal organisation.

This is the second year of our Board Foundation program, Yesod, which operates in partnership with the Australian Institute of Company Directors (AICD). This innovative



program continues to develop the next generation of effective leaders for our communal organisations. I would like to acknowledge the 2017 participants, for their enthusiasm and commitment. I also congratulate and thank our three new Directors who have joined the Board over the last 12 months – Professor Sharon Goldfeld, Simone Szalmuk-Singer and Adam Joel.

I am thankful for and acknowledge the wonderful work of our very capable and hard-working leaders across our organisation. Thank you for your passion, dedication, support and professionalism, to work intelligently and cooperatively to transition Jewish Care.

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

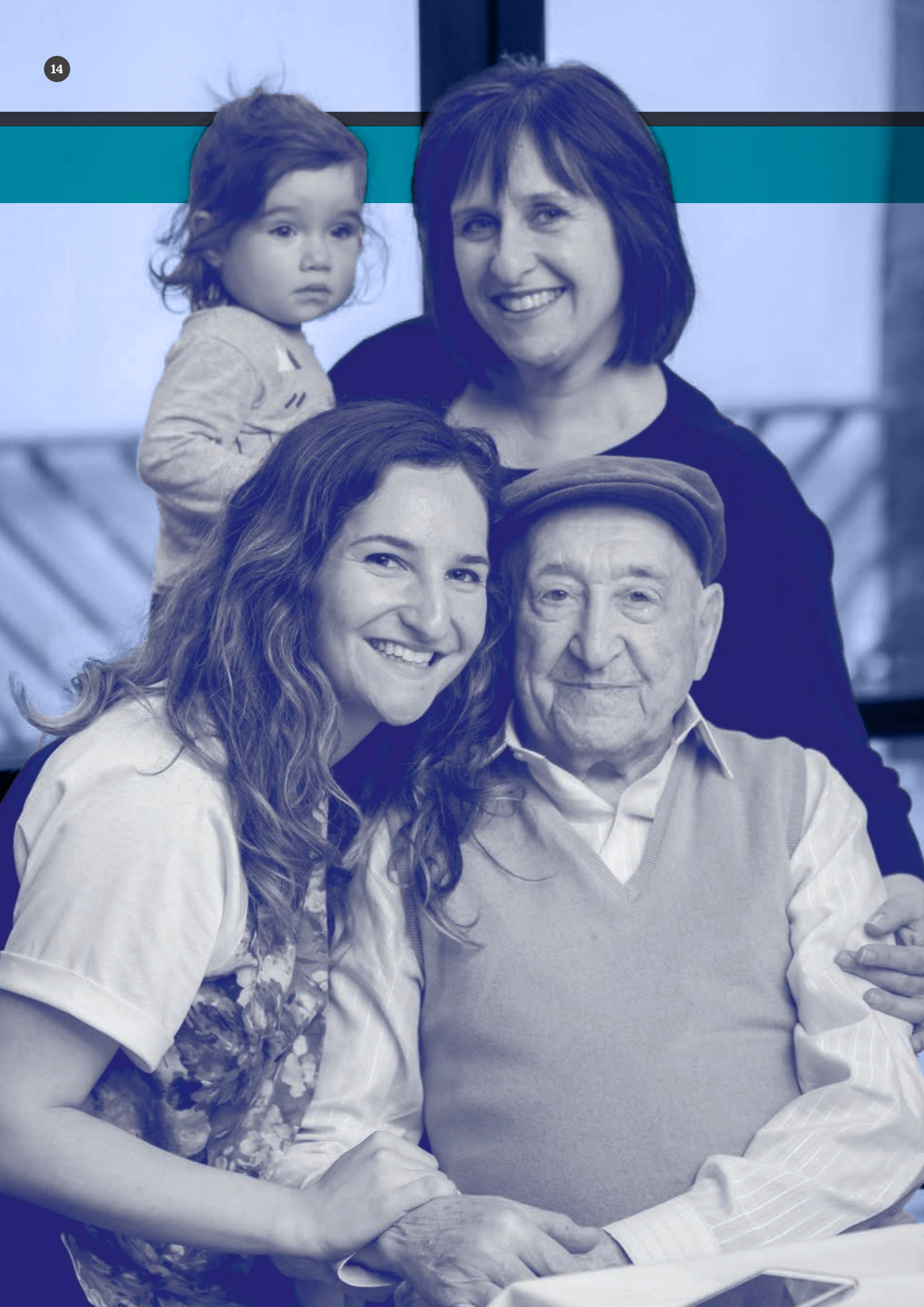
Last but not least, I thank our donors, organising committees, corporate sponsors, and communal lay leaders who continually amaze me with the success of the vast array of fundraising initiatives across the year. The Capital Campaign, 'Growing. For Our Community' continues to go from strength to strength and we thank all of our donors so far, for demonstrating such wonderful 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 especially thank Alan Schwartz AM, Campaign Patron and Susie Ivany OAM, Campaign Chair for their ongoing leadership.

To achieve our vision of 6 projects over 10 years, whilst also continuing to provide much needed services to over 6,000 people a year; we need your ongoing belief, your energy, your enthusiasm, and your support.

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

Bill Appleby
CEO



PRODUCTS & SERVICES

Jewish Care is the first choice for aged care, disability and community services for the Victorian Jewish community.

RESIDENTIAL AGED CARE

- Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)
- Montefiore Homes Community Residence
- Smorgon Family Nursing Home
- Memory Care
- Palliative Care
- Respite Care

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

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

- Bontschek 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, and Ripponlea (5 units)
- Port Phillip Housing Association: Moorabbin, McKinnon, St Kilda (10 units)

COMMUNITY AGED CARE

Active Living Centre

- Alan Rabinov Centre
- Jack and Ethel Goldin Day Therapy Centre

Case Management (Keshet)

Home and Personal Care (BlueStar)

Holocaust Survivor Support Program

SHARED SERVICES

Community

- Fundraising
- Marketing and Communications
- Next Generation
- Planned Giving

Jewish Life Services

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

Finance

- Procurement
- Payroll

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

REBUILDING LIVES

Community is an integral part of the Jewish experience and caring for the needs of the community can be defined as a mitzvah.

Each year, thousands of families and individuals are helped to access housing, financial support, counselling and/or financial counselling to rebuild their lives. This year, Jewish Care's Individual and Family Support Service assisted over 6,000 people to live meaningful and dignified lives by providing safe and lasting solutions.

COLLABORATING FOR BETTER OUTCOMES

Partnerships were formalised with Glen Eira City Council - Maternal and Child Health Service, Jewish Mediation Centre, Pekalach, Family Life and Bayside Peninsula Family Violence Network during the year. These networks aim to enhance access to services and supports for the most vulnerable in the community.

RESPONDING TO COMPLEXITY

Jewish Care has continued to build its expertise and knowledge of best practice approaches when responding to complex issues. Community need for support around issues of child and family safety and wellbeing, mental health, homelessness, drug addiction, separation and discord and vulnerable families has increased and Jewish Care's Service Coordination team was able to rise to the challenge.

UNDERSTANDING HOMELESSNESS

Our housing response was further refined in conjunction with the whole housing spectrum including intervention at each level of homelessness. Individual and structural drivers were considered in prioritising housing and wrap-

around support across a number of key areas. These included keeping women and children safe at home, single men, housing for over 65 year olds, homelessness and emergency accommodation. Jewish Care continues to provide housing for those in the community seeking affordable housing options.

WORKING TOGETHER TO PROMOTE POSITIVE MENTAL HEALTH

The Mental Health Promotion program continued to target activity to enhance awareness, responsiveness and knowledge of mental health issues and positive mental wellbeing. We worked with a range of community organisations, youth groups, schools and individuals to promote mental health literacy and reduce stigma in becoming more compassionate and inclusive.



Why I like to be employed...

