



Jewish Community Services Inc

Meeting Our Community's Needs

NEWSLETTER



Volume 2 | July 2015

IN THIS EDITION

From the Chairman	pp.1
From the Manager	pp.2
Cancellation of Services	pp.4
Newest Team Members	pp.5
JCS Staff Development	pp.5
Advocacy	pp.6
Financial Improvements	pp.7
Upcoming Dates	pp.7
Feedback?	pp.8

Contact Us

Jewish Community Services Inc

**227 Payneham Road
Joslin SA 5070**

Tel: (08) 8363 5400

Email: contact@jcssa.asn.au

Web: www.jcssa.asn.au

SIGN UP FOR OUR E-NEWSLETTER!

To receive all the latest news, information, updates and events from Jewish Community Services straight to your inbox, sign up to our e-newsletter by visiting our website:

jcssa.asn.au

FROM THE CHAIRMAN

"Plus ça change, plus c'est la même chose" ¹

It seems like yesterday that we were preparing our homes for Pesach and already complaining about the matzah crumbs. Shavuot is "long gone" and our minds will be preparing for Rosh Hashanah and Yom Kippur.



While our festivals and commemorations are all quite different and unique, ultimately, they are all about one thing: being respectful to each other, being sincere in our thoughts and thankful for what we have, even when it seems we have little to be thankful for.

Even from remote, peaceful Adelaide, it is not difficult to feel concerned about the state of world events and security. Occasionally, these threats even seem to knock at our own front door.

¹ Jean-Baptiste Alphonse Karr (24 November 1808 – 29 September 1890)

The Australian economy also has its challenges. The cost of living, particularly energy costs at this chilly time of the year, seems to only head in the one direction. And, as a result of changes to Federal policies regarding social and aged care support, it can also seem that things are a little tougher.

As Jews, we are no strangers to rising up to and challenging difficult situations. It is ironic that at this point I, as JCS Chairman, could not be more proud of the strength in your Board of Management nor in the management team and staff that provide your services and care.

It is no secret that the Federal funding that provides majority of the services we offer has gone through a number of changes. There are areas that we are still working toward securing longer-term commitments. What is also no secret, despite some of the insecurity relating to long-term funding, is the absolute dedication by our team to JCS and to you, our clients; actually, our family. Every, single one of our field staff, office workers, management and volunteers, including your Board, are 100% dedicated to providing the best possible care with empathy (and a smile 😊).

Plus ça change, plus c'est la même chose: The more things change, the more they stay the same. No matter what happens around us and the way we are required to manage JCS's operational changes, nothing will change how we care for you or the community.

Rob Nachum

FROM THE MANAGER

It was wonderful to catch up individually with several JCS clients last month to meet informally over a nice cuppa (and some lovely savory and sweet treats)! I was encouraged to hear your feedback, suggestions, stories, and most of all, your continued support to JCS as we navigate through these challenging times of change that have been thrust upon us.

I continue to make myself available to catch up informally, and endeavor to answer any questions or concerns that you may have, including hearing any ideas, suggestions or comments that you would like to contribute with regard to how we can make your experience with JCS a positive and long lasting one to ensure we continue to progress and remain a quality provider of home and community support services for the Jewish community.

If you would like to make a time for a home visit, or if you would like to visit our office, feel free to contact me on **8363 5400** or email darren@jcssa.asn.au

The 1st of July marked two events. The first of course being the beginning of a new financial year which means the team here has been busy ensuring our financial reporting and responsibilities are on track and meeting the challenge of setting and implementing a sustainable and interim budget to align with our transitional funding provided by the Department of Social Services, which covers the period between 1 July and 31 October. I would like to acknowledge the hard work of Aafke Boomsma our finance officer who has been with us only a short time and been able to streamline many aspects of the day to day finance operations. I must also thank the JCS Board of Management for their professional and prudent guidance, in particular to our Treasurer, Jill Noble, for her expertise and advice during these challenging times associated with the aged care sector reforms.

The 1st of July also marked the commencement of the Commonwealth Home Support Program (CHSP). From our early observations, it is certainly 'business as usual' for our existing clients accessing services. As I mentioned in our last newsletter, there will be no changes or requirement for our existing clients who are accessing services from JCS to be assessed by My Aged Care. For example, if you have been discharged from hospital and require some additional short term support to assist with your recovery, you can still contact the team here to request that additional support. However, where client's circumstances have **significantly changed**, such as requiring a higher level of support that can be met through access to a Home Support Package or entry to residential care, then contact must be made with the My Aged Care contact centre to commence the process of referral. Please contact the JCS Home & Community Support Team if you require any assistance or further information.

