



Jewish Community Services Inc.



2016 Annual Report



Contents

Our Highlights from 2015/2016	1
Chairman' s Report	3
General Manager's Report	5
Home Support & Social Inclusion Services	7
Our Volunteers	13
Board of Management	15
Our Staff	17
Our Supporters	20
Treasurer's Report	21
Auditors Report	23
Financial Statements 2015/2016	25

OUR VISION

A vibrant, welcoming community that is respectful of the needs of all people

OUR VALUES

TIKKUN OLAM - *unity for the benefit for our clients and future*

CHESED - *kindness*

TZEDAKAH - *justice and benevolence*

DERECH ERETZ - *respect*

MISHPACHA - *family and community*

Our Highlights from 2015/2016

At Jewish Community Services, we will always put the people we support at the centre of everything we do by promoting and supporting each individual's access to a range of quality home and community support services.

For over 21 years, we have been a proud provider supporting older members of the Jewish community to remain living in their own homes. More recently, we have been honoured that a number of new clients outside the Jewish community have chosen JCS as their provider to deliver quality home and community support services.

Our highlights over the past 12 months include:

Transitioning successfully to the Commonwealth Home Support Programme (CHSP), the My Aged Care Gateway and portal which has provided greater opportunities to respond to new referrals and allowed us to demonstrate our preparedness, capability and flexibility to accept new clients seeking services from outside the Jewish community.

Being successful in our application for funding as part of the 2015 Multicultural Infrastructure Grants to build and install a new kitchen bench, cooking appliances, safety and other important items to allow for clients to participate in cooking and other social inclusion activities from the JCS centre.

Participation in the three year quality review of Home Care Standards conducted by the Australian Aged Care Quality Agency (AACQA) and successfully meeting all 18 of the expected outcomes.

Support received from the JCS property owner to make modifications to the upstairs area which has been transformed into a fully functional office space to provide for future program expansion that can accommodate additional staff, volunteers or graduate student placements undertaking research and program development activities.

Another grant as part of the 2015 Community Benefit SA Grants to increase Social Inclusion Options for Older Jewish Community Members. This grant was used to purchase new computers and work-stations for the upstairs office area and a new computer has been made available in one of the client activity areas for the use by clients in planning for cooking and social programs, and for the benefit of clients wanting to develop basic computing skills.

An extension in funding for Counselling, Support, Information & Advocacy (CSIA) for the benefit of our Carers and we were also pleased to receive a 12 month extension in funding for the Community Visitors Scheme (CVS). Both streams of Commonwealth funding have been extended to 30 June 2017 allowing JCS to continue supporting our carers within the community and delivering social inclusion and volunteer visits to many vulnerable clients at risk of social isolation.

An improvement in our financial position with an operating surplus of \$43,545 compared to a deficit of \$15,665 during the 2014-2015 financial year. This year's surplus was due to a range of factors including the expertise and guidance provided at board level, mentoring and professional development provided to operational staff, expenditure cost restraint relative to the increase in income and revenue from donations.

WE ARE EXCITED ABOUT OUR
FUTURE, PREPARED FOR
THE CHANGES AHEAD
AND WILL ALWAYS
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Chairman's Report

This is my fifth year as Chairman of our Jewish Community Services. As I write each year's report, I look back over the previous years' reports. What was apparent was a trend that saw the year invariably described as "challenging" or "awaiting decisions" from the Department of Health. It occurred to me that this was not the challenge.

This is our normal work environment. It is likely the environment for probably all small CALD (Culturally and Linguistically Diverse) organisations with a desire to support their communities. The challenge is less about the external environmental factors and more about the internal factors that are prevalent across the community.

A number of major milestones were achieved in this year. Our contract of financial support from DOH was extended to 30 June 2018. While funding was increased slightly, the methodologies for accounting for the expenditure was made more granular. This means that forecast funding must be allocated by region and service type rather than just general block funding. This has meant a significant upgrade in our reporting methodologies. However, we are much more closely attuned to the way we deliver our aged care services.

Next, our tri-yearly quality audit was undertaken and I am proud to say, we yet again, passed with flying colours. We were advised by the Australian Aged Care Quality Agency that our systems and procedures were at, or exceeded, standards in all areas. This is outstanding recognition for an organisation of our size. Further, our standards exceed those of organisations operating on much larger budgets and scale. This is a credit to our management team and dedicated staff who work continuously to ensure we operate to the highest standards.

Our inaugural strategic planning period came to end in synch with the expiry of the previous HACC funding agreement. We were able to deliver on our objectives; the most important of which was to ensure continuous operation in an environment of uncertainty relating to government-based funding and grant commitments.

Finally, we are preparing for transition to the new model of operations relating to CDC, or, Consumer Directed Care. This means that from 27 February 2017 clients are able to competitively shop for services. As a result of streamlining our systems and developing new relationships, we managed to increase our total client numbers. On the other side of the coin, as a result of a change in service delivery category options, we lost a number of clients where we were unable to provide more complex home support packages. Where this has been the case, there has been a smooth transition from JCS to the new service provider and those clients are still invited, encouraged, and welcomed to participate in JCS's community-based social functions and events.

At this point, I would like to acknowledge the efforts of Darren Meechan our General Manager for continuing to raise the bar in service delivery programming, training and staff development as well as engendering a great team support structure as well as encouraging and providing for staff improvement and development. I would like to thank our dedicated office team, Emmon Wang and Yani Hartanto, our home & community support workers, Na'ama Iadarola, Anita Long and Tatyana Kondratenko and each and every one of our dedicated volunteers for their continued commitment to developing and promoting a culture that always strives to place our clients at the centre of everything that we do.