Jewish Care's Employment and Education Centre (EEC) was contacted by a young job seeker, Eli, of the Orthodox community. Prior to registering with the EEC, he had been working for his father who had just sold his business and retired.

Having developed a program specifically for the Ultra-Orthodox community, our employment consultants were quick to assess Eli's situation and schedule a meeting with the Principal at one of the Orthodox schools in Melbourne. The EEC also facilitated registration with WISE Employment.

Jewish Care helped the school develop a work schedule with appropriate tasks structured around Eli's intellectual disability. He commenced work and has received pre and post-placement support from the EEC in the form of in-work support during the first few weeks and follow-up calls.



Eli's work colleagues are very happy to have his assistance and his supervisors were grateful to Jewish Care for introducing Eli to the school. The Orthodox school is an excellent working environment for Eli and he thoroughly enjoys being part of his old school.

Being employed has helped Eli maintain his independence, boost his self-esteem and strengthen his connection to the Jewish community.

SUPPORTING PARENTS

The in-home parenting support and coaching program introduced this year was very well received by parents who were struggling with managing routines and living within a safe environment with their children. Our Parenting Forums where experts in the field are invited to share their knowledge and skills have also grown in numbers, attracting more parents.

and/or exposed to personal or family issues, which impacts their ability to cope with school, friendships and life's expectations.

ESTABLISHING YOUR FUTURE

It was a stellar year for Empower Interest Free Loans having ranked second out of 31 agencies by the International Association of Jewish Free Loans. The program received \$200,000 from the Lawrence Levy Shamrakov Young Professionals and Entrepreneur Fund, in memory of the late Lawrence Shamrakov. These financial and non-financial acknowledgements further solidified Jewish Care's efforts to provide young professionals with seed capital and funding to advance their careers or start-up businesses.

Overall, we have witnessed significant growth in Empower Interest Free Loans attributed by prudent policy management, strong repayment

capacity and an appetite for loans due to an increase in demand for loans, debt consolidation, cars and vocational training.

FINANCIAL COUNSELLING

Financial counsellors continued to make a positive contribution in relation to family violence and separation by advocating for and assisting the community to manage financial issues and debts as a result of these life changing events. Close to a quarter of those seeking financial counselling were experiencing financial hardship in the context of financial abuse and/or domestic violence. An additional 15% acknowledged relationship issues or relationship breakdown as a primary factor. Long term unemployment, job loss and the rising cost of housing and utilities were key reasons for engaging a financial counsellor.

ROLE MODELLING YOUNGER PEOPLE

The Young Achievers Program was restructured under Individual & Family Support Service, providing easy access to consultation with others who worked directly with young people and their families. This transition helped conceptualise the new Youth Aspire Mentoring Program. The new program focuses on a mentoring offering for young people who are at greater risk of not attending school

1,710

callers were assisted by Front Door

938

referrals made to Jewish Care programs including Empower interest free loans, service coordination, Holocaust Survivor Support Program and others

6,011

clients assisted by Jewish Care

243

individuals supported to manage multiple complex needs

Total amount loaned through Empower Interest Free Loans

\$2,088,745

846

individuals and families assisted with financial needs

119

adults including 36 children were housed in Jewish Care and partner housing associations

20

households were assisted to move into permanent accommodation from transitional housing

58

moratoriums were negotiated and \$462,819 of debt was waived on behalf of our clients

640+

people attended parenting forums

Four mental health videos achieved a total reach of over

84,000

people and total views over

45,000

27

young people participated in the Young Achievers Program

184

individuals and couples were provided with financial counselling

TRANSITIONING FOR BETTER OUTCOMES

Our residential and in-home services provide our Elders access to appropriate levels of support, when they require it, as they age. In delivering these services, we have become both a vital supporter of the comfort and dignity of older people, as well as an important provider to the Jewish community.

ADOPTING A CUSTOMER-CENTRIC APPROACH

Jewish Care transformed its in-home services and programs earlier this year, and adopted a more customer-driven approach enabling Elders to continue to live at home where possible and choose their preferred mix of services. This early transition was received well and people continue to enjoy services to date. We also seized this opportunity to redefine case management to a highly responsive and flexible service within the new competitive landscape.

Our residential homes were revamped with essential modifications in preparation for the roll-out of the Hand-in-Hand™ model of support across all our three homes into the future. The model, which recognises each person as experts in their own life and supports people to achieve their best through dignity, decision making and self-determination, was introduced to Montefiore Homes Community Residence. LaTrobe University provided expertise in evaluating the implementation stage of the model. Our homes and services were audited during the year, successfully meeting all standards and receiving reaccreditation. We also recorded high occupancy rates across all our



residential homes making Jewish Care the preferred provider for aged care services in the Jewish community.

MAINTAINING INDEPENDENCE

Our In-Home Care service has become a viable solution for elders looking to exercise greater choice, flexibility and visibility of their decisions. We have seen a growth in our services with more older people in need of our services such as home care, personal care, transport and respite care to live an independent life.

SUPPORTING ACTIVE AND HEALTHY AGEING

The Active Living Centre is continuing to add value and capacity to accommodate more people to therapy,

social support and respite services, and a whole new range of innovative programs in response to their evolving needs. New partnerships were established with Ministry of Housing and community partners to improve our services and the ability to assist people who are most at risk. Additional treatment rooms, outreach, social support and exercise groups along with various other lifestyle events were organised during the year in response to increased demand for allied health services and to strengthen clinical services at the Active Living Centre.

CARING FOR OUR HOLOCAUST SURVIVORS

The Holocaust Survivor Support Program received over \$12 million from the Claims Conference making it the largest grant ever to be received by Jewish Care in support

of Holocaust survivors. This is a significant vote of confidence in Jewish Care and reaffirms our ability to advocate for and demonstrably support the needs of the community. Our services include home and personal care, access to funding for medical equipment, other qualifying expenses, restitution applications support and access to all local and international assistance. A few other notable grants received from Charitable Trust Limited, Romanian Emergency Assistance Program and Austrian Holocaust Survivor Emergency Assistance Program will allow extra support to our clients. Our partnerships with National Council of Jewish Women of Australia and Kook Kitchen continue to grow stronger, providing access to communal meals and other important supports.

Finding Myself Again

Olivia has been attending the social support creative arts program at Jewish Care's Active Living Centre (ALC) for a number of years. When Olivia first came to the ALC, she had just moved from South Africa, and her husband had recently passed away. Olivia was at a low point in her life and her family was concerned about her health and wellbeing.

Olivia's daughter had brought her to the art program in the hope that the program could reconnect her with her peers and lift her mood. Olivia had practiced as a solicitor for many years, but had always been creative with a keen interest in drawing.

There has been great improvement in Olivia's wellbeing and outlook. Through socialising and encouragement from staff and her friends, as well as being able to creatively express herself, today Olivia is bright and happy. Olivia has found value in her creative abilities. She is proud of her



achievements and always looking to improve her skills from one painting to the next.

Olivia's paintings indicate a special talent, particularly in her colourful, moving landscapes. She often paints for her family and enjoys showing her finished masterpieces to the support group at the ALC, with whom she spends time with and socialise. One of her paintings was also recently acknowledged with an award at a community art show, to which all of the creative arts program clients came to show their support.



253,675

hours of in-home and residential support provided to our Elders

\$12m

of funds administered to support Holocaust survivors

28,000

hours of social support group work, contributing to the reduction of social isolation of our clients in the community

6,000

hours of personal and home care to private clients

\$900,000

of financial assistance provided towards medical bills, dentals treatment, food and taxi vouchers

140

applications assessed for Claims Conference eligibility funding

140,000

hours of personal and home care funded to Holocaust survivors

115,000

approximate bed days per year

230

people assisted with restitution applications

16,000

hours of disability and respite care provided to support clients living with disabilities

UNLOCKING POTENTIAL

We aim to empower every person in our community living with a disability to achieve their full potential.