JCS is about to commence the process of undertaking formal negotiations and discussions with the Department of Social Services to secure a sustainable level of funding to ensure the ongoing provision of flexible and quality home & community support services to the Jewish community for the next 3 year funding period (1 November 2015 to 30 June 2018). I will have further information about this in the August and September updates.

As you read on, you will see the article about Tatyana Kondratenko and Anita Long completing their Certificate in Aged Care III. This is just one of the professional development opportunities our staff and volunteers have been pro actively pursuing over the past 12-18 months. Management, staff and volunteers have also identified they would like to participate in training workshops to learn, appreciate and better understand Judaism and how JCS can deliver services in a manner that is consistent with the expectations expressed by the Jewish community. We are currently working with Jewish Care Victoria to learn more about their Jewish Care Ethos program and how we can adapt this valuable resource for our own staff and volunteers to ensure we meet the cultural and spiritual needs of our community. We also recognise that members of our community can play a valuable role by participating and offering input and guidance to develop such an important resource.

I would like to draw your attention to the upcoming Rosh Hashanha lunch which will be held on Tuesday 8 September. The team are currently planning for this popular event and further details will be available in next month's newsletter. You may also want to pencil in the JCS AGM which will be held on Sunday 18 October at 1:30pm. We are extremely fortunate to have Mr Bill Appleby, CEO, Jewish Care Victoria as our guest speaker. Bill leads a team of 644 staff, 480 volunteers and the organization continues to go from strength to strength, providing cultural and spiritual services to the Jewish community of Victoria. The Chairman and I are very much looking forward to having Bill join us to share his journey and successes with the community.

Finally, Emmon Wang will be taking a well deserved break from Monday 3 August and returning Monday 10 August.

Darren Meechan

CANCELLATION OF SCHEDULED SERVICES

When your service is scheduled with Jewish Community Services, a significant amount of time is involved coordinating your service that specifically meets your needs. Last minute cancellations are extremely costly and can cause inconvenience. This is also the case when a client fails to keep a scheduled appointment without notice. Accordingly, we ask that if you wish to cancel or reschedule your service that you do so no later than **24 hours** before the time of the service.

Domestic Assistance & Personal Care Services

Unless it can be shown that the cancellation or reason for not being at home to receive your service is due to an unavoidable medical emergency, the **full fee** for that service will be **charged and billed** to your next invoice.

Bus Trips

Please note that due to costs that have been made in advance such as booking costs, a strict **72-hour cancellation** applies to all Bus Trips. Unless the reason for cancellation is due to an unavoidable medical emergency, the **full program fee** for that event will be **charged and billed** to your next invoice.

To view our policy on Client Cancellations and Non Attendances, please visit our website <http://jcssa.asn.au/our-policies/> or contact the office on **8363 5400** to request a copy.

MEET THE NEWEST TEAM MEMBERS AT JCS

Rhea Mortimer

Administration & Program Support Volunteer

Rhea is an experienced bookkeeper and has joined JCS recently to assist with streamlining our financial systems and inputting of financial data. Rhea volunteers in the office each Tuesday.

Kandiah Paramsothy

Community Garden Volunteer

Kandiah or “Param” as he prefers to be called is our very first Community Garden Volunteer as part of our new *Active Gardeners Program*.

JCS STAFF PROFESSIONAL DEVELOPMENT



JCS is committed to providing training and professional development opportunities for all staff and volunteers who wish to further enhance their knowledge, skills and understanding of the aged & community care sector.

As part of the current aged care sector reforms, many staff and volunteers have participated in a number of education and training programmes to upgrade individual qualifications to build on their career pathways within the aged care & community support sector.

Recently, two of our valued and popular Home & Community Support workers), Anita Long and Tayana Kondratenko completed their Certificate III in Aged Care. This qualification is the minimum requirement for staff providing professional in home & community support services.

Our Home & Community Support workers provide an invaluable service in the support of our older clients to remain active and living independently. We believe by having an appropriately skilled and motivated workforce providing these valuable aged and community support services is a key part of providing high quality, person centred and outcome focussed support for our client.