Chairman's Report

Important also to the direction and wellbeing of the organisation is a strong, dedicated and skilled Board of Management. I would like to acknowledge all Board members for their time and commitment and take this opportunity to thank Mandy Kay and Heather Croucher who are both leaving the Board this year. Mandy contributed her in- depth knowledge and experience in work, health and safety over the past three years that enabled the organisation to better understand and meet its WH&S statutory obligations. Heather provided invaluable input and guidance over the past two years to ensure our legal and governance responsibilities were met.

I feel confident that JCS is well placed to embrace the opportunities that will arise from the ongoing aged care sector reform agenda and changes to a market focused environment.

Robert Nachum
Chairman



General Manager's Report

During 2015/2016 every one our volunteers, staff and board members worked assiduously to ensure all individuals we support were able to access support in the most effective and meaningful way possible.

Our Home & Community Support services and programs have continued their exciting evolution. First, the transition to the Commonwealth Home Support Program (CHSP) and My Aged Care. We are at the crossover to Consumer Directed Care (CDC) that will soon mean full portability of Home Care Packages in aged care, enabling clients to direct their own care and without restrictions can select any approved provider.

As the Chairman reported, in April the Australian Aged Care Quality Agency, on behalf of the Commonwealth Government, completed a three yearly quality review of all of the services provided to our clients as part of the CHSP with JCS meeting, and in some areas exceeding, the 18 individual Home Care Standards. While the quality review process was intensive, it confirmed our commitment that JCS delivers quality home & community support services in accordance with the Home Care Standards.

Whilst it is true that there has been a period of some uncertainty, and a number of challenges presented to the broader aged care sector, for JCS, the journey towards CDC presents a number of exciting, positive and growth opportunities including having a level playing field to retain and provide continuity of support to our current and future clients as their support needs change or increase.

Over the past twelve months, we have focused on some key areas we know are vital to prepare for the upcoming changes:

1

OUR CLIENTS:

How we ensure greater value to our clients and the resources we involve supporting them.

2

OUR OPERATIONS & SYSTEMS:

How to work more effectively and efficiently, improving our services while reducing costs and ensuring value for money.

3

OUR PEOPLE & CULTURE:

How we engage our staff, foster collaborative team work and develop and build our skills to get to where we want to be.

We have developed new partnerships with agencies to continue the support for a number of our clients as their support needs increase and they transition to home care packages (due to JCS not being able to deliver packaged support in the current climate prior to February 2017).

We have commenced fruitful conversations and developed new relationships with larger agencies to seek their input and knowledge that will assist us on our next part of the journey to CDC. This also involves establishing avenues through a potential memorandum of understanding to enable delivery of more complex and allied health care to our current and future clients as their support needs increase.

We have continued to seek feedback and engage with our clients, community members and stakeholders to ascertain the value of our ongoing services to the Jewish community.

General Manager's Report

While we didn't fully deliver on our planned stakeholder engagement session to be held this year, the Board and I undertook some preliminary work earlier in the year and have recently engaged an external facilitator to work with JCS and all our stakeholders to understand what JCS is to our community and what the community expect from us in the future. Stakeholder feedback and the outcome of interactions with the community will then be used to inform our strategic planning process following the appointment of the new board for 2016/2017.

As highlighted, we have been successful in obtaining a number of Government grants this year to enable further program and service enhancements, including the purchase of new equipment to add value to our effective active ageing programs. When you reach the report outlining our Home Support & Social Inclusion Support Services, you will see the many successes we have managed to achieve during the past 12 month, largely due to the tireless planning, coordination and service delivery from Emmon Wang, Na'ama Iadarola, Anita Long and Tatyana Kondratenko.

As I mentioned in my 2014/2015 report, we made significant achievements with our financial management and systems by bringing all these functions in house. We continue to strengthen this area of finance and payroll related functions including the development of better systems and processes to meet our internal, government funding and reporting requirements. Yani Hartanto, our Finance & Business Support Officer has been a breath of fresh air, bringing new ideas and an abundance of enthusiasm to the role.

We are fortunate to have a team of hard working and dedicated volunteers that support the operations and service delivery to our clients. As you read ahead, you will learn about our volunteer program, including the range of ways volunteers provide assistance at JCS. As a volunteer involving organisation, I note with interest the recent release of the 2016 State of Volunteering in Australia report and what we need to aim for to continue to attract, retain and diversify volunteering at JCS.

As I approach my three year anniversary with JCS, I have never been more confident and excited about the future that lies ahead for JCS. I don't say that just because it should be said, but because of the myriad of opportunities we are now presented with from early 2017 and the enthusiasm and commitment from the JCS team as we approach new territory. I remain committed to ensuring the delivery of quality and culturally appropriate services to our current Jewish and other community clients and working with the Board and the rest of the JCS team to explore and introduce new services & business opportunities over the course of next year.

Finally, I would like to acknowledge the support and mentoring offered to me by our Chairman, Rob Nachum. I have been extremely fortunate to work with the calibre of Jill Noble our Treasurer who has been instrumental in my continued learning and development of financial management and budgeting processes. Thank you to Janet Henrie who has provided mentoring support to our Finance & Business Support Officer and contributed to our improved financial position this year. As the Chairman mentioned in his report, Heather Croucher and Mandy Kay are leaving the Board, and I thank them both for their support and input over the past two years.

Shalom
Darren Meechan
General Manager



Home Support & Social Inclusion Services

Our Home Support & Social Inclusion Services had a number of successes and challenges during 2015/2016, and here are a few we would like to share with you

TRANSITIONING FROM THE HOME AND COMMUNITY CARE (HACC) PROGRAMME TO THE NEW COMMONWEALTH HOME SUPPORT PROGRAM (CHSP)

provided some minor challenges for JCS given our small size and limited information technology infrastructure & resources. We accomplished integrating our current systems and processes to ensure compliance with the My Aged Care Gateway and Regional Assessment Service referral processes. These changes also provided us with a number of new opportunities through an increase in new referrals and providing us with a level playing field to respond to the needs of the broader aged care community.

