

# COMMUNITY CONNECTIONS

THE LATEST NEWS AND UPDATES FROM JCS

## HIGHLIGHTS

**CONSUMER DIRECTED CARE**

**MEET THE JCS BOARD**

**COMMUNITY ENGAGEMENT AND  
CONSULTATION UPDATE**

**FROZEN KOSHER MEAL  
PROJECT**

**STRATEGIC PLANNING 2017-19**

**INVOICE PAYMENT OPTIONS**

**CLIENT SUPPORT PLANS**

**FURTHER INFORMATION AND  
EVENTS**

**UPCOMING JCS EVENTS**



## MESSAGE FROM THE GENERAL MANAGER



Welcome to our first newsletter for 2017.

We hope you like our new format and find the content in this edition informative.

I am thrilled that we are able to provide a number of updates relating to community engagement, JCS strategic directions, changes to aged care as part of the wider sector reforms and opportunities to expand services based on community and service user need.

We are also excited about the Increasing Choices in Home Care changes the Australian Government introduced on 27 February 2017, which means that if you are considering a home care package in the future, or currently thinking about changing your provider it will become simpler to choose the service provider that is right for you (see fact sheet on following pages).

As part of these changes, JCS is seeking to become an Approved Aged Care Provider so we have the opportunity to deliver Home Care Packages. In doing so, when a users needs increase and they require higher and more complex levels of support, we will be able to continue to support them, rather than them leave JCS for another provider. We expect to learn the outcome of our application in April.

*Cont page 2*

The JCS team held a mini brainstorming session in early January to further explore opportunities to expand and enhance our services and ensure JCS is meeting the needs of the Jewish community. The following four key areas were covered with individual team members taking ownership to lead these projects;

- Responding to Kosher meal requests – Identify cost effective ways to provide kosher meal options to cater for service users who are finding it difficult to cook and wish to maintain kashrut observance.
- Linking social inclusion programs to key Jewish community events and health awareness activities – Collaborate with Jewish community stakeholders to align significant Jewish events with JCS social inclusion programs and promote healthy lifestyles by participating in external activities and promoting key health awareness events.
- Commencing telephone support & well-being checks – Providing social, friendly and well-being checks by telephone.
- Responding to support requests after hours – Supporting complex clients needs after hours particularly those clients with home care packages.

To ensure the success of providing new services in the future, such as frozen kosher meals and telephone support and well-being checks, we are seeking interest from community members who would like to become a volunteer with JCS. Please contact Emmon Wang on 8363 5400 or email [emmon@jcssa.asn.au](mailto:emmon@jcssa.asn.au) for further information or to register your interest.

Our website has been given an overhaul recently, and we are continuing to update the site to ensure its relevance to the community, service users and the general public. Check it out at [www.jcssa.asn.au](http://www.jcssa.asn.au) and you can also like us on Facebook and follow us on Twitter.

Finally, with Pesach fast approaching, hopefully you have stocked up on all your supplies of matza and will be joining in one of the community Seders being held.

Chag Pesach Sameach!  
Darren Meechan

## Changes to Department of Communities and Social Inclusion (DCSI) Domiciliary Care

Domiciliary Care services provided in metropolitan Adelaide will move to non-government management by June 2018. Importantly, clients should experience no change in their services and funding will continue as normal through My Aged Care.

DCSI will be writing to all clients about the future change in management. You can also call the information line on 1800 952 962 between 8am – 6pm, Monday to Friday, or email questions to [dcisifuturedirections@sa.gov.au](mailto:dcisifuturedirections@sa.gov.au)



# CONSUMER DIRECTED CARE

At JCS, we promote a philosophy of healthy and active ageing, and strive to enable older members of our community to continue to live independently by providing high quality home and community support services.

That is why we are excited about the changes the Australian Government is about to introduce that increases choice for consumers when it comes to aged services.

From 27 February 2017, if you currently have, or are considering a home care package in the future, it will become simpler to choose the service provider that is right for you.



## WHAT IS CHANGING?

01

Home care package funding will follow the consumer. This means consumers will be able to change their care if they move to another area or want to change providers for any reason.

02

There will now be a consistent approach across Australia in prioritising access to home care. This means, that regardless of where you live, the distribution of packages will be fairer and more flexible.