Jewish Care's Disability Service has grown into a multifaceted program, delivering in areas of accommodation, respite, day support, outreach, community inclusion, support packages and family carer support options. Our programs are designed to create positive outcomes for our clients, from young to old, experiencing varying degrees of disability ranging from physical, neurological and intellectual to sensory disabilities. We also encourage our clients to experience choice, flexibility and control over their support needs giving an impetus to achieving their full potential.

REGISTERED NDIS PROVIDER

Our disability services advanced progressively during the year, aligning our systems and services to the National Disability Insurance Scheme (NDIS) and investing in our staff in preparation for NDIS. Earlier this year, Jewish Care was approved as a Registered NDIS Provider and received approval for 11 services.

Our Planning and Carer Support program has evolved not only as a provider of guided referrals and assistance to people caring for a loved one with a disability, but to assist all community members to prepare for the NDIS.

AWARD FOR BEST COMMERCIAL ARCHITECTURE

The Sir Osborne McCutcheon Award presented for The Coppel & Piekarski Family Disability Respite Centre was a major achievement for Jewish Care and our architects, Jackson Clements Burrows. The acclaimed building, which is reflective of our Jewish culture, empowers clients of all ages to maximise independence and community participation within a responsive, sensitive, accessible and inclusive environment. The two separate respite houses which are beautifully carved around landscaped areas are often viewed by our community as an interesting and convenient location for clients, carers and their families. Both houses have access to a communal kitchen, dining and living areas and play areas. The Centre is a perfect option for respite, accommodation and day programs during school holidays/weekends as well as for after school activities.

UNDERSTANDING DISABILITY

Research efforts were expanded to gain deeper insights into how we can enhance the quality of support being offered in our shared supported accommodation settings, in partnership with The Living with Disability Research Centre (LiDs) at La Trobe University. The first ever Jewish Community Disability Survey



in collaboration with Access Inc was another successful initiative. The survey was important to understand the living circumstances and support structures of people living with a disability, and prevalence and types of disability in the community to continue to shape our services and remain relevant in all that we do.

PARTNERSHIPS

Partnerships with Maccabi All Abilities, Flying Fox, Access Inc and Friendship Circle have strengthened our capacity to offer innovative and engaging programs to our clients, creating more opportunities for better socialisation, independence and recreation.

A New Hope

We recently met with Gary, a monthly visitor to our Coppel & Piekarski Family Disability Respite Centre. Gary is fun loving and cheerful, and loves good company and good food. He is 55-years old and lives with complex disabilities and health needs. His mother, Miriam, attends to his daily needs as he is confined to a wheelchair and needs assistance most parts of the day.

A few months ago, Miriam was taken ill, suddenly, and admitted to hospital. Looking out for Gary's best interests, his aunt contacted Jewish Care enquiring about adult respite. Having discussed Gary's expectations and care needs, Jewish Care was able to offer accommodation at the Coppel & Piekarski Family Disability Respite Centre.

Miriam was very happy about Gary's transition to our Centre during her hospitalisation and recovery. Prior to coming to Jewish Care, Gary had attended a day service during the week and received some in-home assistance through the state funded individual support package.

Gary and Miriam are both happy about Jewish Care's services and look forward to the choice and control the National Disability Insurance



Scheme promises them. They have already begun planning with Jewish Care around supporting Gary in his own home within the community.

We were humbled, when we received over \$1,000 from Miriam and Gary's friends and family recently. The donation was made in lieu of presents for Miriam's 85th birthday, as requested by her.

27,228

hours of respite care provided to children and adults with disability

15,000

hours of in-home and community support

12,861

hours of direct support provided to clients with disability

100%

occupancy at The Richard and Marietta Manders Villas

18

people assisted to live within their community in five group homes

The Coppel & Piekarski Family Disability Respite Centre opened

365 x24

hours

LEADING THE WAY

We are proud to have such a dedicated and stable workforce, providing familiar faces and quality care to our clients and Elders.

RECOGNISING OUR TALENT

The 2016 Staff and Volunteer Service and Excellence Awards was a special evening, where 65 staff and volunteers were recognised for their excellence and commitment to positively changing Jewish Care's client experience. Awards were presented to outstanding individuals and teams who excelled in their performance. Amongst others, Daphne Simons, received a standing ovation for 40 years of service as an enrolled nurse at Gary Smorgon House and Anna Ozerova won the Volunteer of the Year award.

RE-IMAGINING VOLUNTEERING

Our Volunteer Resource Program was recalibrated around 'People helping People', seeking to engage more members from Victoria's Jewish community including schools, businesses and community groups. We also improved the volunteer experience by making the program more inclusive, diverse and active. Sorin Ronea received the Council on the Ageing Senior Achiever's Award as part of the Victorian Senior of the Year Awards held at Government House. This was the second year in a row that Jewish Care was represented at these awards.

BECOMING BETTER LEADERS

Thirty-five managers from across the organisation spent 2 days

together as part of the annual Ethos Retreat. They discussed and debated how to deepen their collective strengths to support Jewish Care's transition encompassing new facilities, service models, technological improvements and new clients; all within a contestable marketplace. A 10-month leadership development program will provide continuous guidance to senior management to become better and more effective leaders.

Two of our Board members, CEO and COO visited the UK to meet with disability providers, policy makers, consumer groups, bureaucrats and advocacy groups to explore personal and market based impacts of personal budgets in the social care space. Visits to other Jewish agencies helped assess market dynamics and management issues confronting organisations. A study tour to New York and San Francisco was also facilitated to focus on how Jewish community services respond to family violence.

Staff of Jewish Care received invitations to speak at regional and international conferences as a leader in the aged care and disability sectors, and an advocate for vulnerable communities.

DEVELOPING FUTURE LEADERS

Our innovative programs continue to grow, creating opportunities for young leaders to emerge. The 2016 inaugural Yesod (Board Foundation) program participants graduated successfully

with one of its participants, Adam Joel, appointed to the Jewish Care Board. The 2017 program commenced with 11 highly-energised participants looking to make a positive contribution to the program.

The involvement of university students and graduates in a pilot internship program was another successful initiative rolled-out by Jewish Care. The program helped identify potential employees and give them an opportunity to further their careers by using their skills and knowledge, while gaining important work experience.

PROVIDING EMPLOYMENT

The Employment and Education Centre has gone from strength to strength creating pathways to employment by providing skills development, job-ready training, job specific vocational skills and job search assistance.

The Victorian Government grant of \$518,770 was a significant achievement to help boost employment opportunities for people from disadvantaged backgrounds. We will continue to work with others to find opportunities for job seekers who are often faced with barriers to employment through our job seeking services. Our services are aimed at clients either aged 50 and over, members of the Ultra-Orthodox community, youth and people living with disability including mental illness.

Other grants received during the year will be allocated to support projects for people with cognitive disability and improve student placements in aged care.

650+
staff and over
335
active volunteers

92
long serving staff and
volunteers were recognised at
the 2016 Staff and Volunteer
Service Excellence Awards

16
job seekers with
disability or mental
health condition were
found employment

196
job seekers secured
employment of which
21 were from the Ultra-
Orthodox community

50
job seekers
provided with
in-house training
and support

50,766
hours of
volunteering

LIVING A JEWISH LIFE

Understanding and sensitivity to the diverse cultural backgrounds of Jewish people are qualities which set Jewish Care apart.

Religious and cultural traditions are a source of comfort and direction for Jewish people, and observing these holidays and festivals have important social outcomes. They help to keep tradition alive, contribute to a sense of community and belonging, and ensure regular reflection and celebration.

In 2016, the Jewish Life team hosted a range of activities from pastoral and rabbinical services to life-cycle events. These activities helped focus on the essence of what we want our lives to mean by embracing core Jewish values. Each of these activities attracted large numbers of participants, making the holidays and festivals a place for congregation and reflection for living out our deepest values.

