

# ANNUAL REPORT

2021/22





Rosa Levitskaia  
during Yom  
Ha'atzmaut  
celebrations at the  
Anne & Eric Smorgon  
Active Living Centre  
in Caulfield



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Acknowledgments



**Cover**  
Zvi and Miriam Sharp,  
elders at Residential  
Home Windsor

## Acknowledgement of Land and Traditional Owners

Jewish Care acknowledges Aboriginal and Torres Strait Islanders as the Traditional Custodians of the land on which we live and work. Our services and supports are provided on the lands of the Wurundjeri and Boonwurrung people and we deeply respect and honour their ongoing cultural and spiritual connection to land, waters and community.



# President's and Chief Executive's Report

## It is with great pleasure that we present this year's Annual Report to you.

Once again, we have had an extraordinarily busy twelve months at Jewish Care and feel privileged to be serving our community. As the newly installed President and Chief Executive respectively, we have assumed responsibility for an organisation which has continued to build on its roots, established by the Melbourne Jewish Philanthropic Society, in November 1848. We are committed to continuing the good work which characterises Jewish Care and gives hope to so many.

Of course, this is no easy task and has been made so much more challenging as a result of continued COVID-19 outbreaks within our community. In turn, this ultimately affects our clients and our staff who serve them. Our staff have been unwavering in their commitment to deliver quality services and care. Pleasingly, at the time of writing this report, we have seen a significant decline in COVID-19 transmission. We continue to promote vaccination as the best form of defence and we need to remain ever-vigilant with our infection control and prevention practices.

## Innovation and partnerships

COVID-19 has not stifled innovation nor the development of community partnerships which help advance our vision *Together, building and supporting a healthy, resilient and inclusive Jewish community*. As a new leadership team, we are both highly committed to delivering an exemplary customer experience, creating a *great place for our staff to learn and work* and *improving performance* based on information, data and insights.

This year, we have committed to a partnership with All Things Equal, which promotes the provision of purposeful employment for people with and without a disability, in a mainstream work environment. This exciting initiative has commenced with All Things Equal providing cafe services at the *Camit & Nathan Cher Family Cafe* in the *Hannah & Daryl Cohen Family Building*, part of the *Holckner Family Senior Living & Community Precinct* in Windsor. Cafe offerings are growing and All Things Equal is also providing catering for various functions and meetings across Jewish Care.

Following feedback from our elders and families, we have also made the decision to bring our residential care food services in-house. After many years of outsourced catering, this decision has been welcomed by elders and their families and will allow us to focus on the importance of the right food at the right time, in an environment which provides the best possible dining experience to match.

Earlier this year, we responded to increased health service community demand by establishing the *Health Service Partnership Program* with Alfred Health. This allowed us to transfer suitable patients into vacant rooms and free up capacity within the health service. Feedback from patients, their families, the health service and our community has been extremely positive and supportive.

As we all become more digitally savvy, Jewish Care has committed to a digital strategy to advance the use of technology, streamline processes and drive efficiency. This year, we have greatly reduced paper reliance in community aged care following the introduction

(L-R) Lisa Kennett,  
President and  
Adjunct Professor  
Alan Lilly, CEO

of a new app for our BlueStar team, where staff can now view rosters and client profiles on their mobile devices. Whilst we have a long way to go, this is most definitely a welcome step in the right direction.

## Thank you

As we return to events in our COVID-normal world, we are looking forward to our Jewish Care Annual Awards night, where we will acknowledge and recognise staff and volunteers with service milestones and those with exemplary performance.

Our staff have well and truly gone 'above and beyond' during the past 12 months and we are a richer organisation for their individual and collective endeavours. We thank each and every one of them, as well as our highly committed members of our Executive and Senior Leadership teams for their commitment during extremely challenging times.

We continue to receive enormous support from our community and raised almost \$3.7m in this year's Community Appeal, helping us to do more for those most vulnerable in our community. We are indebted to the individuals and foundations who support us and inspire us to do better.

We would like to also acknowledge the individual and collective efforts of our volunteer Board and Subcommittee members who freely give their time and share their wisdom to make Jewish Care a better place.

We would like to take this opportunity to bid farewell to Frank Ajzensztat. A dedicated and long-time Board member, Frank has played an indispensable role as Assistant Treasurer for the last nine years. During the year, we welcomed Adjunct Professor John Zelcer to the Board. John brings a wealth of clinical, healthcare and governance experience to the Board.

And finally, we would like to extend our sincere thanks to immediate past President, Susie Ivany OAM and former Chief Executive Officer, Bill Appleby. Their courageous leadership and devotion to Jewish Care leaves us with big shoes to fill but we are committed to building on their legacy.

## Next year

In 2023, we will be celebrating 175 years of caring. From the early meetings at the Rainbow Tavern in Swanston Street in Melbourne, Jewish Care continues to go from strength to strength. We will be sure to keep you informed of our 175th anniversary celebrations and how you can be involved.

In the meantime, we are pleased to commend this report to you.



**Lisa Kennett**  
President



**Adjunct Professor Alan Lilly**  
Chief Executive





Residential Home Windsor  
Chanukah celebrations

## Vision and Values

### Vision

Together, building and supporting a healthy, resilient and inclusive Jewish community.

### Purpose

Delivering excellent care and support, underpinned by Jewish values for the community we serve.

### Our Focus

Jewish Care Victoria belongs to the community – each of us owners and stakeholders. With ownership comes responsibility. We each play a role in ensuring the care of those most in need. The strength of our community is in our diversity and in our togetherness – young and old, rich and poor, healthy and sick, religious and unaffiliated. Together we are one.

### Values

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

Our values define who we are and underpin everything we do. They pervade every aspect of our organisation, informing relationships amongst colleagues, between staff and clients and between our organisation and the wider community. Our values are about people – they provide a moral compass for the way we respond to challenges and the decisions we make.



דרך ארץ

derech eretz

### Respect

Through client services and program excellence, we treat everyone with consideration and decency and will always act for the good of society.



קהילה

kehilla

### Community

Working together to strengthen our community, to build and support the capacity and resilience of individuals and families.



הכללה

hachlala

### Inclusion

We embrace diversity and work together for a just and equitable society.



אחריות חברתית

achrayoot chevratit

### Social Responsibility

Behaving ethically, with sensitivity and acting in the best interests of all.


## Our Achievements

### Residential Aged Care Homes


 **352,035** *hours of care to elders*

 **304,182**  
*meals*

 **101,394**  
*total bed days*


 **471**  
*residents*

### Active Living Services

 **331,500**  
*hours of in-home care provided*

 **1,142**  
*clients*

**860**  
*Holocaust survivors supported*

**17%**   
*growth in-home care packages*

### Individual and Family Services


 **222**  
*families helped with financial aid*

**306**  
*social worker referrals*

**76**  
*people placed into jobs*

 **13,822** *calls for assistance received*

### Disability Services

 **140,526**  
*hours of support*

**135,503**  
*hours of NDIS support provided to clients*

 **262**  
*clients supported*

### Our People

 **905**   
*employees and volunteers*

**260**  
*new staff recruited*



# Products and Services

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

## Residential Aged Care

### Accommodation

- Gary Smorgon House (incorporating Melbourne Hebrew Memorial Nursing Home)
- Residential Home Windsor located in the Hannah & Daryl Cohen Family Building within the Holckner Family Senior Living & Community Precinct
- Residential Home Carnegie located in the Smorgon Family Building within the Thomas Ganz Senior Living & Community Precinct

### Services

- Memory Care
- Palliative Care
- Respite Care

Genia Charakowski,  
Residential Home  
Windsor elder



## Disability Services

### Daily Living Supports

- Community Access
- In-home Support
- Respite at the Coppel & Piekarski Family Disability Respite Centre
- Specialist Behaviour Support
- Transport and Travel Training

### Information, Planning and Carer Support

- Behaviour Support Planning
- Carer Information and Support
- Plan Management
- Support Coordination
- Support for Carers Program

### Accommodation

- Short Term Accommodation
- Supported Independent Living (SIL)
- Specialist Disability Accommodation (SDA)
  - Hawthorn Road House, Caulfield
  - Jacobs House, Carnegie
  - Prahran Grove House, Elsternwick

## Individual & Family Support Services

### Service Coordination – Social Work Services

- Addiction
- Advocacy/Navigation Support
- Child Welfare and Wellbeing Issues
- Family Violence
- Financial Stress
- Housing/Homelessness
- Mental Health
- Relationship Issues/Parenting Support
- Youth Issues

### The Employment Centre

- Career Planning
- Job Seeking Skill Development and Support
- Pre-Accredited Training
- Post-Placement Support

## Financial Services

- Empower Interest-Free Loans
- Financial Aid
- Financial Counselling
- Scholarships

### Front Door

- Information and Access
- Service Coordination

### Housing Support

- Assistance and Advocacy
- Access to Jewish Care owned accommodation:
  - Independent rooming house for people with disability - Richard and Marietta Manders Villas;
  - Social housing units at Bontschek Court and Leo Fink Court;
  - Social houses across Caulfield and St Kilda East;
  - Specialist disability accommodation
- Access to accommodation with partner agencies including Housing First and Launch Housing