Want to keep up to date with everything that's happening at JCS?



Like and follow Jewish Community Services Inc on Facebook and Twitter for all the latest updates!



ADVOCACY

“JCS respects the client’s choice to involve an advocate of their choice, representing their interests, at any time and where it is the expressed wish of the client”.

Aims of Advocacy

The common aims of advocacy are to:

- Increase a person who received aged care or disability services control over goods and services
- Overcome barriers that restrict opportunities
- Ensure appropriate societal and service delivery responses
- Protect human rights
- Ensure a better quality of life
- Be responsive to and emphasize individual needs and wishes
- Be oriented towards outcomes for those who are older or have a disability
- Aim for empowerment of disadvantage

The Aged Rights Advocacy Service (ARAS) offers a free, confidential and state-wide service to older people, or their representatives, who are:

- Consumers or potential consumers of community based aged care services including community aged care packages;
- Living in a Retirement Village;
- Consumers or potential consumers of services in Australian Government subsidised aged care facilities; or
- At risk of, or experiencing, abuse by someone they should be able to trust.

ARAS provides advocacy assistance to support older people to uphold their rights and their responsibilities.

To learn more about how JCS supports Advocacy options for our clients, download a copy of our Advocacy Policy from the jcssa.asn.au/our-policies/ or request a copy by contacting the office.

To learn more about ARAS and the services they offer, visit their website <http://www.sa.agedrights.asn.au/> or telephone **8232 5377**.





CONTINUING FINANCIAL SERVICES IMPROVEMENTS

As part of our commitment to improve our accounts payable functions, we have recently introduced a Pay Direct facility. This wireless terminal facility is much the same as the one you use in your local supermarket or retail store which allows instant payment by credit and debit cards. Our new payment method offers convenience to clients to pay on the day of an activity or event. Clients can also pay their invoice at an event or attend the JCS office to make a credit/debit card payment.

We continue to offer you other payment methods, such as online direct debit, payment at your post office or by cheque.

We have now rectified the error in the BPay reference number section of your invoice. This created an issue for our clients who relied on the BPay reference number to make payment. Clients who use the BPay method will now be able to do so again.

If you have any questions about these new changes, or your invoice, please contact our Finance Officer, Aafke Boomsma on **8363 5400**.

UPCOMING DATES TO REMEMBER!



Safety and Security in the Jewish Community

The Community Security (CSG) Sydney is tasked with the oversight of the Jewish Community's security and emergency management programs and policies.

The CSG motto is "To Protect Jewish Life and Jewish Way of Life" and it carries out this task in conjunction and consultation with State and Federal Authorities. It advises the community on threats and necessary requirements for Synagogues, Jewish Day Schools, Institutions and Communal Events.

David Rothman from the CSG Sydney has kindly agreed to visit Adelaide on Wednesday, **12 August 2015**. David will spend time during the day visiting different sites to assess the security needs of the various Jewish organizations in Adelaide.

There will be an opportunity for all members of the Jewish community who are concerned about security issues to attend a session to learn more about community safety and awareness.

The details of the CSG event are:

Date: Wednesday 12 August 2015

Time: 7.30pm

Venue: Rose Harrison Hall, Beit Shalom

Elder Hall Viola Recital

Will be on Friday **31st July**

KEITH CRELLIN *Viola*

MICHAEL IERACE *Piano*

Hummel Sonata in E Flat Major, Op.5 No.3

York Bowen Sonata for Viola Sonata No.1 in C minor, Op.18



Rosh Hashanah Luncheon

Tuesday **8th September** at Beit Shalom Synagogue. Further details to follow soon.

JCS Annual General Meeting

Sunday **18th October at 1:30pm** in the Rose Harrison Hall, Beit Shalom Synagogue. Further details to follow.

WE WANT TO HEAR YOUR FEEDBACK

Whether it is a compliment about one of our team members, a suggestion about the services or programs you access, or how we can improve on making your overall experience with JCS a better one – we would like to hear your feedback!

Providing feedback is easy!

To complete our online feedback form, please visit

<http://jcssa.asn.au/feedback/>

Email your feedback to: feedback@jcssa.asn.au



WHAT'S ON IN JULY?

Tuesdays

Bagels: 21st

Coffee Club: 28th

Thursdays

8
Chaverim Exercise Group:

23rd & 30th

Fridays

Elder Hall:

31st