You're never too old to do a Mitzvah

Anna Suchecki, the 99-year old feisty and lucid Elder from Gary Smorgon House, was adamant about following Rabbi Nerenberg and others to the Glen Eira Town Hall to conduct the *Tashlich* prayer, on a very chilly day.

This prayer is traditionally recited on the first day of Rosh Hashanah, in which Jewish people gather by a body of water containing fish and ask G-d to "cast away our sins in the depths of the sea."

After receiving clearance from the head nurse, she was wheeled by fellow Shul members for 1.4 kilometres. The group stopped every so often to make sure the weather wasn't too harsh on her and inquired about her health. She responded in her beautiful Yiddish voice: "*Mir Zenen Aoyf Aundzer Veg Tzu Ton a Mitzvah, Dos Vet Haltn Aundz Varem!* (We are on our way to do a Mitzvah - good deed, this will keep us warm!). *Ich Viln Tzu Zayn a Gut Yid, Aun Tzu Zayn a Gut Yid, Mir Darfn Tzu Ton*

Mitzvahs! (I want to be a good Jew, and to be a good Jew, we need to do Mitzvot - good deeds!)."

Having arrived at the destination and concluding the short prayer, many people wished Anna a good Yom Tov. As they were about to leave, Rabbi Nerenberg asked her if she had anything to say.

She said: "*Ich Gebn Aleman a Brocho, Az Mir Zol Ale Ton Tashlich Tsuzamen Vidor Vayter Yor!* (I give everyone a blessing, that we should all do *Tashlich* together again next year!)" This was of course answered with a loud and resounding "Amen!" from the crowd.

Rabbi Nerenberg will never forget the look of satisfaction on Anna's face as they pushed her wheelchair back to Gary Smorgon House. She was smiling brightly with a twinkle in her eye. Not only was she proud of the Mitzvah that she had done, but of the special connection with her father that she had reaffirmed from long ago.

3,684

Pastoral visits to residential aged care

730+

hours spent on pastoral visits with Elders

6,141

Elders and

4,617

guests attended Shabbat and festival prayer services

637

Prayer services during the year

270

attendees at two family Shabbatonim

8,847

people attended

174

festival events

TOWARDS A LIFE OF TRANSFORMATION

2016 was an extraordinary year for transitions and transformations. From government reforms to new investment projects, it was a time of imagining the possibilities of hope for the future and a sense of accomplishment of the past.

CAPITAL CAMPAIGN

The Capital Campaign progressed well with a year-end pledge total in excess of \$21 million thanks to the generosity of our community. Watpac Ltd was contracted for construction of the St Kilda Road Stage 1 development with the signing of an \$85 million building contract in June 2016.

RESEARCHING FOR BETTER OUTCOMES

Jewish Care continued its research efforts by collaborating with more external research partners to explore and investigate a range of topics which were innovative and relevant. La Trobe University, Monash University, Australian Catholic University, KPMG, Deakin University, University of Queensland, University of Minnesota, Australian Government, Scope, Alfred Health and University of Melbourne partnered with us providing a synergistic perspective to challenging problems through theoretical and experimental techniques.

WE VALUE YOUR FEEDBACK

A range of surveys conducted across the organisation proved to be insightful and valuable. The highly regarded Best Practice

Commendation Award from the Australian Aged Care Quality Agency awarded for client experience was further evidence of our ability to conceptualise innovative survey methodologies, to understand and report on our clients and provide an improved client experience.

CERTIFICATION AND ACCREDITATIONS

It was a successful year for governance and compliance standards. Outstanding results were achieved in occupational health and safety, bus safety, food safety, disability, individual and family services, aged care and home care standards accreditations. These include the Commonwealth Home Support places accreditation audit and recertification of disability and counselling services. These results, have formed part of Jewish Care's 5 year successful accreditation and reaccreditation cycle for all services delivered.

A TOOL FOR SIGNIFICANT CHANGE

Procura software was implemented across the organisation, ensuring greater efficiency, more streamlined processes and most importantly, delivering a great



service to our clients. Many parts of the organisation worked together towards this change, holistically, embedding new streamlined processes to improve our service delivery to our clients.

LEADING AND ADVOCATING

As an emerging leader in the sectors we work in, we were consulted by various other institutions and Government including a delegation from Israel for reform consultations and feedback programs. Jewish Care representatives spoke at various local and international conferences including *Ageing in a Foreign Land* in Adelaide and *International Association of Jewish Free Loans Conference* in Los Angeles, to name a few.

GROWING FOR OUR COMMUNITY

THE COPPEL & PIEKARSKI FAMILY DISABILITY RESPITE CENTRE

476-478 Glen Eira Road, Caulfield

The Coppel & Piekarski Family Disability Respite Centre has seen one of its busiest periods since its official opening in 2016, operating 365 days, 24 hours a day. The two separate respite houses; one for adults and one for children have recorded a sharp rise in bookings for overnight respite, emergency accommodation, overnight or weekend facility-based support, recreation-based programs and day programs during school holidays as well as after school activities. We also received positive feedback on activities for carers and families, contributing towards maintaining positive family and carer relationships.

THE HANNAH & DARYL COHEN FAMILY BUILDING

619 St Kilda Road, Melbourne

Jewish Care awarded Watpac Limited an \$85 million construction contract to commence work on St Kilda Road Senior Living & Community Precinct. Work is currently underway to relocate the kitchen and kiosk at Montefiore Homes Community Residence, and decommission the Slutzkin Wing in preparation for construction of the Hannah & Daryl Cohen Family Building. A three-tiered aged care product offering – Traditional, Classic and Choice, complemented by our Hand-in-Hand™ model of support and a suite of unparalleled services; all within

a state-of-the-art environment, is envisioned to set a new benchmark for aged care services.

The Hannah & Daryl Cohen Family Building will accommodate 156 residential beds over seven levels and two more levels offering essential community and light retail spaces, health and medical services, a synagogue and gallery.

CARNEGIE RESIDENTIAL AGED CARE

1 Wahgoo Road, Carnegie

This new aged care residential home of 120-beds is scheduled to commence construction in early 2018. The facility will integrate our Hand-in-Hand™ model of support and will offer residential, respite and memory care for our community in the South Eastern suburbs.

COMMUNITY HOUSING

Alma Road and Fulton Street, East St Kilda

Jewish Care Board has resolved to refurbish 36 apartments situated at 140 Alma Road and 13 Fulton Street and committed to develop further units to this site. The project will provide access to improved short-term, emergency and affordable accommodation options to our clients, who are at risk of homelessness.



ANNE & ERIC SMORGON ACTIVE LIVING CENTRE

Freeman Street, Caulfield

The proposed Anne & Eric Smorgon Active Living Centre is to be developed next to our residential home, Gary Smorgon House. This development will provide access to community-focused services including physiotherapy, specialist consultation services, art and craft classes, and cultural and spiritual services.



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.



Cynthia Holper

CYNTHIA HOLPER

Born in Melbourne in 1927 to British emigres, Cynthia followed her father's passion for radio, assuming the role of classical musical programmer with the ABC. Gregarious, a lover of life and people, Cynthia had a wide circle of friends. Her bequest to Jewish Care reflects her sense of communal responsibility and the appreciation she felt for the residential care provided to her late mother-in-law, Serafima Holper. She leaves behind Paul and Caroline, and two grandchildren.

DULCIE KANATOPSKY OAM

Awarded an Order of Australia in 1992 for services to broadcasting and the arts, Dulcie was one of the pioneers of Jewish radio in Melbourne. Finding herself in the limelight at an early age, Dulcie studied acting in Tel Aviv and later fine arts and philosophy at the University of Melbourne. She was a journalist, a lecturer in fine arts, literature and opera, vice-president of the Victoria State Opera Society



Dulcie Kanatopsky OAM

DR MARGIT KORN

A treasured Gold Member of Circle of Care, Margit escaped Vienna in 1938 together with her mother, the only members of her immediate family to survive the Holocaust. A successful travel agent in her adult years, Margit continued to pursue her passion for history as a mature student, earning a doctorate from Melbourne University. Her gift to Jewish Care was inspired by her late husband Les, who also remembered Jewish Care in his will.