### Healthy Communities

- Community education, training and capacity building, including:
  - Mental health promotion (including Youth Mental Health First Aid training, customised workshops for schools and youth leaders)
  - Family violence prevention and early intervention (gender equity, respectful relationships, recognising and responding to family violence)
  - Positive parenting (Raising Healthy Families forums, Tuning In To Kids parenting program)

### Youth Mentoring programs

- Young Achievers Program
- Youth Aspire Program

## Active Living Services

- Allied Health Services and Social Support Groups provided at Anne & Eric Smorgon Active Living Centre in Caulfield and Gita Smorgon Active Living Centre in Windsor

Youth Mentoring  
program participants



- BlueStar Home Care Services
- Holocaust Survivor Support Services

## Shared Services

### Community

- Fundraising
- Marketing and Communications
- Volunteer Program

### Jewish Life

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

### Finance

- Finance Services
- Information Technology
- Payroll
- Procurement

### People and Culture

- Culture & Staff Engagement
- Diversity & Inclusion
- Employee Relations
- Learning & Development
- Recruitment & Workforce Planning
- Safety, Health & Wellbeing

### Quality and Innovation

- Customer Feedback
- Incident Management
- Privacy
- Quality Improvement
- Regulatory Compliance
- Requests for Information
- Research Collaboration
- Risk Management



# Residential Aged Care

**Jewish Care supported elders in our residential homes as we continued to live with COVID-19 outbreaks in our homes and community. Despite COVID-19 challenges our wonderful staff and volunteers continued to provide high-quality care to our elders.**

Our three residential homes in Carnegie, Caulfield and Windsor, continued to welcome elders for respite and permanent care with overall occupancy rates increasing by three per cent. At Residential Home Carnegie we opened seven of the eight available houses and the state-of-the-art home proved popular for permanent and respite stays due to its central location in South East Melbourne. Occupancy levels increased by 19 per cent at Carnegie compared to the previous year.

Our Pesach respite promotion attracted elders who took a two-week break to experience Jewish Care's hospitality in our homes over Pesach without the added stress of preparing

their homes. Elders experienced all the festivities and celebrations associated with Pesach including a community style Seder with a specially prepared Kosher Le Pesach menu, activities and entertainment along with dedicated religious services provided by our rabbis.

A model of care review is currently underway and feedback has been provided by elders, their families and stakeholders regarding our current hand-in-hand model of care.

We successfully managed the ongoing challenges related to the COVID-19 pandemic. Our number one priority and unwavering focus is to keep our elders, clients, staff

and volunteers as safe as possible. We implemented COVIDSafe strategies that included compulsory testing, face masks and personal protective equipment (PPE) and provided access to vaccinations and antivirals to mitigate COVID-19 infections spreading in our residential homes.

A COVID-19 Taskforce was established and included representatives from across the organisation who met on a daily or weekly basis. COVID-19 mitigation strategies were developed together with standardised policies, procedures and processes which were implemented across Jewish Care.

While lockdowns were unavoidable, maintaining social connections and well-being between elders, their families and loved ones was a priority. Video technology was used to connect elders with their loved ones when face-to-face visits were not possible. Video calls were scheduled with families and for those without family, calls were organised with our friendly volunteers.

Online exercise, yoga, dance, arts and crafts, movie club, trivia, newspaper and book readings and game sessions connected elders to their community and reduced isolation and loneliness.

High Holy Days and cultural days were celebrated in our residential aged care homes. While restrictions prevented family members from attending some events, our wonderful and resourceful staff organised fun and vibrant celebrations with delicious traditional food, dancing, concerts and entertainment. Elders socialised with others and made new friends.

Some of the key events celebrated included Purim, Pesach, Rosh Hashanah, Sukkot, Chanukah and Indian National Day. Our Jewish Life team assisted with religious and pastoral visits across our residential homes especially during festivals and High Holy Days.



(L-R) Klaus Arthur Friedland and Yulanda Janet from Residential Home Carnegie



Faiga Lewin from Residential Home Windsor



(L-R) Chawa Kraner and Cesia Goldberg from Gary Smorgon House



# Individual and Family Services

**Individual & Family Services** is a group of programs and services that aim to address disadvantage in the community and equip people with essential tools to create a better life. The programs and services seek to support individuals, families and young people with information, advice and direct support to assist in their desire to live healthy, safe and connected lives. This is done in a culturally aware and safe way whilst respecting the diversity of our community.

## Front Door

Jewish Care's Front Door is the first point of contact for our community seeking information and assistance. Once a call is made, the Front Door team assess the need and make a referral to the specific service area within Jewish Care.

## Service Coordination

Our Service Coordination team works with individuals and families who are experiencing a range of complex needs which might include issues relating to disability, mental health, family violence, child protection, parenting, trauma, financial security and alcohol and other drugs.

Utilising a holistic assessment framework, our social workers offer case management, advocacy, risk assessment and safety planning, referral to specialist services, consultations with schools and other providers and more.

Our Service Coordination team responded to 306 new cases. The three highest presenting reasons for referrals related to financial stress, mental health, housing and homelessness as the longer-term impacts of the COVID-19 pandemic, the war in Ukraine and other domestic and global financial pressures were felt.

The level of case complexity increased and a striking trend was the increase in children's issues. Children presented with depression and anxiety which can be related to other conditions such as autism spectrum disorder (ASD), attention deficit hyperactivity disorder (ADHD) or oppositional defiant disorder (ODD). Waitlists for mental health supports continue to be a barrier in accessing services.



(L-R) Marilyn Kraner, Divisional Manager, Philip Brass AO and Adina Nachum



Youth Mentoring program participants

## Housing Support

Our Housing team engaged with individuals and families to provide affordable housing solutions to those most at risk of homelessness or living in insecure or inappropriate housing that does not meet their needs.

The Housing department supported 75 new clients, a 20 per cent increase from the prior year. Jewish Care and partner agency properties housed 143 people (58 women, 57 men and 28 children). The increase is indicative of a broader issue of a lack of affordable housing. Increased rents coupled with higher interest rates and increases in cost of living expenses is placing extreme financial pressure on clients.

The Housing team continued to support exiting clients to set up new longer-term tenancies in private rentals or in public housing. The team also helped exiting clients apply for government bond loans, Jewish Care financial aid or support from other agencies to assist with initial rent or moving costs.

The importance of securing long-term pathways into affordable and safe housing for our community with Victoria's Big Build in Social Housing and other partnerships with housing providers is recognised and a focus of the Housing team.

## Mental Health Promotion

Promotion continued to deliver activities aimed at strengthening awareness of mental health issues and encouraging uptake of protective strategies that support wellbeing. There was community concern regarding the impact of COVID-19 on the mental health of young people, especially the increase in eating disorders. Our programs offered support to Jewish schools and youth movements to complement existing relationships and training arrangements.

Two *Tuning into Kids* parenting groups were held, one in partnership with Jewish schools. Nine parenting forums were delivered online via the *Raising Healthy Families* Initiative attracting 1,127 attendees.

Accredited *Youth Mental Health First Aid* training was delivered throughout the year to a range of community organisations, alongside customised workshops and training for schools, parents and youth settings. Training was positively received and in addition to valuable feedback, the training resulted in a number of secondary referrals from families seeking additional support.

Jewish Care engaged Impact Co to review our mental health response to the community in light of recently announced government mental health reforms and increasing referrals for support and mental health education.



## Youth Mentoring

The *Youth Mentoring* program successfully transitioned from a COVID-19 environment which required the use of virtual and remote delivery formats to a hybrid model. 27 *Young Achievers Program* participants and 10 *Youth Aspire Program* participants successfully completed our mentoring programs and provided outstanding feedback on the positive impact of the programs.

## Family Violence Prevention

Highlights of the family violence prevention and early intervention work included delivery

of *The Macho Paradox*, a virtual event held in partnership with Unchain My Heart, Bialik College and Sholem Aleichem College. Presented by Dr Jackson Katz, the event focused on violence prevention through a healthy masculinity lens, active bystanding and Jewish masculinity and reached over 250 community members.

The *Women of Valour* gender equity poster campaign and conversation toolkit was launched in support of International Women's Day and had significant reach across Jewish schools and youth movements and in Jewish media.

The *16 Days of Activism Against Gender-Based Violence* campaign was supported via a range of activities including social media posts, development of a Shabbat table conversation toolkit, a coffee cup campaign in partnership with 14 local businesses, and leading the Jewish community Walk Against Family Violence, with over 15 community organisations and 60 representatives.

## Financial Support Services

Jewish Care, through the *Empower Loans Program*, continued to offer interest-free loans to members of the community to meet and enhance their personal and business needs. During the last 12 months 61 new loans were approved, the majority for cars, business costs, home renovations and debt consolidation.

Jewish Care supported young people through the Julia Scheinkestel Education Trust and awarded four *Harold Webster Scholarships* to young people to undertake tertiary education.

