

Jewish Community Services Inc.

Meeting Our Community's Needs

2011 – 2012 Annual Report

Jewish Community Services is a dynamic not-for-profit organisation providing services and programs that meet the changing social, emotional and practical needs of the Jewish community of South Australia.



home and community care
A JOINT COMMONWEALTH AND STATE/TERRITORY PROGRAM
PROVIDING FUNDING AND ASSISTANCE FOR AUSTRALIANS IN NEED

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Board of Management 2011-2012

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Officers

Robert Nachum – *Chair*

Janet Henrie – *Treasurer*

Jill Peisach – *Secretary*

Members

John Sulan

Maurissa Ailion

Ilana Culshaw

Simone Simmons

Sylvia Lenthall

Joe Kertesz

Auditors

UHY Haines Norton

Report from the Chair

Jewish Community Services - Annual Report 2011 -2012

Whilst the 2011-12 year has been challenging, it has also presented opportunities for us at Jewish Community Services (JCS).

Globally, I think it would be too simplistic to just say....the world has changed significantly this year; politically, economically, financially and socially.

But I'd like to pose a question. Are we here in Australia, South Australia, Adelaide and right down to the suburbs we live in also affected by these events either directly or indirectly? Could these global issues really have an impact on us at Jewish Community Services?

Our role is to provide a range of social and welfare services to our Community. To those that need support and assistance. To those that may be in, or could face, difficult circumstances. To those wishing to live independently. To those that would experience a positive increase in their quality of life from access to support programs and social inclusion.

Both State and Federal governments are applying tight fiscal controls as a result of these economic times and the focus is invariably on the decision over what constitutes essential vs non-essential services and funding. While our leaders point to a stable economy, stable employment and immunity to the ills of the global economic woes, the cost of living seems to spiral unendingly upward particularly in the essential area of utilities putting particular pressure on those with limited and unindexed incomes.

You may be aware that the majority of JCS's funding comes from government grants primarily through the Home and Community Care (HACC) program. One significant challenge that we have met admirably this year is the transition from a state to federally funded and managed program. I am pleased to report that we have secured funding for 3 years at similar levels to that which we are currently receiving.

However, we know that in the future there will be changes to the way that funds are allocated and determined. The changeover was managed predominantly through the first half of this calendar year and became effective as of 1 July 2012. At this point, I'd like to sincerely thank the officers and representatives of both State and Federal departments for their assistance with the application and transition of the HACC program that is essential to our operations.

Your Board and, in particular, our new General Manager, have spent considerable time in the last few months carefully reviewing our financial position with an objective of managing the next stage of the changes to aged care and in home support in 2015 resulting from the government's Living Longer, Living Better report recommendations.

Report from the Chair

Jewish Community Services - Annual Report 2011 -2012

Our goal is to continue to strengthen our infrastructure and ability to provide current, expanded and sustainable services to the Jewish community in South Australia by expanding our income streams and provider partners so as to extend our program reach beyond the HACC program to continue to meet the changing needs of our community.

As with all organisations, large and small, we place great importance on the concept of continuous improvement. For us this is not only in the way in which we deliver services and co-ordinate and support clients, but in the way we manage and administer the business. Many steps have been taken this year to underwrite the stability and continuity of JCS with new practices and procedures being carefully implemented. This process is yielding positive results and will provide the basis of program and service development for the coming years.

I would like to acknowledge the work of Debbie Boock who left the organisation in April of 2012 and who has brought JCS to its next stage of development. We wish her well in her new endeavours. I would also like to extend a warm welcome to our new General Manager, Sue Drenth.

My thanks also to my fellow Board members for their unfailing support and commitment to JCS and the time, skill and experience that each member has brought to their role. In particular I would like to thank Jill Peisach (Secretary) and Janet Henrie (Treasurer) for their hard work and support and Sylvia Lenthall for her creative approach to our fundraising efforts.

In addition I would like to pass my thanks to both Rabbi Freidler and Rabbi Kaminsky for their continuing close ties with JCS and their support for the community.

Lastly I would like to thank Allen Bolaffi and UHY Haines Norton for providing pro bono professional services to JCS and the Mr and Mrs Nat Solomon's Trust for financial assistance as per the terms of the trust.

In closing I can only feel that this year has been one of consolidation and I look forward to reporting on the progress and growth of this wonderful community organisation.

Robert Nachum

Chair

Report from the General Manager

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It is with pleasure that I deliver the Annual Report for Jewish Community Services (JCS) for the year 2011/2012 and before commencing would like to acknowledge that I am reporting on a year that has largely been the achievements of the previous incumbent, Debbie Boock.