We continue to provide ***flexible, responsive and diverse services*** to meet the needs of our clients by expanding our weekend and public holiday service operation to ensure our most vulnerable clients are well supported to remain living in their own home, and providing peace of mind for their family members.

In addition to our CHSP funded services, we commenced providing private and full fee support and assistance to clients requiring tailored and higher levels of support beyond the scope of the CHSP and have financial capacity to purchase services on a full fee basis.

The philosophy of active ageing, which underpins the Commonwealth Aged Care reform, lies at the heart of our service delivery. We encourage our clients to be physically and mentally active and socially connected right from the initial support planning, ongoing service delivery and review stages.

Our Active Choices Active People person-centred approach ensures tailored services meet the unique needs of each individual. We continually reinforce the concept of “doing with” rather than doing for with support staff having a central role in promoting and upholding this very important philosophy.



Home Support & Social Inclusion Services

During 2015-2016, we sustained our commitment to build on our social inclusion and engagement programs, recognising our staffing capabilities and capacity to offer greater diversity to our client group. Since the creation of a dedicated social inclusion & engagement facilitator role, we are able to ensure that our

most vulnerable clients and those at risk of becoming socially isolated are nurtured to make their own choices and gain the confidence to participate in programs and activities they feel comfortable with.

As part of a new

Consumer Directed Care (CDC) model of service, we collaborated

with several larger home care package providers to assist JCS clients transitioning from CHSP services to packaged support enabling clients to choose and retain their preferred workers and empowering clients to design and choose the services that work for them.

We sustained a presence and contributed productively at our various regional networks to promote capacity and a

willingness to respond to the needs of the broader aged care community

particularly in instances where other larger service providers did not have capacity to respond immediately. We have enjoyed opportunities to create new relationships by building rapport with our local Regional Assessment Service (RAS) agencies to encourage new referrals and creating a reputation that JCS is a quality provider not only for our clients within the Jewish community but also the broader aged care community.

create new connections with providers of Home Care Packages.

In addition to our current and valued relationship with Southern Cross Care SA/NT, we have received referrals from Uniting Care Wesley, Lutheran Homes and Anglicare which resulted in JCS recruiting three new volunteers and successfully matching our volunteers with those clients referred from HCP providers.

We secured a government grant and installed a new kitchen and cooking facilities in the JCS office.



Home Support & Social Inclusion Services

Our kitchen facilities have enabled us to run small cooking groups on site as well assist some of our vulnerable clients regain their confidence and skills to participate and cook a meal. With the support and use of the Beit Shalom synagogue kitchen, we now have the capacity to cater for varying group sizes this popular program.

planning (by researching of the new computers preparing and cooking including Jewish, Italian,

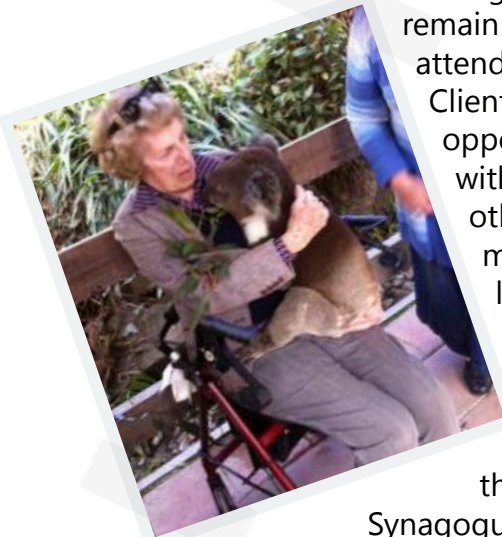
Our monthly bus trips popular event on the each outing fully booked Clients enjoy lunch atmosphere of the which include a German and spot of shopping

taking time to smell the roses and stock up on plants at Virginia nursery, another scenic drive into the Adelaide hills for lunch in Strathalbyn and a trip to Gorge Wildlife Park to get up close and personal with some cute and cuddly wildlife.



to ensure the success of Clients actively contribute to new menus utilising one dedicated for client use), the different types of cuisine Asian, Russian and Israeli.

have proved to be the most JCS social calendar, with soon after announcement! and experience the local various destinations visited lunch in Hahndorf, a stroll on Murray Street, Gawler,



Our Bagels luncheons remain as another well attended social event.

Clients have the opportunity to meet with friends and other community members in a larger group setting each month alternating between the Beit Shalom

Synagogue and other eating venues, which are suggested

by clients as to offer diversity and the opportunity for clients to attend in various locations across Adelaide.

For those clients that prefer to socialise and engage in quiet conversation, we commenced the monthly Coffee Club for a limited number of clients to meet in a more intimate atmosphere which is usually one of the many

Cafés around Adelaide. Again, clients choose the venue based on its particular location or reputation for good coffee and cake!

The weekly friendship group '*Chaverim*', established by Lynette Ninio many years ago, continues to meet each Thursday here at the JCS office where clients choose to participate in light chair based exercises, outdoor meanders around Joslin in the warmer months or simply keeping the office staff

entertained with lots of laughter and banter! We must also say a big thank you to Lidia who attends Chaverim occasionally and brings along her various baked delicacies such as Pirozhki and other amazing delights for all to enjoy!



Home Support & Social Inclusion Services

We continue to offer our Active Gardeners program to existing clients which was made possible through a small grant provided in 2014. Although not a core service widely promoted due to limited funding and volunteer resources, one client and volunteer continue to meet and share a common interest in their love of gardening allowing the client to remain active and maintaining her small garden area. Volunteers are recruited on an 'as needs' basis once a client expresses interest and the garden area is determined suitable and practicable for both volunteer and client.