The Financial Counselling team supported 262 clients. 15 per cent of new clients were facing family violence or financial abuse, an increase of close to 10 per cent on the previous year.

Financial aid was provided to over 222 people. This aid helped to meet accommodation needs, food and daily living expenses as well as assistance with furniture, moving expenses, appliances and school supplies.

Accommodation is the most expensive financial support accessed. This is of particular concern for those in the community that wish or need, for religious or cultural reasons, to remain within the Jewish neighbourhood.

## Employment Centre

The Employment Centre's efforts were focused on supporting people to become independent job seekers to secure employment. Supports were provided from guidance and training to support across the employment pathway including brokering jobs with employers and post placement assistance including workshops and training sessions.

Jewish Care placed 76 people into jobs as a Jobs Victoria provider. Additionally, we assisted people living with a disadvantage into jobs who did not meet the Jobs Victoria criteria. The *Jobs Victoria Advocate Program* commenced to assist job seekers to understand and navigate the employment support sector and connect with relevant services and supports.

Funding from the National Disability Insurance Agency (NDIA) and the Commonwealth Department of Social Services enabled Jewish Care to explore pathways for people living with a disability to be employed in small businesses.

*The Learn Local* training program was funded by the State Department of Education. COVID-19 related restrictions impacted on the ability to hold face-to-face training though *Starting a small business* was held online and attracted 31 students.



(L-R) Youth Mentor Rohan Appel with Mentee Josh Kanarek



**143**  
people  
housed

**262**

clients supported  
by our financial  
counsellors

**1,123**  
attendees across  
nine online  
parenting  
forums



**\$864,426**  
of Empower Loans  
were distributed



## Active Living Services

**Our home care services and our two Active Living Centres enable elders to maintain social connections with the community and to support them as they continue to live independently in their own homes.**

The Anne & Eric Smorgon Active Living Centre in Caulfield continued to provide social support groups and a range of allied health services throughout the year. The Gita Smorgon Active Living Centre in Windsor was impacted by COVID-19 restrictions and only operated for six months of the year.

During COVID-19 lockdowns, virtual group activities were delivered to elders with internet access. 142 clients benefitted from social support groups with a total of 17,063 activity hours provided.

Our home care services, BlueStar experienced a 15 per cent growth and provided 331,500 hours of care in clients'

homes. Home care services are in high demand due to our ageing population and the release of further home care funding initiatives by the Federal Government.

Over the last 12 months there was a 17 per cent increase in home care packages with a total of 551 home care packages as at 30 June 2022. In excess of 75,000 home care hours were delivered to home care package clients.

Our allied health staff delivered 6,045 hours to community clients using a home visiting and clinic model due to COVID-19 impacts. One podiatrist delivered 361 sessions to elders in our three residential homes and 354 sessions to community clients.

### Holocaust Survivors

Jewish Care supported 860 Holocaust survivors with in-home supports and funding for eligible non-home care supports via the Claims Conference funding. We delivered 188,190 hours of home care to Holocaust survivors and 639 hours of community allied health consultations.

The Claims Conference funding paid for \$13,384,532 of non-home care expenses to Holocaust survivors. This includes expenses reimbursed to survivors for eligible items including hearing aids, mobility equipment, dental procedures, massage and allied health consultations.

Jewish Care administers this funding, in the most equitable way as possible, across claimants in accordance with Claims Conference guidelines.



(L-R) ALC clients Betty Wassertheil and Diana Zelig at the Anne & Eric Smorgon Active Living Centre in Caulfield

## Disability Services

**Whilst the year was challenging with many of our supports being impacted by COVID-19, three disability services were able to thrive and provide an increased level of support to more clients than previous years.**

Our Support Coordination team assisted 103 NDIS clients to understand and implement NDIS plans, connect clients with various providers and join NDIS review meetings to ensure holistic support.

In our Respite service, we consistently increased the hours of support provided to families of adults with disability totalling over 19,000 hours of respite support.

Within the Plan Management team, we strengthened our offering and had a 15 per cent increase in clients.

Extended funding was received from the Department of Families, Fairness and Housing's (DFFH) *Support for Carers Program*. This enabled us to continue providing support to carers of people with varying care needs to improve their health and wellbeing until the end of 2026.

In response to workforce shortages created by COVID-19, Jewish Care embarked on an innovative way to recruit disability support workers by partnering with RMIT University. The partnership provided traineeship opportunities to people interested in supporting people with disabilities who lack the required experience and qualifications.

Within the Plan Management team, we strengthened our service by offering an improved client centred service. A more personalised service was provided by contacting clients more frequently throughout their National Disability Insurance Scheme (NDIS) plans. As a result, we helped our clients to better understand their funding and



Mark Polonsky with his award winning design

provided additional support by understanding their care needs and areas where they may be able to use their funds for supports they were not already accessing.

Work started on a digital app to track individual client engagement levels and client progress in achieving their goals. The app provides the ability to track the level of support our staff are providing and for them to see in real time how the support is making a difference. As an NDIS provider, this will provide a point of difference and set us apart from our competitors.

We are thrilled to congratulate Mark Polonsky, one of our clients and an artist whose work was selected by Down Syndrome Australia in a national competition to feature as one of their "Lots of Socks" designs for their *Lots of Socks* campaign.





(L-R) Natalie Frolov and Fross Driscoll, Front of House staff in the Hannah & Daryl Cohen Family Building at Residential Home Windsor

## People and Culture

**Our people are the strength and heartbeat of Jewish Care and we are extremely proud of the wonderful contributions our staff make every day delivering outstanding services to our elders, clients and the community.**

Our highest priority was keeping our workforce safe while navigating through various lockdowns and restrictions.

Despite COVID-19 challenges, we increased our staff by 260 people. Jewish Care's workforce includes 905 employees with a continued focus on delivering outstanding care and services while reducing the number of agency staff.

Industry-wide challenges included difficulties in recruiting staff to meet demand due to an Australian-wide shortage within the aged care sector exacerbated by COVID-19, with low immigration rates and border closures.

There was an increasing focus on learning and development with 3,474 training hours completed. We continued to develop our people

and covered topics including orientation, clinical, work health and safety and cyber security training.

A dedicated Ethos Day is part of our orientation program for all new employees to teach them about history, culture and traditions of Judaism. Visits to the Jewish Museum, Melbourne Holocaust Museum and St Kilda Synagogue were included. Positive feedback was received from staff who attended and pleasingly we were able to deliver some of these sessions face-to-face after restrictions ended.

Our annual *Staff and Volunteer Service Excellence Awards* event was held virtually. The awards recognised the significant achievements, dedication and contributions made by our staff and volunteers.

Congratulations to all our award winners:

**President's Award for Excellence:** Irina Kogen, Business Information Account Team Leader, Active Living Services and Navneet Kaur, Elder Support Worker, Residential Home Carnegie.

**CEO Customer Service Award:** Sue Hanzalik, Senior Administrative Assistant, Community and Preeti Khanal, Elder Support Worker, Residential Home Windsor.

**Ethos Award:** Leah Freudenberger, Social Worker - Service Coordination, Individual & Family Services and Linda Kropich, WHS Emergency Services Manager, People & Culture.

**Volunteer of the Year** was awarded to two recipients; James Stosser, who during lockdown was instrumental in delivering essentials and care packages to clients and delivered food to our staff at Residential Home Windsor. The second recipient was Joe Lewit, who has been a valued member of the Building Subcommittee since 2013.

**Team of the Year Award** went to the COVID-19 Taskforce for all their work in navigating through these challenging times. The COVID-19 Taskforce consists of representatives from across the organisation.

Aligned to our four organisational values - Derech erez (Respect), Kehilla (Community), Hachlala (Inclusion), and Achrayoot chevratit (Social responsibility) we continued to strive to create an environment where diversity is celebrated and all people are warmly welcomed. We came together both virtually and in person

to acknowledge and celebrate many important dates throughout the year including Aged Care Employee Day, RUOK Day, International Nurses Day, International Women's Day, NAIDOC Week and Jewish festivals.

Our inaugural diversity and inclusion staff survey confirmed the diversity of our workforce with 30 per cent of respondents from a non-English speaking background, 6 per cent identifying as LGBTI+, 8 per cent of people with a disability and 33 per cent are care givers.

The survey found 29 per cent identified as Jewish and 24 per cent had no religious affiliation.

Our overall survey inclusion rate was 73 per cent with 84 per cent feeling respected at work and 75 per cent felt they belonged at Jewish Care.



(L-R) Irina Kogen; Navneet Kaur; Sue Hanzalik; Leah Freudenberger; Shawon Nazim; Maria Gelvan





Annual Dinner Committee (L-R) Miriam Farkas, Georgia Danos (Co-Chair), Melissa Davis (Co-Chair) and Hilary Cohen

## Community

**Our focus was concentrated on engaging and promoting Jewish Care to external stakeholders including donors, volunteers and community organisations so that together, we can build and support a healthy, resilient and inclusive Jewish community.**

### Fundraising

The past year proved to be another challenging year for those in need in our community. Calls for help from the most vulnerable continued.