Whilst Debbie is no longer with Jewish Community Services, her efforts have enabled the organization to reach a further milestone in its development and that needs to be acknowledged. I would also like to thank our funding body, the Dept of Health & Ageing, HACC program for its continuing support for JCS and the Jewish community in SA.

As the new General Manager, I would firstly like to pay tribute to the Board of Management of JCS and in particular Rob Nachum, our Chair, for their support and encouragement in my first three months in the role. My thanks to you all.

This past year has seen a consolidation of the organization's future funding to 2015 with the transfer of the Home and Community Care (HACC) program from state to commonwealth responsibility (Dept of Health and Ageing) and the signing of a new three year agreement.

This new funding agreement has meant ongoing stability for services provided to clients and an opportunity for JCS to engage in visioning a growth strategy that looks beyond 2015 at which point new guidelines for funding aged care services (as outlined in the Living Longer, Living Better Report) will become a reality. This growth strategy will roll out in 2012-2013 as the Board and myself engage in redeveloping the Strategic Plan.

A new funding agreement has also meant that the schedule of services provided to clients such as personal care, social support, shopping assistance, social activities and transport assistance etc has gone on uninterrupted and indeed I can report that client numbers whilst being affected by the inevitable passing of a few, have undergone a slight increase, in keeping with the community's ageing population and increased need for services.

In addition, the services to Holocaust survivors have continued to be advocated for by JCS and supported through the Restitution fund from the German Government. With funding co-ordinated by Jewish Care Sydney, this has resulted in higher levels of personal care, independent living and mobility aids to those who meet the eligibility criteria.

Referrals both to the HACC program and requests for broader assistance continue to come from the community's two tireless Rabbis, Rabbi Kaminsky (Beit Shalom) and Rabbi Freidler (Adelaide Hebrew Congregation) with whom JCS staff have continued to worked closely and also from families, Carers and potential clients.

Report from the General Manager

Jewish Community Services - Annual Report 2011 -2012

This very real sense of close community engagement includes JCS's hardworking and tireless volunteers without whom the organization simply could not function. From members of the Board of Management to Transport, Office Administration, the Bagels luncheons, Chaverim exercise classes, the Rosh Hashanah celebration, movies and other activities too numerous to mention, JCS Volunteers are literally the backbone of the organization.

I would like to pay special tribute to all JCS volunteers for whom nothing is ever too much trouble and who on receiving a request, never hesitate to offer their services. You are truly appreciated and are a living testimony to the value and strength of community. Your community is lucky to have you.

The variety of requests received by JCS reflects a diverse community with individual needs and a strong sense of wanting service from "within" their own community. The multitude of requests has stretched JCS resources to the limit and new sources of funding will be needed to maintain a "broad brush" response to the community and to develop new services and programs that continue to meet the community's identified needs.

This is both the challenge and the opportunity as we move forward. Exciting times are ahead as we move to expand the organization on many levels, in the areas of service provision, website re-development, social media linkages and our engagement and connection with other small Culturally and Linguistically Diverse (CALD) and faith based communities and mainstream providers.

In closing, I would like to acknowledge the commitment and hard work of the JCS staff from our wonderful Centre Co-ordinator Bob Setton to our tireless Community Careworkers, Anita Long, Naama Iadarola, Tatyana Kondratenko and Jonathan Levy. You are an asset to this organization and much appreciated by the clients whom you support.

In the words of **George Bernard Shaw** *"I am of the opinion that my life belongs to the community, and as long as I live it is my privilege to do for it whatever I can"*.

This saying seems to me to be particularly pertinent to the people and actions that I have witnessed in my early months in this most special of communities, the Adelaide Jewish Community....a warm and vibrant community deeply committed to its own.

Sue Drenth

General Manager

Report from the Treasurer

Jewish Community Services - Annual Report 2011 -2012

The total income for JEWISH COMMUNITY SERVICES in 2011 – 2012 was \$363,920 compared to \$381,075 in 2010 – 2011, representing a (4.5%) decrease. Government funding is our main source of income but Jewish Community Services also is dependent on income from various fundraising activities and donations.

The total operating expenses for JEWISH COMMUNITY SERVICES in 2011 – 2012 were \$353,940 compared to \$372,180 in 2010-2011, representing a (5%) decrease. As a Human Service organisation the main expenses are Wages and related costs and the operational expenses of the Jewish Community Services Program.

In 2011-2012 Jewish Community Services' own self generated revenue has been used to subsidise the delivery of the Jewish Community Services program and to support administrative functions. Self generated funds account for 23% of our total income, down from 37% in the prior year.

Jewish Community Services had an operating surplus of \$9,975, but an overall deficit of (\$4,860) after end of year reconciliations.

JEWISH COMMUNITY SERVICES service costs are subsidised by the work of our excellent cadre of volunteers. We also receive pro bono support from Allan Bolaffi of UHY Haines Norton for auditing services.

