

## Our Values



דרך ארץ  
Derech Eretz  
**Respect**



קהילה  
Kehilla  
**Community**



הכללה  
Hachlala  
**Inclusion**



אחריות חברתית  
Achrayoot Chevratit  
**Social Responsibility**



Jewish Care (Victoria) Inc  
619 St Kilda Road Melbourne Victoria 3004

ABN 78 345 431 247  
ARN A0040705X

Head Office: (03) 8517 5777  
**All Services: (03) 8517 5999**  
info@jewishcare.org.au  
www.jewishcare.org.au



Jewish Care commits to embedding the Victorian  
Child Safe Standards across the organisation.



Rainbow flag Jewish Care is a Rainbow Tick accredited  
organisation - proudly celebrating and warmly welcoming the rich  
diversity of our community as we strive to be inclusive for all.

## External Agencies

You have the right to share your  
feedback or make a complaint with an  
external agency at any time.

If you feel more comfortable speaking  
with someone outside of Jewish Care,  
the following organisations are here to  
help.

Your voice matters wherever you choose  
to share it.

### Ombudsman Victoria

- ☎ 03 9613 6222
- ☎ 1800 806 314
- ☎ TeleType: 133 677 then 03 9613 6222
- 🌐 [www.ombudsman.vic.gov.au](http://www.ombudsman.vic.gov.au)

### Aged Care Quality and Safety Commission

- ☎ 1800 951 822 (free call from landlines)
- 🌐 [www.agedcarequality.gov.au](http://www.agedcarequality.gov.au)

### Elder Rights Advocacy

- ☎ 1800 700 600
- 🌐 [www.elderrights.org.au](http://www.elderrights.org.au)

### NDIS Quality and Safeguards Commission

- ☎ 1800 035 544 (free from landlines)
- ☎ TeleType: 133 677
- 🌐 [www.ndiscommission.gov.au](http://www.ndiscommission.gov.au)

**Your Say**  
*We value your feedback*



## We are listening because your voice matters

At Jewish Care, we're committed to providing excellent care and support. We know the best way to improve is by listening not just to concerns, but also to what we're doing well and how we have made a difference.

Whether it's a compliment, suggestion, or concern, your feedback matters. It helps us learn, grow, and keep creating positive experiences for those we support.

You can share your feedback anonymously if you prefer. Everything you tell us is handled fairly, confidentially and with care.

**We're here, we're listening and we'd love to hear from you.**



## How to Share Your Feedback

There are a few simple ways you can let us know what's on your mind.

You can speak directly with a staff member or fill out the feedback form included in this brochure. The form is also available in **Hebrew** and **Russian**, please ask a staff member if you need a copy.

## We look forward to hearing from you.

**You can also contact us at any time via:**

☎ (03) 8517 5999

@ [yoursay@jewishcare.org.au](mailto:yoursay@jewishcare.org.au)

🌐 [www.jewishcare.org.au/your-say](http://www.jewishcare.org.au/your-say)



**SCAN THE QR CODE  
TO HAVE YOUR SAY**

Effective from August 2025

## Our Commitment to You

When you share feedback with us, we take it seriously and handle it with care.

We're committed to listening respectfully, responding promptly, and working with you to resolve any concerns. If an issue is best handled by another organisation, we'll discuss it with you and only refer it on with your consent.

We'll keep you informed along the way and always respect your privacy and confidentiality, in line with the Australian Privacy Principles.

Jewish Care follows the Aged Care Statement of Rights and our own Code of Conduct because treating everyone with dignity, fairness and respect is at the heart of everything we do.