Overall, our home & community services and social inclusion & engagement programs have improved and further evolved to offer every individual the flexibility, diversity and choice when selecting JCS as their provider of quality aged support services.



The journey for JCS as part of the broader aged care reform agenda is just beginning, with many exciting and positive opportunities available to us from February 2017 and beyond.

These changes will allow JCS to provide continuity of services to our existing client group as their support needs change or increase and clients need to transition to different levels of support.

We look forward to this time next year being able to highlight further achievements and developments to our services and programs.

Emmon Wang

Coordinator, Home & Community Support Program

Na'ama Iadarola

Social Inclusion & Engagement Facilitator

Home Support & Social Inclusion Services

The following tables show clients who were active and received service/s from 1 July 2015 to 30 June 2016.

Gender		
Female	58	77.33%
Male	17	22.67%
Total	75	

Age		
56 - 60	2	2.67%
61 - 65	3	4.00%
66 - 70	8	10.67%
71 - 75	2	2.67%
76 - 80	9	12.00%
81 - 85	15	20.00%
86 - 90	22	29.33%
91 - 95	12	16.00%
96 +	2	2.67%
Total	75	

Clients Who Identify as		
JEWISH	59	78.67%
NON - JEWISH	16	21.33%
Total	75	

Region		
EAST	26	34.67%
NORTH	10	13.33%
SOUTH	27	36.00%
WEST	12	16.00%
Total	75	

Local Government Area		
ADELAIDE (C)	1	1.33%
BURNSIDE (C) - NORTH-EAST	3	4.00%
BURNSIDE (C) - SOUTH-WEST	8	10.67%
CAMPBELL TOWN (C) - WEST	3	4.00%
CHARLES STURT (C) - COASTAL	4	5.33%
CHARLES STURT (C) - INNER EAST	1	1.33%
CHARLES STURT (C) - INNER WEST	2	2.67%
HOLDFAST BAY (C) - NORTH	1	1.33%
HOLDFAST BAY (C) - SOUTH	4	5.33%
MARION (C) - CENTRAL	6	8.00%
MARION (C) - NORTH	6	8.00%
MARION (C) - SOUTH	1	1.33%
MITCHAM (C) - NORTH-EAST	2	2.67%
MITCHAM (C) - WEST	2	2.67%
MOUNT BARKER (DC) - CENTRAL	1	1.33%
NORW. P'HAM ST PTRS (C) - WEST	5	6.67%
ONKAPARINGA (C) - NORTH COAST	1	1.33%
PLAYFORD (C) - WEST	1	1.33%
PORT ADEL. ENFIELD (C) - COAST	1	1.33%
PORT ADEL. ENFIELD (C) - EAST	3	4.00%
PORT ADEL. ENFIELD (C) - INNER	2	2.67%
PORT ADEL. ENFIELD (C) - PORT	1	1.33%
SALISBURY (C) - NORTH-EAST	1	1.33%
SALISBURY (C) BAL	2	2.67%
UNLEY (C) - EAST	4	5.33%
WALKERVILLE (M)	1	1.33%
WEST TORRENS (C) - WEST	8	10.67%
Total	75	

Home Support & Social Inclusion Services



1,805

TRANSPORT TRIPS

Provided by staff, volunteers and indirectly by taxis funded by JCS for clients to attend social support activities, medical appointments and groups and programs.

2,760

HOURS OF HOME SUPPORT

Includes Domestic Assistance, Personal Care, Respite Care and Gardening Services.

2,570

HOURS OF SOCIAL INCLUSION & ENGAGEMENT SUPPORT

Includes shopping assistance, support to attend social events and medical appointments, JCS programs and activities, community visiting and counselling and information support for Carers.

3,035

HOURS OF CLIENT CONTACT TIME

Includes undertaking new client introductory and assessment visits, client reviews, coordination of services, telephone and face to face contact with clients and administrative tasks.



Our Volunteers

Jewish Community Services actively promotes the principles of volunteering which provides an essential link within the Jewish and broader community.

We nurture and encourage volunteer satisfaction, including developing a range of new skills and creating professional and social contacts. Volunteering adds to the fullness of Jewish Community Services programs and services by involving a diverse range of individuals in a variety of roles and activities.

Volunteers are the key to success of Jewish Community Services. Without our volunteers, much of the work we do would not be possible, such as.

- ★ *Provide one to one transport for our older community members to medical, monthly lunches, social appointments, outings and Synagogue services*
- ★ *Provide companionship and social support in the home as part of the Community Visitors Scheme , to reduce social isolation for our older clients*
- ★ *Help our older community members with light garden maintenance as part of our Active Gardeners program.*
- ★ *Provide visits and company to our community members who are in hospital, respite, rehabilitation or entered permanent residential care*
- ★ *Maintain the JCS website to ensure all content is informative, current and accurate and ensure our positive presence on social media*
- ★ *Develop JCS newsletter, e-News and other publications*
- ★ *Provide day to day administrative support to the office team by assisting with a range of tasks associated with our finance and coordination functions*

It was interesting to review the 2016 State of Volunteering in Australia report that details the trends, demographics, challenges and successes in the volunteering sector in Australia and to identify opportunities to maximise the potential of the volunteer workforce.

As we highlighted in our previous annual report, the success of our volunteer program requires us to continually create new and innovative ways to engage volunteer support through short term engagement and designing meaningful volunteer roles that adapt to an individual's skills and talents.

The 2016 SoVA report investigates the following headline questions and will prove useful for JCS, which will guide the Board and management to develop a volunteer engagement strategy and incorporate some of the following into the future organisational strategic plan.