The generosity and support of the 2022 Community Appeal encompassed the spirit of our campaign, *"Together we can create positive change"*. We are grateful to our community for donating \$3.67 million towards this appeal which enabled us to provide essential services that receive little or no government funding,

including housing support, financial aid and counselling; employment services and mental health support.

We thank our supporters for your trust and continued commitment to Jewish Care and most importantly, believing in us as providers to the most vulnerable in our community.

We are very grateful to every single generous donor be they individuals, families, estates, philanthropic trusts and foundations, businesses or fundraising support groups.

### 2022 Annual Dinner

After a two-year hiatus, the community came together for the 2022 Annual Dinner and experienced a wonderful night of entertainment and celebration. Multiple award-winning singer, Kate Ceberano AM captivated the audience with her incredible voice, performing songs written by Jewish composers.

The Annual Dinner would not be possible without the tireless commitment of the organising committee; Melissa Davis (Co-Chair), Georgia Danos (Co-Chair), Miriam Farkas and Hilary Cohen.

### Next Gen Initiatives

A group of our passionate Next Gen supporters were delighted to come together at the home of Eden and Rihanna Raleigh to raise funds towards our 2022 Community Appeal. Guests heard from a representative from our Individual & Family Services team about the important services we provide to those in need.

### B'nei Mitzvah Program

Our B'nei Mitzvah Program's overarching purpose is to cultivate a long-term connection and sense of responsibility to our Jewish community amongst our youth.

*A B'nei Mitzvah Double Your Impact Morning*

was held before Pesach at Residential Home Windsor. All funds donated to Jewish Care for participants' Bar/Bat Mitzvahs are matched dollar for dollar by the Sunraysia Foundation to double the impact. Participants attended a morning session which included an hour of volunteering with our elders.

### Marketing and Communications

Jewish Care connected with the community through our website, social media channels, newsletters and campaigns to increase awareness of our services, activities and supports. During the COVID-19 pandemic, our website and social media channels were increasingly important to engage and provide updates to our community and enabled us to communicate and share rapidly changing information through the various lockdowns and ongoing restrictions.

Phase two of our *This is Home* campaign was launched which included short videos of elders and staff talking first-hand about their experiences living and working at Jewish Care. Additionally, we launched a Pesach respite promotion across our three residential homes during the busy festive period which was warmly received by community members wishing to take a break over Pesach.

### Social Media followers

  
**18,000**

  
**933**

  
**1,382**

  
**1,859**

  
**123,734**  
**Jewish Care website visitors**



James Stosser,  
Volunteer of  
the Year



### Volunteer Program

Jewish Care is indebted to the continued support provided by our volunteers. Our volunteers continue to be caring, enthusiastic and reliable.

The majority of our volunteers contribute behind the scenes, in various subcommittees and advisory groups, sharing their expertise and skills towards delivering high-quality leadership and support.

Frontline volunteers have been instrumental in supporting Jewish Care. Every role—whether it's a meal delivered, chat over a cup of coffee, a friendly game of backgammon, or a visit from a lovable pet—brings joy and relief to those who receive it.

Joe Lewit,  
Volunteer of  
the Year



At our Annual Staff and Volunteer Service Excellence Awards, James Stosser and Joe Lewit were co-recipients of the Volunteer of the Year Award. Both James and Joe became volunteers with Jewish Care in 2013 and have contributed significantly by assisting in roles that have directly impacted our Jewish Care community. Joe provided his guidance to the Building Subcommittee, where he was a prominent member throughout the construction phases of building the new residential homes in Carnegie and Windsor. Throughout the pandemic James was instrumental in delivering essentials, such as care packages and food. He drove clients to and from medical appointments, helped them with a variety of errands and was a much needed support at the *Young Achievers Program* three-day camp. Congratulations to both for this well-deserved recognition.

(L-R) Elder Fanya receiving a manicure from volunteer Tammy at Residential Home Carnegie



**35**  
new volunteers  
recruited



**5,937**  
hours contributed  
by volunteers over  
the year

## Quality and Innovation

**Quality and Innovation remains focused on driving compliance standards and governance frameworks to ensure a safe and supported environment for our elders, clients, staff and volunteers.**

The Aged Care Quality and Safety Commission (ACQSC) conduct the accreditation and audit process measuring Jewish Care's performance against eight quality standards.

Accreditation audits were conducted at Gary Smorgon House and Residential Home Carnegie. Both homes remain fully accredited until 2025. An accreditation audit was conducted in July 2022 at Residential Home Windsor and the home also remains accredited until 2025.

Jewish Care has an ongoing commitment to provide safe and high-quality care to all service areas.

During accreditation at our homes elders were interviewed about their experience and results indicated a high level of satisfaction.

The Quality and Innovation team maintain a regular review schedule to ensure that Jewish Care has contemporary methods to collect information that informs management.

Surveys are regularly conducted across our active living centres, disability services and residential aged care to track and review our performance against key quality indicators.

Jewish Care uses the RiskMan incident management system to record incidents, potential hazards, risks and client feedback. It is our aim to ensure that incidents, risks and client feedback are addressed promptly and effectively.

Jewish Care continues to collaborate with external research partners to investigate a range of questions associated with our clients, services, cultural and social expectations.



(L-R) Residential Home Carnegie elders Yulanda Janet and Bunny Wald



# Jewish Life

Judaism is more than a religion – it's a cultural, spiritual, ancestral and historical connection to others.



Rabbi Nerenberg celebrating Lag B'Omer with staff and elders at Gary Smorgon House



Rabbi Ralph Genende OAM greeting elders during Chanukah celebrations at Residential Home Windsor

Honouring each of these elements as well as our long-held traditions enables us to add a richness and comfort to our lives and provides significant personal and social outcomes. They contribute to a sense of meaning, community and belonging to ensure we achieve the principles of a life well-lived.

While the last 12 months provided unique challenges, the Jewish Life team worked tirelessly to maintain as many activities and traditions as possible across our residential homes, disability services, independent living units and youth offerings. Under the leadership of Rabbi Ralph Genende OAM, who became Director of Jewish Life in November 2021, we articulated and strengthened our goal and role to grow and enhance the Jewishness of Jewish Care; to inject that *neshama* Jewish soul and spirit throughout Jewish Care; to reach out to and respond to the diversity of our community.

In our three residential aged care homes, weekly pre-Shabbat Zoom sessions enabled elders, clients, community members and families to connect virtually and welcome in Shabbat.

All Holy Days and festivals were celebrated physically when restrictions allowed and virtually (before YomTov) when that was not possible enabling our elders an ongoing connection to our Jewish culture and spirituality. This was supplemented by the regular shiurim, discussion groups and

fabulous events for the chagim including Purim celebrations and concerts and a delightful Pesach lunch at Princess Park.

Our *Schwartz Family Synagogue* in the *Hannah & Daryl Cohen Family Building*, part of the *Holckner Family Senior Living & Community Precinct* in Windsor and our synagogues at the *Anne & Eric Smorgon Active Living Centre* in Caulfield and in the *Smorgon Family Building* in Carnegie were hubs of spirituality and activity. When physical synagogue services were restricted, they were replaced with small informal prayer gatherings on individual levels and houses, ensuring that the joy and atmosphere of Shabbat and Yamim Tovim were still enjoyed in a safe and responsible manner.

Pastoral visits from our rabbis and companion visits from volunteers, continued to bring connection to our elders and clients. Strong partnerships with other synagogues and community organisations, accommodated the diversity of our community. Temple Beth Israel delivered pastoral, cultural and spiritual support at our Residential Home Carnegie alongside a range of presenters from different Orthodox synagogues and schools.

The Jewish Life team permeates our contribution to disability services and the *Young Achievers Program*. The Jewish Life team worked energetically to bring Jewish activities and experiences into our homes for people with a disability and into our youth mentoring program.

Jewish Life is at the heart and soul of Jewish Care and continues to build a sanctuary of solace, compassion and creativity for our proud organisation.

Jewish Life  
Services  
coordinated

473  
events

192

Synagogue  
services  
held

232

events for  
holidays &  
festivals

2,101  
elders and  
588

guests attended  
23 Zoom  
events



# Treasurer’s Report

On behalf of the Chief Executive and the Committee of Management, I am pleased to present a summary of Jewish Care (Victoria) Inc. financial results for the year ended 30 June 2022.

Our financial statements give a true and fair view of the financial position of the Group as at 30 June 2022 and of its financial performance and cash flows for the year then ended, in accordance with Australian Accounting Standards – Simplified Disclosures Framework, Australian Charities and Not-for-Profits Commission (ACNC) Act 2021 and the Associations Incorporation Reform Act 2012.

I would also like to welcome our Chief Executive, Adjunct Professor Alan Lilly who commenced with us in January 2022 and comes to us with a wealth of experience across the aged and health care sectors. Alan has already had a positive impact at Jewish Care and I am sure will continue to do so over the coming years.

### Trading performance

Whilst the past year has been incredibly challenging, our strong culture, organisational leadership and focus on clinical governance, care and support for our elders and clients has enabled us to meet the many demands across the organisation.