HERMANN MARK LISSAUER

Born in Hamburg, Germany in 1923, Hermann Mark Lissauer survived Auschwitz and Bergen Belsen. After migrating to Australia, he spent a number of years with his family in Argentina, where he developed his life-long interest in the traditional



Dr Margit Korn



Hermann Mark Lissauer

and a volunteer guide at the National Gallery of Victoria. Dulcie was a well-known speaker for philanthropic causes, particularly for people with disabilities.

arts of native communities. Advocating for the environment and the art and culture of diverse global communities, Hermann sought to bring the world's art to everyman, amassing a large and eclectic collection. He believed in the importance of maintaining community organisations for the betterment of his fellow man and that "cohesion, discipline, connections with the surrounding community and involvement in charity – Jewish as well as non-Jewish" were the foundations of Jewish community life.

HAROLD A WEBSTER

A trust established by the late Harold A Webster and administrated by Jewish Care helps to facilitate educational opportunities for tertiary students in financial need in the Jewish community. Thanks to Harold's foresightedness, students from a broad range of backgrounds have been supported to achieve their educational goals.

TREASURER'S REPORT

ROHAN FILER

On behalf of the Chief Executive Officer and Board of Governance, I am pleased to present a summary of Jewish Care (Victoria) Inc financial results for the 12-month period 1 July 2016 to 30 June 2017 (FY2017). Our financial statements have been prepared in accordance with Australian Accounting Standards.

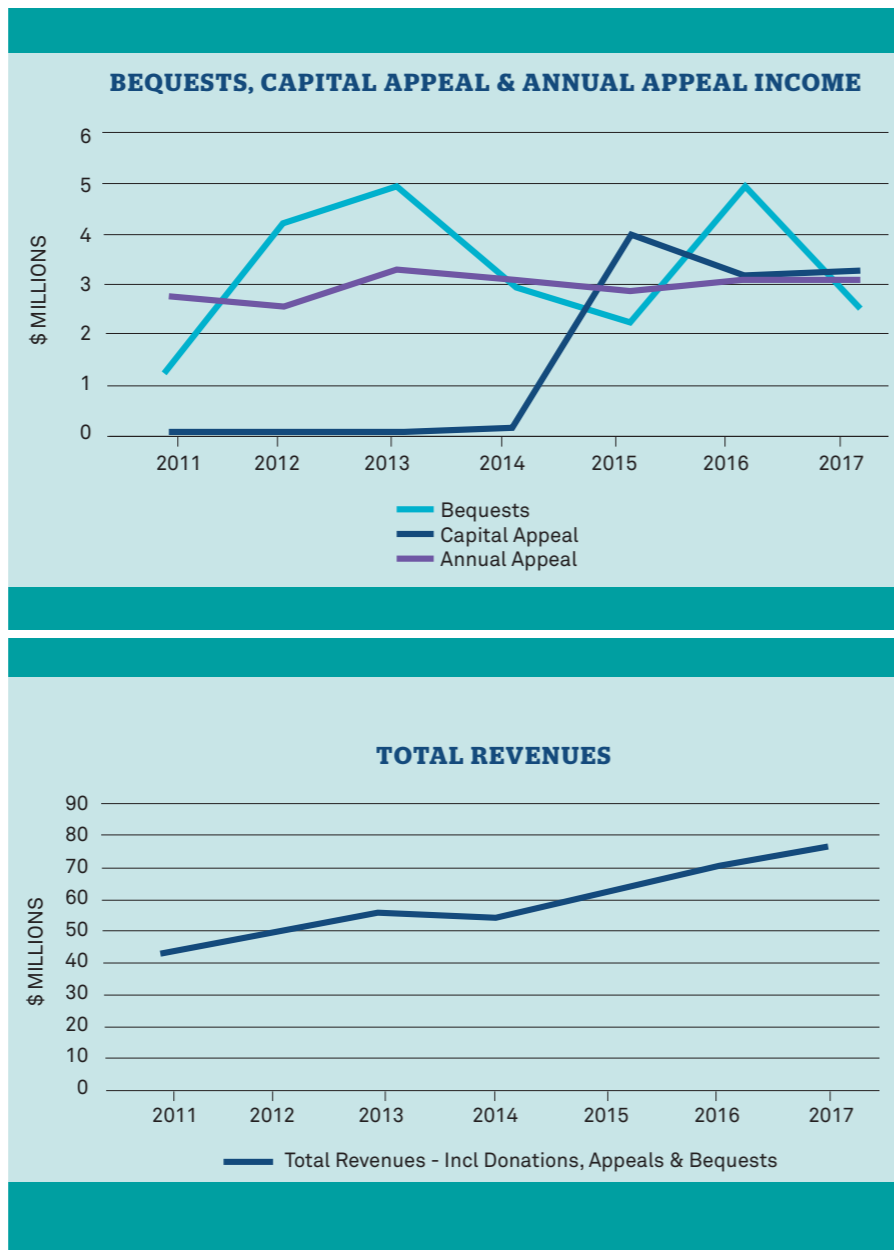


Jewish Care has enjoyed a strong FY2017, underpinned by solid occupancy across our residential facilities, continued growth in the Holocaust Survivor Support Program and positive interest rate returns on funds invested in two separate investment portfolios – a bond pool (refundable accommodation deposits) and bequest pool.

Our fundraising efforts have continued to resonate with our community, who year after year generously support the provision of social justice services through our Annual Appeal. In conjunction, the Capital Campaign which underpins our ability to invest in new facilities has been well supported with a further \$3.2 million received in FY2017, and circa \$21.5 million pledged as at 30th June 2017.

Total revenues depict a continued upward growth trend since FY2011. The changing regulatory environment in the areas in which we operate, such as Consumer Directed Care and NDIS, allows for further growth in coming years. However, the challenge is to continue to deliver quality services and compete in a deregulated, contestable market. Such a market will facilitate many new entrants in the coming years with innovative models competing on quality and price. It is an exciting time in the industry given the quantum of regulatory change and opportunities ahead.

In respect of Aged Care, zero indexation on the Aged Care Funding Instrument (ACFI), combined with continued wages and supplier costs increases of circa 3% will lead to a further tightening of the sector.



Jewish Care went from strength to strength in FY2017, achieving key deliverables:

- Contracted Watpac to commence capital development works on a 156-bed Senior Living Precinct at Windsor
- Tendered works for the development of a 120-bed Senior Living and Community Precinct in Carnegie, with a view to turning soil early 2018
- Purchased the former Crown Land at 619 St Kilda Rd, land which Jewish Care has occupied since 1869
- Increased levels of financial funding from Claims Conference New York to provide valuable and necessary support services to Holocaust survivors
- Successfully decommissioned the Mark & Dina Munzer Community Residence by end of February 2017, with all residents choosing to be transferred to Gary Smorgon House. The fact that no resident opted to be transferred to a competitor is testimony to the quality of care offered within Jewish Care facilities.

