

SERVICE CHARTER



Our Vision

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

Our 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 in most 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.

Jewish Care's vision and purpose speaks to all of us, not just the vulnerable. Through the delivery of the highest quality of care coupled with real choices and real options, we will transform Jewish Care from a provider of necessity to a provider of choice – **First choice for community support.**



About Jewish Care

In 1848, visionaries in our community established the foundations of Jewish Care. Ever since, Jewish Care has been providing vital support for people in need. Touching over 6,000 lives each year, Jewish Care helps individuals and families in the Victorian Jewish community receive the support they need to meet the challenges they face. We are the first point of contact for people experiencing unemployment, homelessness, emotional and financial difficulties, mental health issues and people living with a disability.

As always, we remain dedicated to providing professional, dignified aged care empowering seniors to remain healthy, connected and independent. Our person centered care approach enables people to live meaningful lives. Each person is recognised as experts in their own life and supported to achieve their highest potential. Building on concepts of active support and our own evolving Hand-in-Hand™ model, clients are encouraged to do what they can to maintain independence and function, and to be engaged in the community.

As a dynamic organisation focused on building community capacity, we also provide employment and training services for all sectors of the workforce, financial products for businesses and individuals and innovative programs to impart life skills and promote the potential of our youth.