It has been a difficult year and Jewish Care has reported an Operating Loss of \$9.2m for the year ended 30 June 2022.

Profit and Loss – Key Items	FY 2022 \$'000	FY 2021 \$'000
Revenue	\$84,698	\$92,800
Operating Net Surplus / (Deficit)	(\$9,194)	\$401

Annual Appeal	\$3,671	\$3,919
Other General Donations	\$573	\$1,096
Capital Appeal	\$1,450	\$1,929
Bequests	\$2,501	\$7,096
Total Donations	\$8,195	\$14,040

We continue to see an unprecedented demand for our services from the community.

The foundation of our strategy and future success is to place our elders and clients at the centre of everything we do. This is only possible through the dedication of our 900+ employees and volunteers who collaborate tirelessly with our elders, clients and their families to deliver on our mission of respect, community, inclusion and social responsibility.

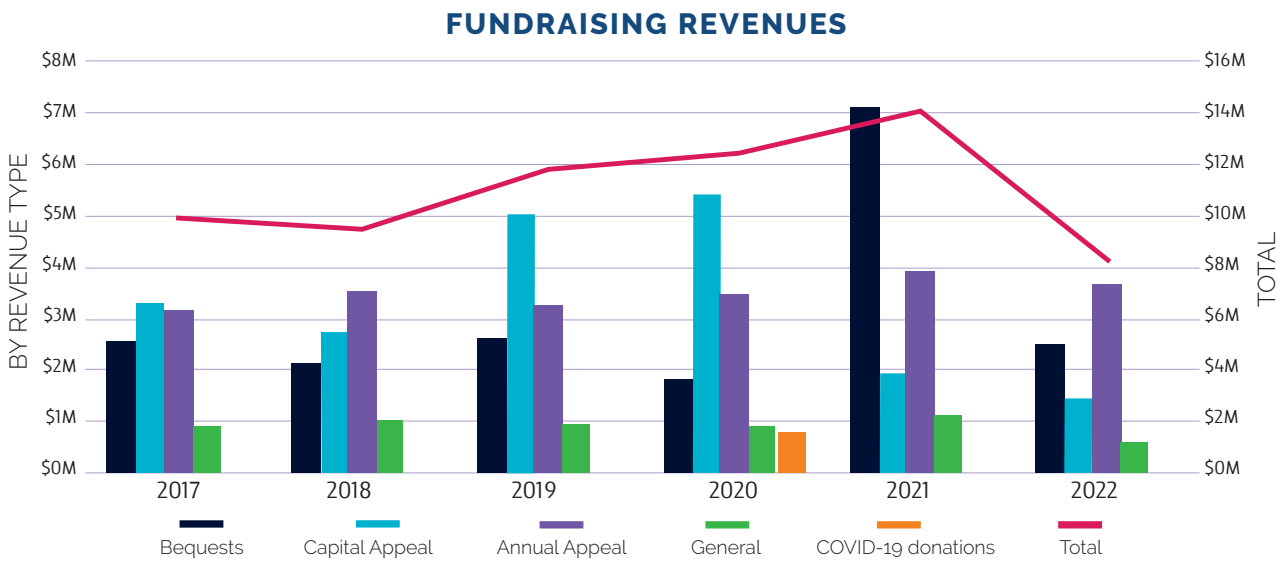
Our team of employees and volunteers are integral to everything we do in a challenging environment, exacerbated by the COVID-19 pandemic and record low unemployment.

The COVID-19 pandemic has been very confronting and has created anxiety for our elders, clients, their families and our employees, who have shown incredible resilience in working collaboratively to support each other through these uncertain times.

Our financial and operational result for FY22 reflects the on-going challenging market in which we operate, with a much lower level of fundraising revenues, the continuing impact of the COVID-19 pandemic, the government reform agenda, labour shortages, government funding not keeping pace with inflation and the additional costs to ensure our employees, elders and clients are kept safe.

These challenges that have negatively impacted the organisation have been pleasingly offset to some extent by the growth in our home care business and an uplift in occupancy across our residential aged care portfolio, contrary to the general trends of the sector.

With the generous support of the community, Jewish Care has been able to provide much needed services to those in need in the community. A summary of the key fundraising revenues over the past five years is set out in the table below.





We have seen a reduction in our key fundraising revenues in FY22 due largely to the impact of the COVID-19 pandemic and the timing of bequest revenues.

We expect the impact of COVID-19 will continue and we are committed to ensuring our management strategies and practices can respond to the changing nature of the pandemic to support our elders, clients and employees in keeping them safe.

Amid these conditions we have remained focused on ensuring our elders, clients and employees are safe as we continue to advocate for a sustainable aged care and disability sector which will meet the expectations of current and future generations.

Key highlights of the year

The key highlights for the year were as follows:

- Commencement of our new Chief Executive, Adjunct Professor Alan Lilly
- Strengthened the key members of the Executive Leadership Team
- Reset the organisation structure to align with the key business streams
- Commenced the Digital Strategy journey to embed competitive digital technologies into Jewish Care
- Reduced debt owing to our bankers, ANZ to \$47.1m as at 30 June 2022 (a reduction of \$43.1m in the year)
- Increased occupancy at our two new residential aged care homes in Windsor and Carnegie
- Continued robust growth in our home care business
- Strong relationship with our bankers, ANZ
- Continued support of the community, as we managed through the COVID-19 pandemic.

Statement of financial position

- Set out below is a summary of our Financial Position.

Statement of Financial Position – Key Items	as at 30 June 2022 \$'000	as at 30 June 2021 \$'000
Total Assets	\$315,995	\$364,603
Total Liabilities	\$114,668	\$157,081
Net Assets	\$201,327	\$207,522

Reserves	\$106,128	\$126,114
Accumulated Funds	\$95,199	\$81,408
Total Equity	\$201,327	\$207,522

- The reduction in Total Assets has been largely driven by the sale of our Smorgon Nursing Home asset and the sale of the three acquired properties in FY22 that were bequeathed to Jewish Care in the prior reporting period.
- The reduction in Total Liabilities has resulted from the paying down of external debt owing to our bankers from the sale proceeds of the Smorgon Nursing Home, refundable accommodation deposits received at Windsor and Carnegie residential aged care homes and the sale proceeds from other minor properties.

In closing, I am pleased to report that despite all the challenges we faced over the past year, I believe we are in a strong position with a very capable CEO, strengthened Executive Leadership Team and capable and committed team of employees and volunteers.

I am grateful for the extraordinary commitment, dedication, passion and care shown by all our employees and volunteers at Jewish Care. They care for our elders, clients and families at a time of deepest need, put others before themselves and over the past two years have been at the forefront in our campaign against the COVID-19 pandemic. Their support and dedication are the key to our on-going success.



Sharon Gdanski  
Treasurer



# Financial Statements

## Consolidated Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2022

	2022 \$	2021 \$
Fees and charges	27,862,890	24,968,724
Government subsidies	44,349,482	39,827,538
Other revenues	11,969,333	25,396,686
<b>Total revenues</b>	<b>84,181,705</b>	<b>90,192,948</b>
Employee benefits expense	(50,114,372)	(50,536,085)
Depreciation and amortisation expenses	(7,989,762)	(7,750,155)
Community development expenses	(446,943)	(674,604)
External services expenses	(15,579,215)	(12,564,704)
Food expenses	(4,703,827)	(4,408,636)
Repairs and maintenance expenses	(3,274,058)	(3,506,923)
Medical and other supplies	(1,125,366)	(1,821,627)
Consulting expenses	(683,165)	(605,954)
Energy expenses	(828,442)	(996,111)
Administration expenses	(2,294,788)	(2,724,875)
Laundry expenses	(471,354)	(410,960)
Other expenses	(1,391,783)	(1,441,009)
<b>Total operating expenses</b>	<b>(88,903,075)</b>	<b>(87,441,643)</b>
<b>Operating profit (loss)</b>	<b>(4,721,370)</b>	<b>2,751,305</b>
Finance income	516,160	2,607,056
Finance costs	(4,989,051)	(4,956,408)
<b>Net finance costs</b>	<b>(4,472,891)</b>	<b>(2,349,352)</b>
<b>Profit (loss) before tax</b>	<b>(9,194,261)</b>	<b>401,953</b>
Income tax expense	-	-
<b>Profit (loss) from continuing operations</b>	<b>(9,194,261)</b>	<b>401,953</b>
<b>Other comprehensive income</b>		
<b>Item that will not be reclassified to profit or loss:</b>		
Revaluation of land and buildings	2,998,641	13,731,984
Other comprehensive income for the year	2,998,641	13,731,984
<b>Total comprehensive (loss)/income for the year</b>	<b>(6,195,620)</b>	<b>14,133,937</b>