SUMMARY OF KEY FINANCIAL RESULTS

	FY 2017	FY 2016	Variance
EBITDA	\$5,217,679	\$1,988,248	\$3,229,431
Operating Net Surplus	\$10,463,139	\$6,921,065	\$3,542,074
Annual Appeal	\$3,147,554	\$3,106,781	\$40,773
Other General Donations	\$922,973	\$1,812,079*	(\$889,106)
Capital Appeal	\$3,257,708	\$3,213,000	\$44,708
Bequests	\$2,543,862	\$5,005,528	(\$2,461,666)

*2016 Other General Donations – includes a one-off donation of \$1 million for Empower Interest Free Loans

KEY EXPENDITURE ITEMS

The following are the key expenditure items incurred in FY2017:

	FY 2017	FY 2016
Salaries (FY2017: 653 employees, FY2016: 676 employees)	\$41.491m	\$40.020m
Food services	\$4.897m	\$5.161m
External services	\$5.678m	\$4.541m
Maintenance	\$3.267m	\$3.214m

In FY2017, Jewish Care spent \$3.4 million to deliver social justice services across a breadth and depth of vital programs supporting vulnerable members of our community. These services attract either low or no Government funding. In addition to this, Jewish Care is committed to providing a culturally specific response to members of our community through the provision of a Kosher environment at all premises, the provision of on-site or available Rabbinical and Pastoral services and a stand-alone Jewish Life unit focussing on incorporating a sense of Jewish culture in all our services. Whilst provision of such services comes at a cost to Jewish Care, we understand the importance of providing a cultural response and view it as a necessary investment in our community.

LAND & BUILDINGS

Jewish Care's land and buildings were independently valued in FY2017 in accordance with current accounting policies. The net increment to land and buildings shown in the accounts largely reflects the conversion of Jewish Care's interest in the land at 619 St Kilda Rd, from rights to use Crown Land, to a freehold interest. Holding a freehold interest in the land now enables Jewish Care to proceed with development of a 156-bed Senior and Community Living Precinct on this site supported by commercial bank financing facilities. No impairment or other change to the net carrying value of land and buildings has been required in the balance sheet.

In conclusion, I would like to thank the members of the Jewish Care Board, Finance and Audit Committee and the Executive of Jewish Care for their ongoing commitment in supporting and enhancing the lives of the Jewish community. The Windsor development, and pending Carnegie development, are both exciting projects that will allow Jewish Care to continue to provide best practice services in outstanding infrastructure that the Jewish community can be proud of for decades to come.

Rohan Filer
Treasurer

FINANCIAL STATEMENTS

Consolidated Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2017

	2017 (\$)	2016 (\$)
Fees and charges	20,426,440	16,377,410
Government subsidies	39,362,015	39,540,012
Other revenues	17,036,595	15,202,205
Total revenues	76,825,050	71,119,627
Employee benefits expense	(41,490,850)	(40,020,195)
Depreciation and amortisation expenses	(3,116,586)	(3,098,402)
Community development expenses	(2,248,748)	(2,265,367)
External services expenses	(5,677,638)	(4,540,558)
Food expense	(4,897,049)	(5,160,957)
Repairs and maintenance expenses	(3,267,683)	(3,213,831)
Medical and other supplies	(694,969)	(658,011)
Consulting expenses	(657,859)	(771,965)
Energy expenses	(522,355)	(527,434)
Administration expenses	(2,127,219)	(2,128,263)
Laundry expenses	(441,698)	(593,057)
Other expenses	(1,219,257)	(1,220,522)
Total expenses	(66,361,911)	(64,198,562)
Surplus before tax	10,463,139	6,921,065
Income tax expense	-	-
Surplus after tax	10,463,139	6,921,065
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:		
- net revaluation increment on land and buildings	84,818,737	-
Other comprehensive income for the year	84,818,737	-
Total comprehensive income for the year	95,281,876	6,921,065

Consolidated Statement of Financial Position as at 30 June 2017

	2017 (\$)	2016 (\$)
Current assets		
Cash and cash equivalents	7,732,298	10,466,195
Trade and other receivables	3,756,377	7,247,283
Assets held for sale	-	987,843
Financial assets	51,495,146	52,511,573
Other assets	211,487	160,927
Total current assets	63,195,308	71,373,821
Non-current assets		
Trade and other receivables	2,776,355	2,213,089
Other assets	802,764	844,801
Property, plant and equipment	176,694,015	89,754,675
Intangible assets	1,079,239	820,974
Investment properties	5,231,521	-
Total Non-current assets	186,583,894	93,633,539
Total assets	249,779,202	165,007,360
Current liabilities		
Trade and other payables	5,716,928	5,404,576
Provisions	3,573,077	3,600,492
Refundable accommodation deposits	56,568,318	67,393,331
Total current liabilities	65,858,323	76,398,399
Non-current liabilities		
Provisions	1,144,901	1,114,859
Total non-current liabilities	1,144,901	1,114,859
Total liabilities	67,003,224	77,513,258
Net assets	182,775,978	87,494,102
Equity		
Reserves	114,155,573	28,731,295
Accumulated funds	68,620,405	58,762,807
Total Equity	182,775,978	87,494,102

BOARD OF GOVERNANCE



01 Michael Debinski



02 Jeffrey Appel OAM



03 Susie Ivany OAM



04 Rohan Filer



05 Frank Ajzensztat



06 Greg Nankin



07 Prof. Sharon Goldfeld



08 Adam Joel



09 Lisa Kennett



10 Andrew Schwartz



11 Michael Schoenfeld



12 Simone Szalmuk-Singer

01 MICHAEL DEBINSKI

President

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 the implementation of the National Disability Insurance Scheme.

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

02 JEFFREY APPEL OAM

Co-Vice President

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

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

03 SUSIE IVANY OAM

Co-Vice President

Susie has been actively involved in the community for many years.

Susie has been President of National Council of Jewish Women Victoria, Vice President of NCJWA and is Vice President (Australia) of International Council of Jewish Women. She founded and is Chair of Unchain My Heart, dedicated to educating about and advocating and supporting

Agunot (women chained to recalcitrant husbands under Jewish law). Susie is passionate about developing and engaging the next generation.

04 ROHAN FILER

Treasurer

Rohan is Chief Financial Officer of b.box, one of the fastest growing Australian companies in the baby products industry. He is a qualified Chartered Accountant with over 20 years of experience in finance, strategy, mergers and acquisitions, and international structuring.

Rohan was previously Head of Corporate Development at technology company MessageMedia, responsible for strategy and acquisitions. He also spent many years as a consultant in professional services firms in Australia and the UK advising clients on transformational projects, strategic reviews, corporate finance projects and taxation issues.

05 FRANK AJZENSZTAT

Assistant Treasurer

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

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

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

06 GREG NANKIN

Greg has spent most of his career as in-house legal counsel and company secretary for large private and public listed corporations involved in the mining and resources, telecommunications, food manufacturing, financial services and logistics industries.

07 PROF. SHARON GOLDFELD

Professor Sharon Goldfeld is a developmental paediatrician and public health physician at the Royal Children's Hospital's Centre for Community Child Health (CCCH) and Co-Group leader of Child Health Policy, Equity and Translation at the Murdoch Childrens Research Institute.

She has a decade of experience in state government as a senior policymaker in health and education including Principal Medical Advisor in the Victorian Department of Education and Training. Her research program is focused on investigating, testing and

translating sustainable policy relevant solutions that eliminate inequities for Australia's children.

Sharon has over 20 years of board experience including Sholem Aleichem College, being President for 10 years, and Very Special Kids.

08 ADAM JOEL

Adam has a Bachelor of Commerce and an MBA from Melbourne Business School. He started his career as a Management Consultant in Australia and the United States, working across a broad range of industries.

Adam has spent the last 13 years as the Managing Director of TIC (Reverse Logistics) Pty Ltd. an international retail services company. In his role, Adam oversees a number of businesses including Software as a Service Division, an inventory trading operation, a reverse logistics business and a Goods Not-For-Resale fulfilment division.

09 LISA KENNETT

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

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

10 ANDREW SCHWARTZ

Andrew is the Managing Director and one of the founders of Qualitas Property Partners. He is responsible for overseeing the group's activities, setting the strategic direction of the business, transaction origination

as well as building and enhancing relationships with the Group's strategic capital providers, clients, investors, financiers and consultants. Qualitas provides direct loans to the property sector and manages private equity. Andrew is on the advisory Board of Property Industry Foundation Victoria and is also a full member of the Chartered Accountants Australia and New Zealand.