Our Volunteers

Are the current volunteer engagement and management practices appropriate for the future



Is there alignment between the types of roles volunteers want to undertake, the sectors they are interested in volunteering in, and the needs of volunteer involving organisations



What is the appropriate framework to support informal volunteering



What are the necessary steps that need to be taken to future proof volunteering



Princy, our talented web developer is one of our many dedicated volunteers who willingly gives her time each week to update our website and troubleshoot any technical issues, provides administrative support to our office team and enters data that is essential for our funding and reporting obligations.

Heartfelt 

THANKS

TO OUR VOLUNTEERS!



Board of Management

ROBERT NACHUM - Chairman

Robert is serving his seventh concurrent term on the Board of Management of Jewish Community Services and fifth term as Chairman.

His career spans a quarter of century in commodities marketing, trading and finance, both in corporate senior management positions as well in independent international consultancy. Rob is the founder and Executive Director of leading internet broadcasting services Company and has been a pioneer in the Australian webcast industry since 2000.

Rob has a Bachelor of Business majoring in marketing and international trade.

JILL NOBLE - Treasurer

Jill joined the JCS board in 2015 and is the CFO and Company Secretary of the Nova Group of Companies. Jill has a diverse background, working mainly in Defence and technology industries in software engineering and project management, before transitioning to a career in corporate services management and financial management.

Jill has a Bachelor of Science (Computer Science and Mathematics), MBA and Master of Commerce (Accounting). Jill is also a Certified Practicing Accountant (CPA).

MANDY KAY - Secretary

Mandy has a diverse employment background, experience in health and safety, training, quality management systems, human resources, and change management. She currently works as a Compliance and Enforcement Manager with SafeWork SA.

Mandy has a Masters of Public Administration and is a work health and safety practitioner.

HEATHER CROUCHER - Board Member

Heather is a lawyer with 30 years' experience. Her current role is as General Counsel and joint Company Secretary with the South Australian Health and Medical Research Institute – SAHMRI.

Heather has previously been a partner in a large law firm and also spent time in other in house roles and in the SA public sector. She has held positions on the boards of other not for profit organisations.

JANET HENRIE - Board Member

Janet has been a previous Treasurer of the JCS board of management, and was appointed as a board member in 2015 . She is the financial officer of University of South Australia Students Association.

Previously, she was an accountant with Not for Profit Accounting Services for 10 years, and serviced a wide range of clients in the not-for-profit sector. Janet and her husband, who have lived in Adelaide for 20 years, are active members of Beit Shalom Synagogue and the Jewish community.



Our Staff



DARREN MEECHAN
General Manager

"Having an energetic, professional and dedicated team of staff and volunteers who strive to deliver high quality, person centered and responsive services to our community, is one of the many reasons why I enjoy working in a vibrant and diverse organisation like JCS".



EMMON WANG
Coordinator, Home & Community Support

"I love the vibrancy and passion that exists at JCS. I appreciate the clear vision, the leadership and the supportive environment. I care about our clients and they care about me. It's a great place to be".



YANI HARTANTO
Finance & Business Support Officer

"I am able to use my skills and knowledge, as well as challenge myself in areas that are new to me. I am always encouraged to be the best I can be and I get plenty of support to achieve my goals. It's a pleasure to work for a community organisation with positive, caring and professional people".



NA'AMA IADAROLA
Social Inclusion Program Facilitator

"I love experiencing the motivation and laughter of clients attending our diverse range of activities & programs. I think I have the luckiest job in the world where my skills and talents are recognised. JCS brings a fresh and innovative approach to providing services to our community, and I am proud to be part of such a passionate and dedicated team of staff & volunteers".



ANITA LONG
Home & Community Support Worker

"Being involved with community services for many years, I find my work challenging, yet satisfying. I have a good rapport with my clients and with the dedicated team in Jewish Community Services".



TATYANA KONDRATENKO
Home & Community Support Worker

"I have learnt a lot in my role over the past 12 years. The opportunities I have been provided such as further training and development, has allowed me to keep up with the changes in the aged care sector".

WE ARE PASSIONATE ABOUT
WHAT WE DO AND STRIVE TO BE
FLEXIBLE AND ADAPTABLE, AND
ALWAYS PUT THE PEOPLE WE
SUPPORT AT THE CENTRE OF
EVERYTHING WE DO.
**WE ALSO WANT TO GET
MORE DONE AND HAVE
MORE FUN DOING IT!**





Our Supporters

TODAH!

The Commonwealth Department of Health, funding the

- Commonwealth Home Support Programme (CHSP)
- Care Relationships & Carer Support Programme

The Commonwealth Department of Social Services, funding the

- Counselling, Support, Information & Advocacy (CSIA) for Carers Programme
- Community Visitors Scheme (CVS)

Department of Communities & Social Inclusion (SA), for funds received as part of the

- Multicultural Infrastructure Grants Program 2015
- Community Benefit SA Grant Program 2015
- Office for Volunteers & Volunteer Support Fund 2015

Jewish Community Services

acknowledges the financial and other generous contributions made by our funding bodies and other supporters

Jewish Care Victoria

Nat Solomon's Home Trust

Southern Cross Care (SA/NT)

All Community Members and Individuals who made a Donation

All Supporters at JCS Events and Functions



Australian Government
Department of Health



Australian Government
Department of Social Services



Government of South Australia
Department for Communities and Social Inclusion



JewishCare
My Community. My Choice.





Treasurer's Report

The total income for Jewish Community Services in 2015-2016 was \$503,516 compared to \$423,116 in 2014-2015, representing a 19.0% increase. This increase was due to a 9% increase in Government funding, increased contributions from clients, and an increase in donations to \$30,151 from \$2,653 the previous year. The majority of the government funding increase was non-recurrent, with grants received for implementation of new IT systems, and for a new kitchen.