I would also like to thank Freedom Accounting Support and Amanda Linton, our experienced contract bookkeeper who has assisted us this year. Amanda and her team provided support that is invaluable to the continued growth of the organisation and its sound financial position.

Janet Henrie

Treasurer

Working to Support the Community

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In Home

It's been a busy year in the *Home and Community Care* program with a total of 60 clients registered to receive In Home support services. These services have contributed significantly to maintaining independent living, social connectedness and relieving social isolation.

The majority of support has been for personal care, social support and domestic cleaning. In some cases, JCS HACC services have made the difference in simply enabling a hot meal to be placed on the table daily.

In 2011/2012 there were a diverse range of Service Assistance Types offered by JCS staff to registered clients, with a breakdown of those hours and activities as follows:

Assistance Type	Number of Hours of Service
Domestic Assistance	1732
Personal Care	129
Social Support	760
Assessment	139
Client Care Co-ordination	207
Information/Support/Advocacy (Carer)	41
Centre Based Day care	985
Meals (Centre)	372
Meals (Home)	218
Transport	816

The Wider Jewish Community

In addition to the HACC program, JCS has supported requests from community members for financial assistance, support with re-housing and advocacy with a wide range of agencies, including applications to the *Restitution Fund for Holocaust Survivors*.

JCS also acts as a co-ordinating agency for access to the *Mr and Mrs Nat Solomon's Homes* Independent Living Units and Low Level Care Residential support in partnership with the Mr and Mrs Nat Solomon's Trust and Southern Cross Care. A number of JCS clients occupy independent living units with clients from the Jewish community having first preference for all vacancies within the Mr and Mrs Nat Solomon's Homes.

Social Support

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A wide variety of social support has been offered during 2011-2012 with *companionship* and *regular weekly visits* by Community Careworkers contributing significantly to clients' emotional and social well-being.

For those who are able, a program of social activities co-ordinated by JCS has been a welcome addition to weekly routines with many clients attending *In House movies* at the JCS centre, whilst a regular group has enjoyed a *monthly bus outing* to many and varied Adelaide locations.

Others have been regular attendees at *Friday concerts at Elder Hall*, an increasingly popular activity.

The *Bagels Lunch club* has continued to be an extremely well attended and popular monthly occasion with a regular program of a delicious home cooked meal by our resident chef Jeni Kent and guest speakers covering a wide range of topics and information.



During 2011-2012 a total of 236 people attended 11 Bagels Lunches with an average of 22 persons per occasion.

The Bagels luncheon has been a valuable opportunity for old friends to stay in touch and new friendships to be made with its continuing success a testament to its value and the bonds of community.

Social Support

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The *Rosh Hashanah* celebration has continued to be the biggest social event of the JCS High Holidays calendar with 2011 festivities no exception and up to 80 people in attendance.

With a great deal of planning by staff and much deliberation about the menu with Jeni Kent, our Bagels chef, and with all the traditional accompaniments of kosher honey, sweet apples and challah bread served, the luncheon was a huge success and much enjoyed by all.

Rabbi Kaminsky and Rabbi Freidler led everyone through the meaning of Rosh Hashanah and good wishes for a sweet and fruitful new year were extended to all culminating in the magical blowing of the Shofar.



With a wonderful mix of community members, JCS clients, government and service provider representatives, this was an opportunity for JCS and the Jewish community to share our faith and traditions with the broader community and reaffirm our bonds between ourselves.

“Le’ shana Tova”

Healthy Active Ageing

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An important part of active ageing is maintaining both physical and emotional well-being.

JCS has taken a pro-active approach to healthy ageing by offering weekly exercise classes, *Chaverim*, at the Beit Shalom Synagogue.

These classes, facilitated by *Lynette Ninio* and *Viv Bolaffi* and assisted by *Ali Sulan* have been important in assisting clients to maintain mobility, flexibility, balance and the all round general health benefits associated with physical activity.

With the well known phrase of “use it or lose it” ringing in their ears, a very regular and committed group of clients have maintained their connection with the Chaverim group and experienced the health benefits of regular exercise, not to mention the laughter, good humour and shared luncheon that is an essential part of the Chaverim classes.

Lynette Ninio also leads the *JCS Walking Group* every Sunday morning around various walking trails in and around Adelaide. This group has been very popular with at least 15 members regularly joining together for a bracing walk followed by coffee and a chat at a local cafe. What a lovely way to get some exercise and enjoy the company of friends.