JCS will remain a small niche aged care provider with a focus on providing high quality home and community support for the South Australian Jewish Community. The changes will allow us to broaden our services to the wider community and welcome other individuals to access the same level of aged care services from JCS. Our focus will always be on our community with the sentiment, *doing with*, to assist aged community members to remain active and independent, by promoting the active choices, active people model of service.

# JCS will continue to offer the following Commonwealth Home Support Program (CHSP) funded services:

## **Domestic assistance**

assisting with basic and essential household cleaning tasks.

## **Personal care**

assisting with personal hygiene and daily self care tasks.

## **Social support and shopping**

to assist with tasks such as meal preparation, shopping, banking and accompanying clients to appointments and social visits.

## **Social inclusion programs**

opportunities to participate in a range of activities including monthly group lunches, social outings, cooking programs and other active ageing & well-being programs.

## **Transport**

to attend medical appointments, visit family in nursing homes and hospital and to local social functions.

## **Basic garden maintenance**

helping with weeding, pruning and lawn mowing.

## **Respite and carer support**

provide support and assistance to carers who need a break or time out from their caring responsibilities.

## **Community visits by volunteers**

offering friendship, social opportunities and connection to the community for older people who live at home.



227 Payneham Road Joslin SA 5070

T: (08) 8363 5400

F: (08) 8363 5401

E: [contact@jcssa.asn.au](mailto:contact@jcssa.asn.au)

W: [www.jcssa.asn.au](http://www.jcssa.asn.au)

ABN 29 044 039 946

## **Active Choices. Active People.**

- promoting a wellness or active ageing approach that emphasizes physical and mental health.
- opportunities to improve social participation to maintain or promote a person's capacity to live as independently as possible.
- a person-centered approach to support, promoting wellness and active participation in goal setting and decision making.
- timely and flexible services that respond to a person and their needs.



# MEET THE JCS BOARD

JCS is very fortunate to have representation on our Board from skilled & experienced individuals from within the SA Jewish and the broader community, who provide their valuable time and expertise in a range of areas to ensure exceptional corporate governance. They are well positioned to provide professional advice and guidance in order to:

- Develop and enhance JCS strategies and plans.
- Improve operational effectiveness.
- Ensure prudent regulatory compliance, financial and risk management.
- Improve client, community and stakeholder engagement and communication flow.
- Ensure JCS can actually deliver on its core purpose and objective.



## Robert Nachum - Chairman

Rob is serving his seventh concurrent term on the Board of Management of JCS and fifth 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 and he has a Bachelor of Business majoring in marketing and international trade. Rob is a member of the Adelaide Hebrew Congregation.



## Jill Noble - Treasurer

Jill was appointed to the board in 2015 and is the Chief Financial Officer 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 and her family are members of the Beit Shalom Synagogue.



## Janet Henrie- Board Member

Janet returned to the JCS board in 2015 and has previously served as JCS Board Treasurer. 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 third sector clients. Janet and her husband are members of Beit Shalom Synagogue.



## Berry Van Vuuren- Board Member

Berry completed her nursing training in South Africa. She has worked in public, private and not for profit organisations in South Africa, New Zealand and Australia and has extensive nursing and leadership experience, this includes a senior role at the Society for Jewish Handicapped in South Africa. Berry moved from New Zealand to Australia in 2011 and manages a multidisciplinary team in a not for profit inpatient specialist palliative care unit in Adelaide.