The total operating expenses in 2015-2016 were \$460,615 compared to \$439,915 in 2014-2015, representing a 4.7% increase. As a human service organisation the main expenses are wages and related costs and the operational expenses of the Jewish Community Services Program, including the outsourcing of additional client support services where needed above those able to be provided by our own staff. Jewish Community Services service costs are subsidised by the work of our volunteers. We are fortunate to have dedicated volunteers who provide that extra level of support and caring which is vital for our community.

Jewish Community Services had an operating surplus of \$43,545 in the 2015–2016 financial year, a significant turnaround compared to the 2014–2015 financial year deficit of \$15,665. This year's surplus was due to expenditure cost restraint relative to the increase in income, as well as the increased income from donations.

Our financial reserves were further improved because after protracted negotiation with the Department of Health and Ageing regarding under-spent funds of prior years from 2012-2015, agreement was reached that these funds did not need to be repaid, and hence the provision of \$35,249 set aside in 2014-2015 for this purpose was able to be reversed.

The current year surplus and the reversal of last year's provision has significantly improved our net asset position, which has increased from \$3,640 at 30 June 2015 to \$82,434 at 30 June 2016. This level of accumulated funds stands JCS in good stead for the continued uncertainty and volatility regarding the future of government funding arrangements and should allow JCS some flexibility in considering best use of these funds beyond day-to-day survival, especially if the level of donation income is able to be maintained or increased.

Jill Noble

Treasurer

Treasurer's Report

	2014-2015	2015-2016
Total Income	\$423,116	\$503,516
Total Expenditure	\$439,915	\$460,615
Operating Profit	(\$16,799)	\$42,901
Total Other Expenses / (Income)	(\$1,134)	(\$644)
Total Surplus / (Deficit)	(\$15,665)	\$43,545
Prior Year Adjustments	(\$28,306)	\$35,249
Opening Accumulated Funds	\$47,612	\$3,640
Closing Accumulated Funds	\$3,640	\$82,434
	2014-2015	2015-2016
Total Current Assets	\$60,935	\$137,561
Total Non-Current Assets	\$2,955	\$241
TOTAL ASSETS	\$63,890	\$137,802
Total Current Liabilities	\$60,250	\$55,368
Net Assets	\$3,640	\$82,434
Total Accumulated Funds	\$3,640	\$82,434

Auditors Report

INDEPENDENT AUDITOR'S REPORT

To the members of Jewish Community Services Incorporated

Report on the Financial Report

We have audited the accompanying financial report, being a special purpose financial report of Jewish Community Services Incorporated, which comprises the statement of financial position as at 30 June 2016, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the Boards' declaration.

Board Responsibility for the Financial Report

The Board of Jewish Community Services Incorporated are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act), the Associations Incorporation Act (SA) 1985 and the needs of the members. The Boards' responsibility also includes such internal control as the Board determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted the audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the responsible entities' preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

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Auditors Report

Electronic publication of the audited financial report

It is our understanding that Jewish Community Services Incorporated intends to electronically present the audited financial report and auditor's report on its internet website. Responsibility for the electronic presentation of the financial report on the Jewish Community Services Incorporated website is that of the Board of Jewish Community Services Incorporated.

The security and controls over information on the website should be addressed by Jewish Community Services Incorporated to maintain the integrity of the data presented. The examination of the controls over the electronic presentation of audited financial report on Jewish community Services Incorporated website is beyond the scope of the audit of the financial report.

Opinion

In our opinion, the financial report of Jewish Community Services Incorporated is prepared in accordance with Division 60 of the Australian Charities and Not-for-profits Commission Act 2012, including:

- a) giving a true and fair view of Jewish Community Services Incorporated's financial position as at 30 June 2016 and of its financial performance and cash flows for the financial year ended on that date; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013.

Other Matter

The financial report of Jewish Community Services Incorporated for the financial year ended 30 June 2015 was audited by S D Fry CA who expressed an unmodified opinion on that financial report on 30 September 2015.

Basis of Accounting and Restriction and Distribution of Use

Without modifying our opinion, we draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling Jewish Community Services Incorporated's financial reporting responsibilities under the Associations Incorporations Act (SA) 1985 and the ACNC Act. As a result, the financial report may not be suitable for another purpose.

Our report is intended solely for Jewish community Services Incorporated and should not be distributed to or used by other parties other than Jewish Community Services Incorporated.



Debra Arnold **CPA**

Director

Registered Company Auditor # 45005



ABN 58 608 942 221
PO Box 28
CHRISTIES BEACH SA 5165

Date: 28 October 2016



Financial Statements 2015/2016

REPORT OF THE BOARD

The Board reports that:

- a) During the financial year ended 30 June 2016, no officer of the Association, firm of which the officer is a member, or body corporate in which the officer has a substantial financial interest, has received or become entitled to receive a benefit as a result of a contract between the officer, firm or body corporate and the Association; and
- b) no officer of the Association has received directly or indirectly from the Association any payment or other benefit of a pecuniary value, except for the reimbursement of expenses incurred on behalf of the Association.

STATEMENT BY OFFICERS OF THE ASSOCIATION

The Officers of the Association have determined that the Association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial report. The financial report is therefore a special purpose financial report that has been prepared in order to meet the requirements of the Board, the Associations Incorporations Act (SA) 1985, government and other funding agencies.

The Officers of the Association declare that in the opinion of the Officers' of the Association:

- c) there are reasonable grounds to believe that Jewish Community Services Inc is able to pay all of its debts, as and when they become due and payable; and
- d) the financial statements and notes satisfy the requirements of the Associations Incorporation Act (SA) 1985 and the Australian Charities and Not-for-profits Commission Act 2012 .

The declaration is signed in accordance with subsection 60.15(2) of the Australian Charities and Not-for-profit Commission Regulation 2013.