“Active aging requires us to go on living life to the full no matter how differently”
(Joan Chittester, “The Gift of Years”)



“Our Happy Band of Walkers”

Volunteers

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Volunteers have continued to be the *mainstay of Jewish Community Services* with a relatively small band of regulars offering endless support and hours of their time to ensure that programs and services operate to the most effective level and continue to offer the most positive outcomes for clients.

Within such a small community as the Adelaide Jewish community, the *level of interest and commitment* shown by our regular volunteers is amazing and truly demonstrates the value of community and people committed to supporting their own.

Volunteers deserving of particular mention are as follows:

<i>Transport</i>	<i>General Volunteering</i>	<i>Bagels/Social Events</i>
Michael Wunderlich	Simone Simmons	Eva Temple
Richard Levy	Ilana Culshaw	Ruth Dunn
Jill Peisach	Jill Peisach	Myra Waddell
Ilana Culshaw	Richard Levy	Richard Levy
Bernice Cohen		Bernice Cohen
Rob Lenthall		Ilana Culshaw
Simone Simmons		Jill Peisach
		Simone Simmons
<i>Newsletter</i>	<i>Chaverim/Walking Group</i>	<i>Club Schmooze</i>
Bernice Cohen	Lynette Ninio	Vilma Gould
Jonathan Levy	Viv Bolaffi	Ilana Culshaw
	Ali Sulan	Jill Peisach
		Simone Simmons

JCS Volunteers have added value to every aspect of our operations, not only with their willingness to “roll up their sleeves” but the fun and enjoyment that they bring to every task. The fact that volunteers are so well known within the community only enhances the community spirit that is so much a part of volunteering.

To anyone whose name does not appear on this list and that has offered their time and effort on individual occasions to Jewish Community Services please know that you are very much appreciated and that we are grateful for your support.

Volunteers

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It must be mentioned that all members of the Board of Management are also volunteers, offering their time, skill and knowledge to supporting JCS and steering the strategic vision for future growth and sustainability.

It is a significant commitment to be a Board Member as individuals have legal and fiscal responsibility for the organisation; JCS is fortunate to have a group of people who have maintained their involvement over a number of years as their commitment to the Jewish community in South Australia, supporting JCS to its current level of growth.

All volunteers are deeply appreciated

“Toda Raba”!

Our Supporters

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Jewish Community Services would like to thank the following organisations and individuals for their generous support throughout the past year:

Organisations

Multicultural Aged Care (MAC)

Multicultural Communities Council (MCC)

Beit Shalom Synagogue

Adelaide Hebrew Congregation

Mr and Mrs Nat Solomon's Trust

UHY Haines Norton

Individuals

Allen Bolaffi

Albert and Nyra Bensimon

Simone Simmons

(for donations of prizes for raffles)

A special "thank you" to all Community Members who have made monetary donations to Jewish Community Services throughout the year. Your generosity has contributed to the provision of services and support for the Jewish Community and has been much appreciated.

"Tzedakah"

Auditor's Report

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Statement by Members of the Management Committee

Jewish Community Services Inc

STATEMENT BY MEMBERS
OF THE BOARD OF MANAGEMENT

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2012

The Committee members submit the financial statement of the Jewish Community Services for the financial year ended 30 June 2012

COMMITTEE MEMBERS

Throughout the year and at the date of this report Committee members are:

Chair – Robert Nachum - 7 Lerwick Ave Hazelwood Park 5066
Treasurer– Janet Henrie – 1a Tenth Ave St Peters 5069
Secretary – Jill Peisach - 13 Penong St Hyde Park 5061

PRINCIPAL ACTIVITIES

The principal activities of the association during the financial year were:

- To provide services to the elderly of the Jewish Community of Adelaide.

SIGNIFICANT CHANGES

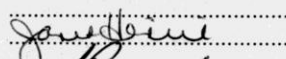

No significant change in the nature of these activities occurred during the year.

OPERATING RESULTS

The surplus is cash at bank of \$55,252.63.

Signed in accordance with the resolution of the Members of the Board of Management.

(signed by nominated members of the committee)


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Date this 25th day of September 2012

Auditor's Report

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Statement by Members of the Management Committee

Jewish Community Services Inc

STATEMENT BY MEMBERS OF THE MANAGEMENT COMMITTEE FOR THE YEAR ENDED 30 JUNE 2012

In the opinion of the Committee the financial statements:

1. Present fairly the financial position of Jewish Community Services as at 30 June 2012 and the results and cash flows of the organisation for the year ended on that date in accordance with Australian Accounting Standards and other mandatory professional reporting requirements.
2. At the date of this statement, there are reasonable grounds to believe that Jewish Community Services will be able to pay its debts as when they fall due.

This statement is made in accordance with a resolution of the Committee and it is signed for and on behalf of the Committee by:

Committee Member: 

Treasurer: 

Dated this 25 Day of September 2012