11 MICHAEL SCHOENFELD

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

12 SIMONE SZALMUK-SINGER

Simone Szalmuk-Singer is passionate about developing Jewish communal leadership for the future and is involved in many initiatives to train and mentor current and potential leaders. She is a director of the Australian Jewish Funders and co-founder and co-editor of Jewish Women of Words, an online publication for emerging and established Jewish women writers.

As former President of JNF Victoria and Australian National Vice-President, Simone played a key role in restructuring JNF Australia striving for strict levels of governance and benchmark multi-generational reach. Simone worked for many years as a lawyer, specialising in employment law.

EXECUTIVE TEAM



••• **JULIA COOKSON**
General Manager
People & Culture

••• **STEPHEN THOMAS**
General Manager
Innovation & Quality

••• **HUGH CATTERMOLE**
Chief Operating Officer

••• **CAMERON MACKAY**
Chief Information Officer

••• **BILL APPLEBY**
Chief Executive Officer

••• **MARK JOEL**
General Manager
Community

••• **SAMUEL MURRAY**
Organisational Lead
Practice & Support

••• **MARCUS HARTY**
General Manager
Infrastructure

••• **JOHANN KELAART**
Chief Financial Officer

EXECUTIVE TEAM

BILL APPLEBY

Chief Executive Officer

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

Bill is currently a Board Member for East Timor Hearts Fund (ETHF) and a graduate of the Australian Institute of Company Directors (GAICD). Additionally, he is currently a Victorian Divisional Councillor for Aged & Community Services Australia and member of the Consumer Reference Group for Calvary Health Care Bethlehem. Bill 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 roles proceeding Jewish Care as Executive Director, Aged Care, Mercy Health and National General Manager of Operations at Regis Group.

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) and has been a Certified Practising Accountant (CPA) for over 15 years. He 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.

HUGH CATTERMOLLE

Chief Operating Officer

Hugh graduated as a physiotherapist and holds an MBA as well as a Masters of Commercial Law. He has spent much of his commercial career in the

health sector and brings a wealth of health services management experience to Jewish Care.

CAMERON MACKAY

Chief Information Officer

Cameron has over 15 years' experience managing complex IT environments, particularly in the aged care and community service sectors. Cameron is a senior member of the Australian Computer Society and has chaired numerous industry IT groups. Prior to Jewish Care, Cameron spent eight years with Bapcare, supporting IT operations in over 30 sites across two states.

MARCUS HARTY

General Manager Infrastructure

Marcus brings a wealth of management experience in complex property, facilities management and construction project management. Marcus holds formal qualifications in property valuations and real estate and an Associate Membership at the Australian Institute of Valuers and Land Economists. He is a graduate of the Australian Institute of Company Directors.

MARK JOEL

General Manager Community

Mark's portfolio incorporates Fundraising, Marketing and 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 the School Council and co-founder of the Foundation.

Prior to joining Jewish Care, he worked professionally as a lawyer, corporate adviser and senior executive in the commercial field.

JULIA COOKSON

General Manager People & Culture

Julia has extensive experience across health, science and financial services sectors. She holds a Master of Commerce (Business Administration) and is a graduate of the Australian Institute of Company Directors (GAICD). She is a Director on the Lorne Community Hospital Board.

Julia has been nominated for Telstra's Business Woman of the Year Award in 2013, 2014 and 2015.

STEPHEN THOMAS

General Manager Innovation & Quality

Stephen has held many senior roles within the health sector. Stephen holds qualifications in nursing, neuroscience, advance clinical practice and an MBA (Executive).

Since joining the organisation in 2013, Stephen has built a solid profile representing the organisation on industry committees, forums and conferences.

SAMUEL MURRAY

Organisational Lead - Practice & Support

Samuel has responsibility for leading organisation-wide development of staff to deliver truly person-centred supports to the people we serve.

He holds a Bachelor of Applied Science (Disability) from RMIT, is a Past President of Australasian Society for Intellectual Disability - Victoria, and Australasian Board Member.

Samuel contributes to a number of ministerial panels and has been actively involved in disability workforce development on behalf of the Office of Premier and Cabinet (Victoria).

ACKNOWLEDGEMENTS



THANK YOU TO OUR PEOPLE

We extend our sincere appreciation and gratitude to our staff 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.

THANK YOU FOR SHARING

To all our elders, clients, volunteers and respective families, thank you for sharing your inspirational stories and allowing them to appear in this Annual Report. For reasons of privacy and confidentiality, names and images of people appearing in stories on pages 17, 20 & 23 have been changed.

THANK YOU TO OUR COMMUNITY PARTNERS

Jewish Care appreciates the support of our community organisations, companies and individuals for collaborating with us and strengthening the work we do for our community.

LIFE GOVERNORS

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

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

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
Louis Berner
Rhoda Myra Cohney
Maurice Goldstein
Evelyn Goncalves
Abraham Harris
Rachel Harris
Cynthia Hilary Holper
Margit Korn
Joseph Kronheimer
Marian Lawrence
Louis Lesser
Joseph & Kate Levi
Hermann Lissauer
Gerhart Claus Lowenthal
Don & Sonia Marejn
George Albert Pethard
Simon Rothberg
Sophia Salamon
Oscar Sokolski
Solomon Hai Solomon
Gwendoline Alice Sondheim
Albert Spatt
Harold A Webster
Eleanor Sabina Wertheim
Ephraim Yoffa
Henry Herbert Yoffa
Samuel Younkman

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
Besen Family Foundation
Philip & Vivien Brass Charitable Foundation
B'nai B'rith Charitable Trust

Isobel Hill Brown Charitable Trust
 Cher Family Foundation
 Collier Charitable Fund
 DS Capital Endowment
 Eva and Les Erdi Humanitarian
 Charitable Foundation
 Leo and Mina Fink Fund
 Finkel Foundation
 Fonda Family Charitable
 Foundation
 Gandel Foundation No.3
 Jack & Ethel Goldin Foundation
 Goldsmith Family Foundation
 The Grant Foundation
 Gringlas Family Charitable Trust
 Handelsman Charitable Trust
 Hangid Foundation Pty Ltd
 Ethel Herman Charitable Trust
 Hupert Family Foundation
 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
 Macquarie Group Foundation
 Meydan Family Foundation Ltd
 Modara Pines Charitable
 Foundation
 Orloff Family Charitable Trust
 The Pratt Family Foundation
 Reid Malley Foundation
 William & Rita Rogers Charitable
 Foundation
 Julia Scheinkestel Education Trust
 The Silberscher Family Foundation
 David and Tammie Slade Charitable
 Trust
 Slome-Topol-Rosen Family
 Charitable Trust
 Jack & Robert Smorgon Families
 Foundation
 The Victor Smorgon Charitable Fund
 Spotlight Foundation
 Sunraysia Foundation
 Taj Bear Foundation
 Trawalla Foundation
 UHG Foundation
 Victorian Government (Office of
 Multicultural Affairs & Citizenship)
 Victorian Multicultural Commission
 Werled Foundation

IN LOVING MEMORY

We wish to pay our respects to the following individuals, who have been honoured with a charitable gift donated in loving memory.

IN LOVING MEMORY OF:	DONATED BY:
Frida Barbalatt	Mark Welford
Cyril Cohen	Ivan Cohen
Milly Conn	Rebekah Marks
Asher & Lea Dobelsky	Mitchell Dobelsky
Eugen Erczmann	Ronnie Erczmann
Symcha Biniamon Fignboun, Ada Fignboun, Arie Chaim, Symcha Meir Haberman, Golda Haberman	Tuvia and Pnina Tane
Sonia Issko	Eric Issko
Danielle Laney	Adrian Clifford
Sadie Lurie	Sharyn Mittelman
Lilly & Bully Margolius	Dana Bensky
Birdie & Morrie Marsh	Joy Lobo
Jack Slomoi	Hedley Slomoi
Edith Werner	Michael Grunbaum
Max Zilberman	Rhonda Norich

GRANTS

Jewish Care gratefully acknowledges the following grants and sources which have provided funding for programs and services benefitting our community:

Commonwealth Home Support
 Program Grant
 Home and Community Care Grant
 State Aged Care Funding – Support
 for Carers Grant
 State Trustees Grassroots Grant

Funds from the Claims Conference
 In-Home Services Program to be
 funded by the German Government.