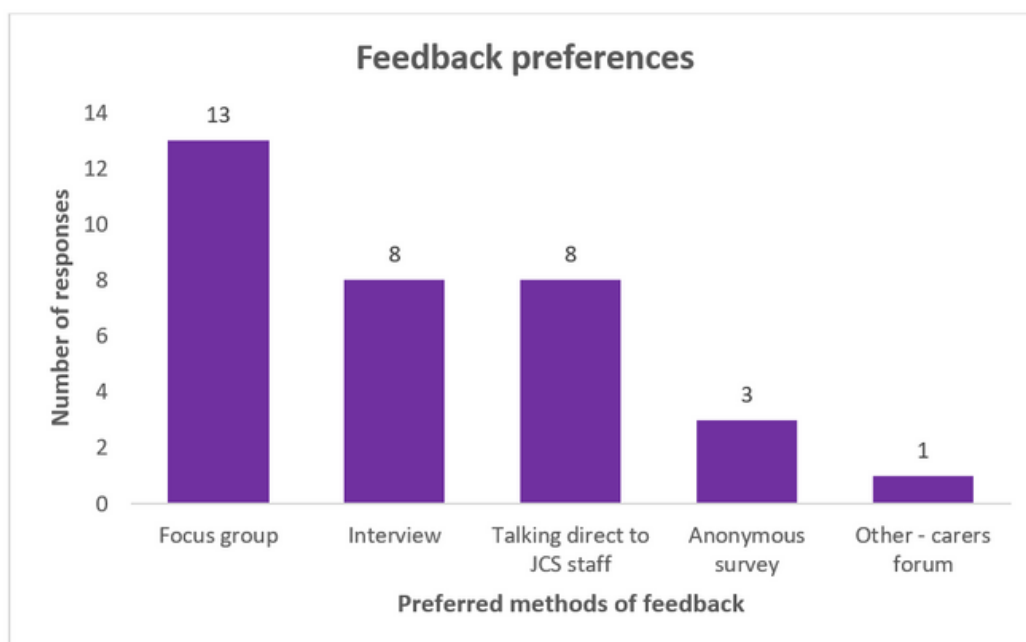
*Information on Janice Evan –Secretary was not available at time of publishing*

# COMMUNITY ENGAGEMENT AND CONSULTATION UPDATE

At the AGM last December, our Chairman outlined his commitment and strategy for JCS to strengthen and engage more effectively, by working collaboratively with the Jewish community to explore the needs and views of members. This will inform our strategic planning for how JCS can best support the wellbeing of current and future community members.



Dr. Anna Gregory, Health Services Researcher, facilitated a short session outlining the current changes occurring in the aged care sector, including shifts in aged care funding and challenges faced by aged care providers. A short survey was also distributed seeking methods that individuals would like to provide feedback and key topics community members would like to see addressed in future consultations.



Based on survey responses received, the most popular method of feedback for future consultations was participating in a focus group with a range of suggested topics grouped in common categories outlined below.

Suggested topics, grouped in common categories	Number of responses
<b>Jewish community connection</b> , social inclusion & culturally appropriate responsiveness to Jewish community needs	11
<b>Communication</b> - between JCS staff, clients, carers and the broader Jewish community	6
<b>Support for elderly</b> - how to navigate aged care systems, home based services	6
<b>Carer support</b> - caring for carers	2

## COMMUNITY ENGAGEMENT continued

The community focus group held on 29 January 2017 was attended by eleven individuals that represented clients currently receiving services from JCS, volunteers who engage regularly with JCS staff and clients, community members with previous experience as board members and informal carers.

The key themes that emerged from the overall focus group discussion were:

- Communication disconnects.
- Perceived “crisis of identity” for JCS.
- Where do volunteers belong.
- Willingness to contribute and move forward.

Drawing together the main themes from across all of the consultations, in summary the main issues are:

- Lack of clarity about JCS vision and purpose.
- Differing expectations between JCS and the broader Jewish community.
- Uncertainty about the extent to which JCS can provide services other than aged care.
- Mixed understandings about the role of volunteers, in JCS and other programs.
- An ongoing need for Jewish cultural training.
- A need for stronger and clearer communication from JCS to the Jewish community about JCS service offerings, service constraints and volunteering programs.

Dr. Gregory provided her JCS Community Consultations Report to the JCS Board and outlined several recommendations. Promoting and improving communication and depth of engagement between JCS and clients, volunteers and the broader community is an area that the JCS Board have identified requiring immediate action.

The Board is currently prioritising other recommendations, including addressing many of them through the upcoming JCS Strategic Planning session scheduled for 26 March 2017 with specific goals to determine the vision and purpose of JCS, analyse other business aspects of JCS service delivery and develop action plans that relate to communication and community engagement.

Recently, we added a dedicated page to the JCS website to provide the latest updates and information and to ensure there are meaningful opportunities provided to our community to engage with JCS on issues that are important to them. The Community Engagement and Consultations page can be easily accessed from the menu of the JCS website, or by going directly to <http://jcssa.asn.au/communityengagement/>



## FROZEN KOSHER MEAL PROJECT

Recently, during a home visit, a community member suggested that kosher meals could occasionally be provided as an alternative to having to prepare meals in the home. Currently, there is no kosher caterer or kosher meal preparation service in SA and this is a concern for members of the Jewish community who have kept a kosher diet all their lives.