## Consolidated Statement of Financial Position as at 30 June 2022

	2022 \$	2021 \$
<b>Current assets</b>		
Cash and cash equivalents	8,932,484	5,435,848
Trade and other receivables	5,474,512	11,215,404
Financial assets	13,511,890	19,297,984
Assets held for sale	-	38,087,900
Other assets	550,666	464,776
<b>Total current assets</b>	<b>28,469,552</b>	<b>74,501,912</b>
<b>Non-current assets</b>		
Trade and other receivables	604,657	677,635
Other assets	676,225	701,740
Property, plant and equipment	285,966,540	288,560,249
Intangible assets	277,663	161,324
<b>Total non-current assets</b>	<b>287,525,085</b>	<b>290,100,948</b>
<b>Total assets</b>	<b>315,994,637</b>	<b>364,602,860</b>
<b>Current liabilities</b>		
Trade and other payables	11,281,879	13,113,473
Provisions	5,577,607	5,212,270
Interest bearing loans and borrowings	136,631	72,221,519
Refundable accommodation deposits	51,606,500	49,349,733
<b>Total current liabilities</b>	<b>68,602,617</b>	<b>139,896,995</b>
<b>Non-current liabilities</b>		
Provisions	1,277,478	1,442,350
Interest bearing loans and borrowings	44,787,565	15,740,918
<b>Total non-current liabilities</b>	<b>46,065,043</b>	<b>17,183,268</b>
<b>Total liabilities</b>	<b>114,667,660</b>	<b>157,080,263</b>
<b>Net assets</b>	<b>201,326,977</b>	<b>207,522,597</b>
<b>Equity</b>		
Reserves	106,127,750	126,114,312
Accumulated funds	95,199,227	81,408,285
<b>Total equity</b>	<b>201,326,977</b>	<b>207,522,597</b>



# Board of Governance



## LISA KENNETT

President

Lisa is a specialist consultant in conflict resolution and has worked across a variety of commercial areas including the electricity industry and financial sector. Prior to this she practised as a Barrister and Solicitor.

Lisa joined the Jewish Care Board in Nov 2014. She served as Co-Vice President in 2018 and was elected President in 2021.

She is the immediate past President of Mount Scopus Memorial College and serves on the Boards of other community organisations.



## SIMONE SZALMUK-SINGER

Vice President

Simone is the Chief Executive Officer and a Director of the Erdi Foundation. She is Co-Founder of Jewish Women of Words and immediate past Co-Chair of the Australian Jewish Funders.

Simone is a Senior Fellow in the prestigious Charles and Lynn Schusterman Family Philanthropies Fellowship Program and is involved in many initiatives to develop communal leadership. She previously worked as a lawyer, specialising in employment law.



## MICHAEL DEBINSKI OAM

Board Director

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. He played a lead role negotiating and supporting implementation of the National Disability Insurance Scheme.

He is a member of several Jewish organisations promoting a strong and active secular Jewish community life in Australia. Michael was President of Jewish Care from 2012-2019.



## PROFESSOR SHARON GOLDFELD

Board Director

Sharon is a Developmental Paediatrician, Public Health Physician and Director of the Royal Children's Hospital's Centre for Community Child Health (CCCH) and Theme Director Population Health at the Murdoch Children's 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. Sharon has over 20 years of Board experience including Sholem Aleichem College and Very Special Kids.



## SHARON GDANSKI

Treasurer

Sharon joined the Jewish Care Board in 2019 and was nominated JCV treasurer. She is also the Chair of the Finance and Audit Subcommittee. A certified practising accountant with over 20 years' experience in accounting, tax and specialising in superannuation. Sharon is currently a director at Slomoi Immerman Partners and she is also a member of Chartered Accountants Australia and New Zealand.

Sharon is very passionate about making a contribution to Jewish Care, in assisting with the provision of the best care for our elders and those most vulnerable in our community.



## ADAM JOEL

Secretary

Adam is passionate about building and sustaining strong, healthy and resilient communities. Adam started his career as a management consultant with Arthur Andersen, working in Australia and the United States across a broad range of industries.

Today, Adam is the executive director of Geomax Capital, a private family office focusing on property development and finance, commercial property management, equities and a range of private equity and venture capital investments. Adam also sits on the advisory boards of two start ups, Milkrun and Koala.



## SUSIE IVANY OAM

Board Director

Susie has been actively involved with the community for many years. Susie was elected to the Jewish Care Board in 2011 and has held the roles of Co-Vice President 2015 - 2019 and Co-Chair of the Capital Campaign Committee. She was President from 2019 until 2021.

Susie founded Unchain My Heart in 2014. She was Chair until mid-2019 and currently serves as a member of the committee. She is dedicated to educating, advocating and supporting Agunot (women chained to recalcitrant husbands under Jewish law).



## STEVEN KLEIN

Board Director

Steven is a commercial lawyer, specialising in mergers and acquisitions.

Since 2011, Steven has been a Partner at SBA Law. Prior to that, he was a Partner at Arnold Bloch Leibler from 1996 to 2011.

Steven was a Director of Breville Group Limited from 2003 to 2017 and Mount Scopus Memorial College from 2007 to 2015.



## Board of Governance (cont.)



### MICHAEL SCHOENFELD

Board Director

Michael specialises in accounting and taxation of public and private companies. He has over 40 years' experience advising on business management, taxation, risk and governance.

He has extensive experience with property investors, developers and financiers and in assisting high net-worth clients in estate and succession planning, business acquisitions and sales and mergers. Additionally, he chairs and is a member of a range of client, not-for-profit, family office, advisory boards and sits on a Public Company Board.



### ADJUNCT PROFESSOR JOHN ZELCER

Board Director

John is a healthcare strategy consultant, clinician and informatician whose career has included clinical and academic medicine, health informatics, executive management and management consulting.

As a specialist anaesthetist, he has held academic appointments and delivered clinical practice in both Australia and the United States. His commercial experience includes working with healthcare companies and he has held senior executive management roles, including governance experience in board director roles in public, private and not-for-profit organisations in the healthcare sector.



### ANDREW SCHWARTZ

Board Director

Andrew is the Co-Founder and Group Managing Director of ASX listed, Qualitas Limited. 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. Andrew is the Chief Investment Officer of the firm's real estate debt and equity funds.

Andrew is a full member of the Chartered Accountants Australia and New Zealand.



### REUBEN ZELWER

Board Director

Reuben has been actively involved in Jewish Care for more than 15 years and a director since 2018. His particular passion is in the area of financial capacity building where he has helped set up the Saver Plus and financial counselling programs.

Reuben is Chair of Jewish Care's Loans Advisory Committee. In 2016, Reuben won the Leo and Mina Fink Community Services Award in recognition of his contribution to Jewish Care. Reuben is the Principal and Founder of Adapt Wealth Management and provides strategic financial advice to his clients.

## Executive Team



### ADJUNCT PROFESSOR ALAN LILLY

Chief Executive

Alan has extensive executive and senior leadership experience in the health, disability and aged care sectors and is an Adjunct Professor of Australian Catholic University.

Alan joined Jewish Care Victoria as Chief Executive in January 2022. He has held a range of senior leadership positions at the executive and chief executive level for almost 20 years, most recently working as an independent consultant in health and aged care. In his consultant capacity, Alan co-conducted a number of independent reviews into COVID-19 outbreaks for the Commonwealth Department of Health and also worked extensively on matters related to the Royal Commission into Aged Care Quality and Safety.



### DEBRA BRIGHTON

Acting General Manager Quality and Innovation

Debra has been with Jewish Care Victoria since 2020. She has an extensive background in quality and has worked with corporate and not-for-profit providers, both locally and nationally.

Over the past 12 years, Debra has worked on the provision of quality improvement and innovation in the aged care and disability sector.

Her current focus is on providing support to Jewish Care business divisions and partnering with complementary research projects that enhance the service offering at Jewish Care Victoria.



### VANESSA COHEN

General Manager Community

Vanessa joined Jewish Care in March 2020 with responsibilities for fundraising, marketing and communications and the volunteer program.

Vanessa is instrumental in driving the annual Community Appeal which recently raised just under \$4m. She has worked locally and internationally across a vast array of sectors.

Vanessa holds a MBA (Innovation and Leadership), a Bachelor of Laws and a Bachelor of Arts and completed the AICD Governance Foundations for Not-for-Profit Directors as a participant of Jewish Care's 2019 Yesod Program.



## Executive Team (cont.)



### MELISSA DONALD

General Manager People & Culture

Melissa brings over 20 years' experience in driving sustainable change. She is recognised for her commitment to driving workplace diversity and inclusion.

In 2017, she was named a Top 50 Global Diversity Practitioner and was a Winner of the Australian Human Resources Institute's Indigenous Engagement Award and Finalist Gender Equality Award. She's passionate about inclusive education and employment and building great workplaces where everyone can be their best.

At Jewish Care, Melissa leads the People & Culture team to build employee capability underpinned by our values of respect, community, inclusion and social responsibility.



### GLENN EDWARDS

Chief Financial Officer

Glenn is a highly experienced finance executive who has managed large geographically dispersed teams, partnered with the business and successfully led large complex transformation projects across ASX listed companies, private equity businesses and private companies. He is results oriented and has a track record of forging a strong partnership with the operational side of the business to deliver positive improvements.