Signed in accordance with a resolution of the Board for and on its behalf by: -


Chairperson: Robert Nachum


Treasurer: Jill Noble

27 October, 2016
Date

JEWISH COMMUNITY SERVICES INC

STATEMENT OF COMPREHENSIVE INCOME

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

OPERATING INCOME	Note	2016 \$	2015 \$
Grants			
Commonwealth		382,977	377,663
State		44,945	14,434
Other Grants		636	-
Total Grants		428,558	392,097
Donations		30,151	2,653
Client Fees & Charges		44,643	28,274
Other Income		164	92
TOTAL INCOME		503,516	423,116
EXPENDITURE			
Asset purchases < \$5,000		199	1,200
Administration Expense		22,162	29,300
Client Support Expense		39,962	44,835
Computer Expenses		25,845	9,129
Depreciation expense		2,714	2,714
Insurance Expense		4,150	4,816
Repairs & Maintenance Expense		12,315	469
Salaries, Wages & Overheads		302,223	298,734
Office Expenses		45,251	40,541
Sundry Expenses		5,794	8,177
TOTAL OPERATING EXPENDITURE		460,615	439,915
OPERATING SURPLUS/(DEFICIT)		42,901	(16,799)
OTHER INCOME			
Interest		644	1,134
TOTAL OTHER INCOME		644	1,134
SURPLUS/(DEFICIT)		43,545	(15,665)

JEWISH COMMUNITY SERVICES INC

STATEMENT OF FINANCIAL POSITION

AS AT 30 JUNE 2016

CURRENT ASSETS	Note	2016 \$	2015 \$
CURRENT ASSETS			
Cash & Cash Equivalents	2	124,796	52,975
Trade Debtors & Other Receivables	3	9,286	4,675
Other		3,479	3,285
TOTAL CURRENT ASSETS		137,561	60,935
NON CURRENT ASSETS			
Property, Plant & Equipment	4	241	2,955
TOTAL NON CURRENT ASSETS		241	2,955
TOTAL ASSETS		137,802	63,890
CURRENT LIABILITIES			
Trade Creditors & Other Accruals	5	40,044	51,846
Provisions	6	15,324	8,404
TOTAL CURRENT LIABILITIES		55,368	60,250
TOTAL LIABILITIES		55,368	60,250
NET ASSETS		82,434	3,640
ACCUMULATED FUNDS			
Opening Accumulated Funds		3,640	47,612
Prior Period Adjustment	8	35,249	(28,307)
Surplus/(Deficit) for the year		43,545	(15,665)
TOTAL ACCUMULATED FUNDS		82,434	3,640

JEWISH COMMUNITY SERVICES INC

CASH FLOW STATEMENT

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

CASH FLOWS FROM OPERATING ACTIVITIES	Note	2016 \$	2015 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Grant Income		428,558	392,097
Client Fees & Charges		44,643	28,274
Donations & Other Income		30,314	2,744
Payments to Suppliers & Employees		(432,339)	(454,710)
NET CASH FLOWS FROM OPERATING ACTIVITIES	7	71,176	(31,594)
CASH FLOWS FROM INVESTING ACTIVITIES			
Interest Received		644	1,134
Payment for property, plant and equipment		-	-
Proceeds from sale of property, plant and equipment		-	-
NET CASH FLOWS FROM INVESTING ACTIVITIES		644	1,134
NET INCREASE / (DECREASE) IN CASH HELD		71,821	(30,460)
CASH AT THE BEGINNING OF THE YEAR		52,975	83,435
CASH AT THE END OF THE YEAR		124,796	52,975

JEWISH COMMUNITY SERVICES INC

STATEMENT OF CHANGES IN EQUITY

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

BALANCE AS AT 1 JULY 2015	Note	Accumulated Funds \$	Total \$
Balance as at 1 July 2015		3,640	3,640
Transfers (to) and from reserves		-	-
Surplus / (Deficit) for the year		43,545	43,545
Prior period adjustment		35,249	35,249
Balance as at 30 June 2016	7	82,434	82,434

BALANCE AS AT 1 JULY 2014	Note	Accumulated Funds \$	Total \$
Balance as at 1 July 2014		42,779	42,779
Transfers (to) and from reserves		-	-
Surplus / (Deficit) for the year		(15,665)	(15,665)
Prior period adjustment		(23,473)	(23,473)
Balance as at 30 June 2015	8	3,640	3,640

JEWISH COMMUNITY SERVICES INC

NOTES TO THE FINANCIAL REPORT

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES

This financial report is a special purpose financial report prepared in order to satisfy the financial reporting requirements of the *Associations Incorporation Act 1985 (SA)*, the *Australian Charities and Not-for-profits Commission Act 2012* and the *Australian Charities and Not-for-profits Commission Regulation 2013*.

The financial report has been prepared on an accruals basis and is based upon historical costs and does not take into account changing money values or, except where stated specifically, current valuations of non-current assets. The financial report has been prepared in accordance with the following Accounting Standards and other mandatory professional reporting requirements:

AASB 101	<i>Presentation of Financial Statements</i>
AASB 107	<i>Statement of Cash Flows</i>
AASB 108	<i>Accounting Policies, Changes in Accounting Estimates and Errors</i>
AASB 1031	<i>Materiality</i>
AASB 1048	<i>Interpretation of Standards</i>
AASB 1054	<i>Australian Additional Disclosures</i>

In the opinion of the Officers of the Association, the Association is not a reporting entity as there are unlikely to exist users who are unable to command the preparation of reports tailored so as to satisfy all of their information needs. Accordingly, the report is a "Special Purpose Financial Report" that has been prepared solely to meet the requirements of the members and the Associations Incorporations Act 1985 (SA), the Australian Charities and Not-for-profits Commission Act 2012, standard funding agreements, the Board and the members of the Association.