Funds from the Caritatea
 Foundation in Romania (a
 foundation created by the
 Federation of Jewish Communities
 of Romania and the World Jewish
 Restitution Organisation) towards
 emergency assistance for
 Romanian Jewish Nazi victims.

Funds from the URO Charitable
 Trust Limited (UROCTL)

administered by Claims Conference.
 The purpose of it is provision of on-
 going social assistance or short-
 term emergency assistance.

Funds for Austrian Holocaust
 Survivors through the Austrian
 Holocaust Survivor Emergency
 Assistance Program. Funding
 from this program comes from a
 settlement with the Austrian
 government, which was negotiated
 by the Claims Conference.



ACADEMIC & RESEARCH COLLABORATIONS

Jewish Care continues to work alongside leading academic institutions, government bodies and private organisations. We recognise their enormous contributions in helping to build an evidence-base for decision making.

Access Inc
 Alfred Health
 Annecto
 Australian Catholic University
 Australian Catholic University -
 Institute for Health and Ageing
 Australian Government - Australian
 Research Council
 Colliers International
 Deakin University
 Department of Human Services -
 Eastern Region
 EY
 Golden City Support Services
 KPMG
 La Trobe University - Faculty of
 Health Sciences, Australian Institute
 for Primary Care and Ageing
 La Trobe University - Faculty of
 Health Sciences, School of Allied
 Health, Department of Social Work
 and Social Policy
 La Trobe University - Living with
 Disability Research Centre
 Lincoln Centre for Research on Ageing
 Monash University - Australian
 Centre for Jewish Civilization
 Monash University - CRC for Water
 Sensitive Cities
 National Health and Medical
 Research Council
 Pinnacle Group
 Scope
 St John of G-d Accord
 University of Kent - Tizard Centre (UK)
 University of Melbourne
 University of Minnesota
 University of Queensland
 Yooralla

BOARD SUBCOMMITTEES

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

Building Subcommittee

Jeffrey Appel OAM (Chair)
 Bill Appleby
 Danny Benjamin
 Hugh Cattermole
 Marcus Harty
 Johann Kelaart
 Lisa Kennett
 Joe Lewit
 Cameron Mackay
 Andrew Schwartz
 Marita Sealey
 David Vorchheimer

Finance & Audit Subcommittee

Rohan Filer (Chair)
 Frank Ajzensztat
 Bill Appleby
 Hugh Cattermole
 Adam Goldberger
 David Gordon
 Johann Kelaart
 Cameron Mackay
 Greg Nankin
 Eli Nossbaum
 Michael Schoenfeld

Governance Subcommittee

Greg Nankin (Chair)
 Jeffrey Appel OAM
 Bill Appleby
 Lisa Kennett
 Melanie McNamara

Investment Subcommittee

Rohan Filer (Chair)
 Frank Ajzensztat
 Bill Appleby
 Johann Kelaart
 Eli Nossbaum
 Dean Smorgon

Quality and Service Review Subcommittee

Mike Debinski (Chair)
 Joel Aizenstros
 Bill Appleby
 Hugh Cattermole
 Anita Courtney
 Anita Frayman
 Prof Sharon Goldfeld
 Susie Ivany OAM
 Samuel Murray
 John Serry
 Stephen Thomas
 John Zeleznikow

Remuneration & Nominations Subcommittee

Mike Debinski (Chair)
 Jeffrey Appel OAM
 Rohan Filer
 Susie Ivany OAM
 Simone Szalmuk-Singer

Yesod Board Leadership Program

Facilitated in partnership with the Australian Institute of Company Directors, this 12-month structured program immerses participants in the structure and workings of Jewish Care and best practice principles of governance, and aims to develop the next generation of not-for-profit directors.

Yerachmiel Aron
 Stephanie Briskin
 Adam Gringlas
 Ronit Joel
 Jeremy Kestenberg
 Jesse Kochen
 Daniel Ross
 Jonty Rzechta
 Tammie Slade
 Kollen Sussman
 Naomi Swart



FUNDRAISING COMMITTEES

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

Annual Dinner Committee

Melissa Davis (Chair)
Galit Ben David
Hilary Cohen
Georgia Danos
Miriam Farkas
Toni Joel

Capital Campaign Committee

Alan Schwartz (Patron)
Suisie Ivany OAM (Chair)
Bill Appleby
Melissa Davis
Michael Debinski
Judy Gandur
Adam Goldberger
Dianne Gringlas
Toni Joel
Roxanne Kozica
Michael Schoenfeld

Friends of Montefiore Committee

Delysia Pahoff OAM (Chair)
Lisa Blode
Suzy Cohen
Myrna Goldsmith
Helen Gorelik
Jan Green
Deanna Levin
Gloria Milgrom
Eva Rose
Annette Rosen
Shirley Sekler
Nicole Silberberg
Shirley Sweet
Susan Swiatlo
Judith Varlamos
Caroline Wein
Lea Woolf

Generations of Women Committee

Melissa Davis (Chair)
Hilary Cohen
Miriam Farkas
Suzie Hendel
Ruth Kaye
Karen Korn
Andrea Leibler
Sara Pike
Keren Zelwer

Major Donor Dinner Committee

Karen Goldenberg
Susie Ivany OAM
Roxanne Kozica
Lorelle Krulis
Dianne Gringlas

COMMUNITY ADVISORY GROUPS

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

All Abilities Committee

Sharon Hamilton (Chair)
Sandra Chester
Dean Cohen
Shari Cohen
Rachel Kay
Steve Lowe
Sharon Malecki
Bella Oldham
Elaine Polonsky
Ben Rychter
Amanda Sloane

Austrian Holocaust Survivors Program Advisory Committee

Jackie Lewinsohn (Chair)
Renee Companez
Lana Khasin
Eva Marks
Marianne Schwarz
Vernon Ungar

Claims Conference Holocaust Survivors Advisory Committee

Jackie Lewinsohn (Chair)
Marcel Alter
Aneta Chereshsky
Michael Cohen
Lana Khasin
Henri Korn
Hilary McMahon
Vernon Ungar
Les Zimmerman

Empower Loans Allocation Committee

John Serry (Chair)
Jack Cyngler
Matthew Danos
Doron Paluch
Phillip Piorun
Rochelle Serry
Joel Wald
David Werdiger

Reuben Zelwer
Richard Zimmerman
Louise Zygier

Friends of Manders

Ruth Bell
Sandra Chester
Deena Goldbloom
Steve Lowe
Ross Perryman

Pro Bono Legal Assistance

David Schetzer,
Schetzer Constantinou Lawyers
Michael Lipshutz,
Berry Family Lawyers
Ernie Woolf,
Berry Family Lawyers
Ashley Brygel,
Brygel Lawyers
Gary Herz,
Wilmoth Field and Warne
Aitan Schmideg,
Kliger Partners
Debbie Weiner,
Owen Dixon West
Marcel Alter,
Altered Resolutions
David Graj,
Rotman & Morris
Dr Ann Wollner,
International Social Services Association
Jeffrey Appel,
SBA Law
Talya Faigenbaum,
Faigenbaum Family Lawyers
Penelope Ralston,
Linus Legal
David Sonenberg,
Pierce Webster Dugdales
Avi Gordon,
Hall & Wilcox
Phillip Henenberg,
P Henenberg Lawyers

Commercial Pro Bono Legal Assistance

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

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Jeremy Blode
Dean Schmideg
Sav Schulman
Ben Weinstein



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