Glenn brings a wealth of knowledge and expertise to Jewish Care, with over 30 years' experience across a diverse range of financial and operational roles. Glenn is a Member of Chartered Accountants Australia and New Zealand (CA).



### RABBI RALPH GENENDE OAM

General Manager Jewish Life and Senior Rabbi to Jewish Care

Rabbi Ralph is a well-known Modern Orthodox Rabbi passionate about social justice, different cultures and faiths. For him the purpose of religion is to create a better society for everyone and to engage with the critical issues facing Australian society.

In 2018, he was awarded an OAM for his services to multi-faith relations and to the Jewish community of Victoria. Rabbi Genende is a trained counsellor with a Master's degree from Auckland University.

Rabbi Ralph has held a number of Senior Rabbi roles including the Caulfield Hebrew Congregation for 14 years. He continues in his role as Principal Rabbi to the Australian Defence Force, Member of the Religious Advisory Council to the Minister of Defence (RACS) and editorial board member of AIJAC.



### DR SIMON GROF

Chief Medical Officer

Simon brings a wealth of clinical and medical expertise in geriatric medicine and aged care and is a clinical lecturer at Deakin University.

With extensive medical experience, Simon has been a Consultant Geriatrician at Eastern Health since 2014 and is Clinical Director of their Coordinated Care, Aged Medicine Program. He also works across aged medicine and ambulatory care to maintain his clinical skills and evidenced-based knowledge.

Simon is also a clinical lecturer at the School of Medicine, Faculty of Health at Deakin University. He is also involved in medical education and clinical supervision of geriatric medicine advanced trainees.



### CINDY JOFFE

Acting Chief Operating Officer

Cindy commenced at Jewish Care in 2020 as General Manager of Quality and Innovation.

With an extensive history working in Victoria's public health sector and with PwC as a healthcare consultant, Cindy is an experienced healthcare leader with a range of capabilities.

As Acting Chief Operating Officer, Cindy strives for safe and quality outcomes across all levels of the organisation.



# Acknowledgments

## 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 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.



Hannah Cohen and family  
celebrating in the Hannah &  
Daryl Cohen Family Building

## Life Governors

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

Jeffrey Appel OAM  
Rodney Benjamin OAM z'l  
Andrew Blode AM  
Philip Brass AO  
Debbie Dadon AM  
Melissa Davis  
Michael Dubs  
Jacob Fajgenbaum  
Nathan Fink z'l  
Assoc. Prof David Fonda  
Barry Fradkin OAM  
Arthur Goldsmith z'l  
Geoffrey Green OAM  
Paula Hansky OAM  
Bronka Kaplan z'l  
Louis Klein z'l  
Deanna Levin  
Marion Lippman z'l  
David Mandie AM OBE z'l  
Philip Mayers AM  
Max New  
Liz Nissen  
Delysia Pahoff OAM  
Assoc. Prof Leslie Reti AM  
Bruce Rosengarten  
Robert Salter z'l  
Shirley Samuel z'l  
Alan Schwartz AM  
Robyne Schwarz AM  
Dr John Serry  
Phillip Shulman OAM z'l  
Rosalie Silverstein OAM  
Graham Slade AM  
Meryl Slutzkin z'l  
Rachel Smith z'l

Jack Smorgon AO  
Robert Smorgon AM z'l  
Val Smorgon OBE  
David Southwick z'l  
Roy Tashi OAM  
Lilly Weiss z'l  
Joseph West z'l  
Dora Wittner z'l  
Avram Zelezniknow OAM z'l  
Masha Zeleznikow OAM z'l  
Heinz Ziffer z'l

## Estates

*We are grateful to the following benefactors, whose dreams and wishes live on through their legacy gift to Jewish Care over the past year.*

Estate of Sara Baron  
Estate of Raymond Borowich  
Estate of Jakob Frenkiel  
Estate of Thomas Ganz  
Abraham Harris Trust  
Estate of Don Marejn  
Estate of Michael Risman  
Albert Spatt Charitable Trust  
Harold Allan Webster Charitable Trust  
Estate of Wolfgang Wiener  
Henry Herbert Yoffa Charitable Bequest

## Major Donors

*Jewish Care would like to thank our major donors for their generous contributions over the past year.*

Alter Family Foundation  
Roseanne Amarant Charitable Trust  
William Angliss Charitable Fund  
Bardas Foundation  
Andrew and Natalie Bassat  
Paul and Sharon Bassat  
Daniel Besen  
Besen Family Foundation



Major Donors (continued)

Paula Boltman  
Tony and Kathryn Brand  
Philip and Vivien Brass Charitable Foundation  
Lori Braun  
Joseph and Pamela Bursztyn  
Brandon and Nicky Carp  
Leon and Marlen Carp  
Matthew and Lieba Cohen  
Trevor Cohen AM and Heather Cohen  
Hannah Cohen  
Collier Charitable Fund  
Coryule Foundation  
Tom Danos OAM and Evelyn Danos  
Anthony and Rochelle Davis  
Dodge Family Foundation  
Peter and Rona Dryen  
DS Capital  
Michael and Lilli Dubs  
Eisen Family Private Fund  
Jack Ekstein  
Erdi Foundation  
Simon and Amy Feiglin  
Simon and Tammy Feldman  
Rohan and Monique Filer  
Leo and Mina Fink Fund  
Finkel Foundation  
Gabi and Janina Fleiszig  
Kathy Franks  
Mark and Karen Franks  
Betty Frid  
Gandel Foundation  
Mark and Judy Gandur  
Gary Peer & Associates  
Barry Gold  
Graham Goldsmith AO and Deborah Goldsmith  
Roger Goldsmith  
Leon Gorr  
Gringlas Family Charitable Fund.

Louis and Marilyn Gross  
Guests Accounting  
Paula Hansky OAM  
David and Lilly Harris  
Holckner Family  
Hupert Family Foundation  
Silviu and Nicole Itescu  
Paul Ivany and Susie Ivany OAM  
James Richardson Furniture  
Morris and Leonie Joel  
Adam Joel and Shelley Kline  
Kausman Mann Foundation  
Geoffrey and Monica Kempler  
Simon and Julie Kessel  
Steven and Sharon Klein  
David and Bindy Koadlow  
Barry and Barbara Landau  
Anthony Layton Memorial Trust  
Ron Lazarovits and Sharon Woolf  
Sara Lederman Charitable Foundation  
Lederman Family Foundation  
Robert Lehrer and Melissa Castan  
Russell and Roslyn Levy  
Rosie Lew AM  
Josh Liberman  
Lowe Lippmann  
Mard Philanthropy  
Marmori Charitable Foundation  
Alan and Rochelle Mendel  
Dennis and Fairlie Nassau  
Nossbaum Family  
Nicholas and Sarah Orloff  
Henry and Mrs Marcia Pinskier  
Nathan and Susan Pinskier  
Pratt Foundation  
Qualitas  
Julius Rath and Dia Goldenfein  
Reid Malley Foundation  
Leslie Reti AM and Lee Liberman

In Memoriam Gifts

Joshua Bartak  
Liane Briner  
Lori Chait  
Gary Ciddor  
Deanna Cohen  
Beny Furman  
Ellie Golvan  
Stephen Grant  
Josephine Healy  
Yehuda Kaplan  
Ruth Levit  
Matthew Lewinsohn  
Ian Maron  
Nora Scheinkestel  
Zelda Siritzky  
Hedley Slomoi  
Allan Snyder  
Helen Steiner

Doodie Ringelblum and Ruth Boltman  
Myron and Jennie Rogers  
John Rothfield  
Mark Rothfield  
Seek  
Julia Scheinkestel Scholarship Fund  
Eva Selwyn  
Danny and Anita Selzer  
Silberscher Family Foundation  
Tammie and David Slade Charitable Trust  
Mary and Graham Slade Foundation  
David Smorgon OAM and Kathie Smorgon  
Jack & Robert Smorgon Families Foundation  
Loti & Victor Smorgon Family Foundation  
Rodney and Ann Smorgon  
Sparky Foundation  
Sylvia Spigelman  
Spotlight Foundation  
Sunraysia Foundation  
Geoffrey and Annie Tauber  
Teska Carson  
David Thurin AM and Lisa Thurin  
Trawalla Foundation  
Wingate  
Blanka Wise  
Pauline Wroby  
Thomas and Karin Zafir  
Abe and Marlene Zelwer





## Grants

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

Bayside Peninsula Integrated Family Services Network - Cultural Humility training for Family Services workers in Bayside Peninsula  
City of Port Phillip - Diversity and Ageing Support Grants

Department of Families, Fairness and Housing (DFFH)/ Family Safe Victoria (FSV) - Multicultural and Settlement Services Sector Capacity Building Grant - MARAM (year 2)

Department of Families, Fairness and Housing (DFFH) - MARAM participation in resource development funding

Department of Families, Fairness and Housing (DFFH) - Multicultural Seniors Support

Department of the Premier and Cabinet (DPC) - Priority Response for Multicultural Communities - COVID-19 (PRMC4) Supporting culturally-safe mental health promotion activities

Jobs Victoria Advocates (DJPR) - Jobs Victoria Advocates supplement - Admin assistant to Job advocate (Year 2)

The Conference on Jewish Material Claims Against Germany In-Home Services and Social Services Programs funded by the German Government for Jewish Holocaust Survivors.