The financial report covers Jewish Community Services Incorporated as an individual entity. Jewish Community Services Incorporated is a community organisation supporting the needs of individuals and families within the Jewish Community. The principal place of business of Jewish Community Services Incorporated is 227 Payneham Road, Joslin, South Australia.

No other applicable Accounting Standards, Urgent Issues Group Interpretations or other authoritative pronouncements of the Australian Accounting Standards Board have been applied.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of this financial report.

a) Income Tax

The Association is exempt from income tax pursuant to the Income Tax Assessment Act.

b) Cash and cash equivalents

Cash and cash equivalents includes cash on hand, deposits held at call with banks and other short-term highly liquid investments with original maturities of three months or less.

c) Grants

Government grants and other activity income have been brought to account on an accrual basis.

d) Property, Plant and Equipment

Each class of property, plant and equipment is carried at cost or fair value less, where applicable, any accumulated depreciation. Property, plant & equipment >\$1,000 are capitalised at cost except where their purchase is subject to a funding arrangement. In these instances the assets are expensed at the date of acquisition.

Impairment

The carrying amount of plant and equipment is reviewed annually by the Board to ensure it is not in excess of the recoverable amount of these assets.

JEWISH COMMUNITY SERVICES INC

NOTES TO THE FINANCIAL REPORT

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

1. STATEMENT OF SIGNIFICANT ACCOUNTING POLICIES (continued)

Depreciation

The depreciable amount of all fixed assets are depreciated on a straight line basis over their useful lives commencing from the time the asset was held ready for use.

The depreciation rates used for each class of depreciable assets are:

Class of Asset	Depreciation Rate
Plant and Equipment	33%
Software	33%

Gains and losses on disposals are determined by comparing the proceeds with the carrying amount. These gains or losses are included in the Statement of Comprehensive Income.

e) Revenue

All revenue is stated net of the amount of goods and services tax (GST).

f) Goods and Services Tax (GST)

The Association is registered for GST purposes, with a GST registration number 29 044 039 946. For the Association all revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office. In these circumstances the GST is recognised as part of the cost of acquisition of the asset or as part of an item of the expense. Receivables and payables in the balance sheet are shown inclusive of GST.

g) Employee Entitlements

Liabilities for employee benefits for wages/salaries that are expected to be settled within 12 months of the reporting date, representing present obligations resulting from employees' services provided to reporting date, are calculated at undiscounted amounts based on remuneration rates the Association expects to pay as at reporting date including related on-costs.

Employee benefits expected to be settled later than 12 months after the reporting date have been measured at the present value of the estimated future cash flows to be made for those benefits. Long Service Leave is accrued when employees have reached 5 completed years of service.

h) Economic Dependence

The association is dependent on government funding for the majority of its revenue. As at the date of this report the Board have no reason to believe that the government departments will not continue to support the association.

2. CASH & CASH EQUIVALENTS

	2016 \$	2015 \$
Cash on hand	229	354
Cash at Bank - Cheque Account	54,304	17,148
Cash at Bank - Cash Management Account	70,262	35,474
	124,796	35,474

3. TRADE DEBTORS & OTHER RECEIVABLES

	2016 \$	2015 \$
Trade Debtors	10,286	5,675
Less: Provision for Doubtful Debts	(1,000)	(1,000)
	9,286	4,675

JEWISH COMMUNITY SERVICES INC

NOTES TO THE FINANCIAL REPORT

FOR THE FINANCIAL YEAR ENDED 30 JUNE 2016

4. PROPERTY, PLANT & EQUIPMENT	2016 \$	2015 \$
Plant & Equipment - at cost	2,146	11,589
Less Accumulated Depreciation	(1,905)	(10,634)
Software - at cost	6,000	6,000
Less Accumulated Depreciation	(6,000)	(4,000)
	241	2,955

5. TRADE CREDITORS & OTHER PAYABLES	2016 \$	2015 \$
Trade Creditors	8,274	5,302
Accruals	12,469	2,075
Net GST Liability	(348)	9,400
Payroll Liabilities	15,791	(181)
Provision for Grants Repayable	3,857	35,249
	40,044	51,846

6. PROVISIONS CURRENT		
Annual Leave	15,324	8,404

7. CASH FLOW INFORMATION	2016 \$	2015 \$
(a) Reconciliation of net cash provided by operating activities to operating result:		
Operating Result	43,545	(15,665)
Non-cash flows in operating result:		
Depreciation	2,714	2,714
Employee Provision Expense	6,920	(14,845)
Net Profit/(Loss) on Sale of Assets	-	-
Interest Received	(644)	(1,134)
Changes in assets and liabilities:		
(Increase)/Decrease in Trade Debtors & Other Receivables	(4,611)	16,510
(Increase)/Decrease in Other Current Assets	(194)	1,548
Increase/(Decrease) in Trade Creditors & Other Accruals	(11,802)	7,583
Prior period adjustment	35,249	(28,305)
	71,176	(31,594)

8. PRIOR PERIOD ADJUSTMENT

The Provision for Grants Repayable as at 30 June 2015 represents funding received for the South East Country region under the former Commonwealth HACC program. This region was an area not serviced by the organisation. Following a review of HACC Acquittals for the period 1 July 2012 to 30 June 2015, the Department of Health has determined that Jewish Community Services Inc has expended all its grant funding on services to clients that are consistent with the program's policy intent and there is no requirement for grant funds to be repaid. As a result the 30 June 2015 provision has been reversed in the financial year ended 30 June 2016 as a prior period adjustment. The balance of the provision as at 30 June 2016 relates to HACC Funding received for the South East Country region for the period 1 July to 31 October 2015. It is expected that these funds will be returned to the department as part of the HACC acquittal process.



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