We are aware that there are several community members who have since expressed an interest in considering kosher meals if they were available for purchase. JCS understands that for many of our older community members it is important to keep their kosher dietary customs and also feel included in events and activities facilitated by JCS.

Although the issue of kosher meal options and availability has been an ongoing one, the team at JCS is committed to exploring options to be able to provide subsidised frozen kosher meals in the future, initially to our older community members who are eligible for our CHSP funded services.

To better understand the level of need within the community, we are seeking your input by answering a few questions to assist us with further scoping and costing of making available frozen kosher meals. We invite all community members to participate in this survey by providing an expression of interest and any additional comments you feel that JCS should be aware of. If you are interested in participating in the survey, visit <https://www.surveymonkey.com/r/koshermeal> or if you don't have access to a computer, please contact the JCS office on 8363 5400.

We have also identified funding opportunities to assist with commencing this project, including the purchase of a commercial size freezer to store frozen meals on site which will be available through several suppliers both in Melbourne and Sydney.

If you have any questions regarding the Frozen Kosher Meal Project, please contact Darren on 8363 5400 or [Darren@jcssa.asn.au](mailto:Darren@jcssa.asn.au)



## STRATEGIC PLANNING FOR 2017-2019

Following on from our recent round of community engagement and consultations, the JCS Board will meet on Sunday 26 March 2017 to commence establishing JCS strategic priorities and directions for the next two years. We are fortunate to again have Dr. Anna Gregory facilitate this session and assist the board and management team through the various stages of setting our strategic directions.

Whilst organisations typically develop their strategic plans to cover a 3 to 5 year period, JCS has opted for a two year strategy to ensure the organisation is put on solid footing, particularly given that our core funding is due to expire mid-2018, and the reforms currently taking place as part of the Increasing Choice in Home Care which will impact on all Commonwealth funded organisations.

However, these reforms will also provide a myriad of opportunities for JCS in the future, including being able to deliver other of support to our aged community members as their support needs change should JCS be successful in being approved as an aged care provider to offer Home Care Packages.

The strategic planning process will involve reviewing the current local, political, social and economic environments and identify needs, challenges, and opportunities and how JCS may be placed to deal with all these factors.

The board will also review the organisations mission, purpose and consider the recommendations outlined in Dr. Gregory's Community Consultations Report - February 2017. Following the session on 26 March, an action plan detailing strategies and other activities that have been prioritised and selected will be developed to assist JCS achieve its goals.

A snapshot of the outcomes, key priorities and strategic directions adopted by the JCS Board will be included in the next JCS newsletter, however, in the meantime if you have any questions please contact Darren Meechan, General Manager on 8363 5400 or [Darren@jcssa.asn.au](mailto:Darren@jcssa.asn.au)

### OUR VALUES

*Chesed: kindness*

*Derek Eretz: respect*

*Unity: for the benefit of our clients & future*

*Mishpacha: family and community*

*Tzedakeh: justice and benevolence*

# INVOICE PAYMENT OPTIONS

Did you know that you can pay your monthly invoice by phone or internet using your credit card? You can also pay your invoice by Electronic Bank Transfer (EFT) or even in person at any Post Office.

JCS provides many different options to help make payment of your invoices easy. If you look at the bottom of your invoice, you will find "How to pay" options which outline all of the options and information you need regarding your payment.


Remember, if you have any difficulties paying your invoice, or need an extension to pay, please contact JCS before the due date so that we can discuss suitable payment options.

If you have any other questions about your invoice or payment, please don't hesitate to contact Yani, Finance & Business Support Officer, on (08) 8363 5400 or email us at [finance@jcssa.asn.au](mailto:finance@jcssa.asn.au).