Holocaust Survivor Emergency Assistance Program from the Conference on Jewish Material Claims Against Germany Emergency Assistance Program for Austrian Holocaust Survivors.

Alfred Landecker Foundation, administered by the Conference on Jewish Material Claims Against Germany for the benefit of Jewish Holocaust Survivors.



(L-R) David and Tammie Slade



(L-R) Adjunct Professor Alan Lilly, CEO; Lisa Kennett, President; His Excellency, Mr Amir Maimon, Ambassador to the State of Israel; Simone Szalmuk-Singer, Board Director and Adam Joel, Secretary and Board Director

## Donations In-Kind During COVID-19

*Thank you to our partners and to our community for your assistance and support.*

As donors, you stepped up in response to the unprecedented challenges posed by COVID-19 to support our elders, clients and staff with donations of personal protective equipment, care packages and more.

Jewish Care is humbled by the outpouring of generosity and support from our community.

Bialik College  
Bonne Maman  
Cinnamon Creations  
Hesta  
Leibler Yavneh College  
Mount Scopus College  
Nicci & Stephen Pianko  
David & Tammi Slade  
Jack and Robert Smorgon Families Foundation  
Spotlight Foundation  
The King David School  
WIZO

In addition, we thank Gary Peer Associates, Besser & Co, Kay & Burton and Hocking Stuart Belle for their wonderful support of advertising boards for our Community Appeal.

## Academic, Health and Research Partnerships

*Jewish Care continues to work alongside leading academic institutions, government bodies and private organisations. We recognise their enormous contributions in helping to drive ongoing improvements to service delivery.*

Alfred Health  
CarePage  
Catalyst (also known as Selmar)  
Holmesglen Institute of TAFE  
La Trobe University – Living with Disability Research Centre (LiDs), Person Centred Active Support and School of Allied Health  
Monash University



## BOARD SUBCOMMITTEES

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

### Building Subcommittee

Lisa Kennett (Chair)  
 Jeffrey Appel OAM  
 Rohan Appel  
 Bill Appleby (Until December 2021)  
 Hugh Cattermole (Until November 2021)  
 Glenn Edwards  
 Marcus Harty (Until April 2022)  
 Adam Joel  
 Cindy Joffe  
 Joe Lewit  
 Adjunct Prof Alan Lilly (Joined January 2022)  
 Jonty Rzechta  
 Andrew Schwartz  
 David Vorchheimer

### Finance and Audit Subcommittee

Sharon Gdanski (Chair)  
 Frank Ajzensztat  
 Bill Appleby (until December 2021)  
 Danny Benjamin  
 Glenn Edwards  
 Cindy Joffe  
 Jeremy Kestenberg  
 Steven Klein  
 Adjunct Prof Alan Lilly (Joined January 2022)  
 Stephen Machet  
 Justin Perelberg  
 Michael Schoenfeld  
 Ben Simon  
 David Slade  
 Reuben Zelwer

## Governance Subcommittee

Adam Joel (Chair)  
 Jeffrey Appel OAM  
 Bill Appleby (Until December 2021)  
 Craig Goldberg  
 Lisa Kennett  
 Steven Klein  
 Adjunct Prof Alan Lilly (Joined January 2022)

## Investment Subcommittee

Sharon Gdanski (Chair)  
 Frank Ajzensztat (Until November 2021)  
 Bill Appleby (until December 2021)  
 Glenn Edwards  
 Adjunct Prof Alan Lilly (Joined January 2022)  
 Eli Nossbaum  
 Dean Smorgon  
 Reuben Zelwer

## Quality and Service Review Subcommittee

Prof Sharon Goldfeld (Chair)  
 Bill Appleby (Until December 2021)  
 Debra Brighton  
 Hugh Cattermole (Until November 2021)  
 Mike Debinski OAM  
 Dr David Fonda  
 Dr Simon Grof (Joined April 2022)  
 Susie Ivany OAM  
 Cindy Joffe  
 Adjunct Prof Alan Lilly (Joined January 2022)  
 Justin Perelberg  
 Dr John Serry (Until June 2022)  
 Simone Szalmuk-Singer  
 Adjunct Prof John Zelcer  
 Prof John Zeleznikow

## Remuneration and Nominations Subcommittee

Susie Ivany OAM (Chair)  
 Bill Appleby (Until December 2021)  
 Mike Debinski OAM  
 Sharon Gdanski  
 Adam Joel  
 Lisa Kennett  
 Adjunct Prof Alan Lilly (Joined January 2022)  
 Simone Szalmuk-Singer

## Yesod Board Foundation Program

Congratulations to the sixth Yesod cohort who graduated in December 2021

Kylie Appel  
 Shoshana Berkovits  
 Amie Frydenberg  
 Yaakov Glasman  
 Alana Goldman  
 Sally Gorgon  
 Natalie Kirschner  
 Howard Sachs  
 Elissa Sharp  
 Jake Smorgon  
 Ricci Steckoll  
 Courtney Winter-Peters  
 Dvora Zylberman

The Yesod Board Foundation Program is proudly supported by the Szalmuk-Singer family and the Kline-Joel families and facilitated in partnership with The Observership Program and the Australian Institute of Company Directors

The program produces governance-competent strategic thinking change-makers who can positively contribute their skills to Boards within the third sector as confident and capable, job ready non-executive directors. Through formal governance learnings, mentoring and immersion into Jewish Care's Board and Subcommittees best practice principles and governance - the Yesod graduates will form part of our community's next generation of leaders.

In 2021 much of the Yesod program was delivered virtually with some face-to-face networking opportunities when restrictions allowed.

An integral part of the program is the Chatham House sessions which provide exclusive opportunities to hear from leading Australian non-executive directors. In 2021, we were thrilled to have Jillian Segal AO, Nathan Cher, Alan Schwartz AM and Evan Thornley candidly share their Board experiences.

The Yesod Program has now provided over 70 energetic and aspiring young leaders with an opportunity to broaden their leadership roles and their involvement in the community.



2021 Yesod Program Cohort



## 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.*

### Major Donor Dinner Committee

Lorelle Krulis  
Karen Goldenberg  
Roxanne Kozica

### Friends of Montefiore Committee

Delyisa Pahoff OAM (Chair)  
Myrna Goldsmith  
Jan Green  
Deana Levin  
Gloria Milgrom  
Eva Rose  
Shirley Sweet  
Susan Swiatlo  
Judy Varlamos  
Gabby Walters  
Caroline Wein  
Lea Woolf

### Annual Dinner Committee

Georgia Danos (Co-Chair)  
Melissa Davis (Co-Chair)  
Hilary Cohen  
Miriam Farkas

### Generations of Women Committee

Melissa Davis (Co-Chair)  
Miriam Farkas (Co-Chair)  
Hilary Cohen  
Karen Zelwer

*\*We were unable to hold the Generations of Women event in 2021 but look forward to working with the Committee in the years to come*

## COMMUNITY ADVISORY GROUPS

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

### Claims Conference Holocaust Survivors Advisory Committee

Hanna Muzhanova (Chair)  
Marcel Alter  
Christine Challis  
Hilary McMahon  
Shweta Nagendra  
Viv Perry  
Rae Silverstein  
Les Zimmerman

### Loans Advisory Committee

Reuben Zelwer (Chair)  
Avi Bendetsky  
Jack Cyngler  
Irit Harris  
Doron Paluch  
Phillip Poirun  
Chaya Rapp  
Rochelle Serry  
Ben Tuszynski  
Richard Zimmerman  
Louise Zygiel



(L-R) Delyisa Pahoff OAM and Anatie Livnat, Volunteer Program Manager



Jewish Care Board Members (L-R) Adam Joel, Mike Debinski OAM, Simone Szalmuk-Singer, Frank Ajzensztat (retd), Sharon Gdanski, Susie Ivary OAM and Lisa Kennett

## PRO BONO ASSISTANCE

*We thank the below partners and staff for their pro bono work throughout the year.*

### Pro Bono Legal Assistance

Arnold Bloch Leibler  
Brygel Lawyers  
Berry Family Lawyers  
Faigenbaum Family Lawyers  
HR Legal  
HWL Ebsworth  
International Social Services Association  
Lander & Rogers, Family & Relationships Law  
Linus Legal  
Lisa Zeleznikow  
Marcel Alter – Altered Resolutions  
marshalls+dent+wilmoth lawyers  
Melton Law  
Minter Ellison  
Nathan Kennedy

P Henenberg Lawyers

Pierce Webster Dugdales

Rotman & Morris

SBA Law

Schetzer Papaleo Family Lawyers

### Pro Bono Psychological Assistance

Dr Zeta Bierenkrant

Dr Miriam Grossbaum

Sandra Ifrah

Ronit Joel

Nathan Kotler

Robert Takac

Suzanna Wolf

### Photo Credits

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