<p>IF YOU WOULD PREFER TO RECEIVE YOUR INVOICE/ STATEMENT VIA EMAIL, PLEASE LET US KNOW AT: <a href="mailto:contact@jcssa.asn.au">contact@jcssa.asn.au</a></p>	<table> <tr> <td>GST:</td> <td>\$0.00</td> </tr> <tr> <td>Total Inc GST:</td> <td>\$160.00</td> </tr> <tr> <td>Amount</td> <td>\$160.00</td> </tr> <tr> <td>Balance Due:</td> <td>\$0.00</td> </tr> </table>	GST:	\$0.00	Total Inc GST:	\$160.00	Amount	\$160.00	Balance Due:	\$0.00
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## How to pay





**by credit card**  
To pay via MasterCard or VISA.

**by INTERNET:** [myob.com.au/ezybillpay](http://myob.com.au/ezybillpay)

**by PHONE:** 1300 855 558

Minimum payment \$10.00. Maximum payment \$1,000.  
Quote 2000 5492 3631 1

**Bill code:** 716597  
**Ref:** 2000 5492 3631 1

Contact your financial institution to make this payment from your bank account (excluding credit cards).

Minimum payment \$10.00.

The following biller name will appear on your bank statement - **MYOB Pay Services**

Please email or fax your remittance advice to:  
Email: [contact@jcssa.asn.au](mailto:contact@jcssa.asn.au) or Fax: (08) 8363 5401

**by Electronic Bank Transfer**



Please make your payment directly to:  
Westpac Banking Corporation  
BSB: 035-213  
Account #: 332818  
Account Name: Jewish Community Services Incorporated

**in person**



Present this invoice at any Post Office to make a payment by cash or EFTPOS. Cheque payments not accepted.  
Minimum payment \$10.00. Maximum payment \$10,000.



\*749 2000549236311

Invoice #: 00003631

Amount Due: \$0.00



# CLIENT SUPPORT PLANS

We are often asked by our clients why they need to have a support plan or even a regular review of their support plan. Emmon Wang, Coordinator, Home & Community Support writes about the benefit of having a support plan and the need to regularly review the support plan.

## **Why is there a need to have a support plan?**

Personal goals are an important part of your support plan. Goals such as maintaining a healthy lifestyle or achieving independence in mobility, can guide your choice of care and services. Identified support needs are the areas of your daily living where you have been assessed as needing extra care and support. During the support planning process, JCS will take into account any support you already have in place, such as carers, family members, local community and other services.

As a guide, your support plan may include:

- the exact types of services you will receive
- who will provide which services
- how much involvement you will have in managing and coordinating your services
- where your services are delivered
- when your services are delivered (for example, which day of the week)
- how much the care and services will cost.

## **Why do we need our support plan regularly reviewed?**

Each and every client's circumstances, goals or support needs change over time. The client support plan needs to be re-assessed when these changes happen. We conduct regular reviews of the support plan so we can:

- Check the effectiveness of the support plan
- Get a better understanding of your current situation/circumstance
- Make sure the current assistance is meeting your needs
- Seek feedback/suggestion regarding improving the services

## **How often is my support plan reviewed?**

Support plan reviews will be different for each client. It can either take place at a time agreed with you or at your request when you think your current support is no longer suitable. If there has not been any change in circumstances, or a request to review the support plan, then a review is generally completed every 12 months.

For example, a client may only require short term shopping assistance for a specific period of time following discharge from hospital. The support plan is then reviewed to ensure that the individual needs of the client have been met, and if there is an ongoing or increased need for services.



## CLIENT SUPPORT PLANS cont

### What happens at the review?

The Coordinator will make a suitable time to visit with you and your carer or support person (if required)

We will have a chat with you to:

- Update your contact information
- Consult you if your goals have changed
- Consult you how we can improve the support plan to better meet your needs



### What happens after the review?

The Coordinator will communicate to you via email or by post the agreed outcome discussed and documented at your review. If you are satisfied with the current level of support, the support plan will be implemented once you sign and return a copy of the support plan. If you feel that the support plan does not reflect the outcomes as discussed and agreed at your review, you may contact the Coordinator to discuss the changes to be made to your support plan.

You can contact Emmon on 8363 5400 or [emmon@jcssa.asn.au](mailto:emmon@jcssa.asn.au) to discuss your support needs.

### JCS offer the following Commonwealth Home Support Program (CHSP) funded services:

Domestic assistance  
Personal care  
Social support and shopping  
Social inclusion programs  
Transport  
Basic garden maintenance  
Respite and carer support  
Community visits by volunteers



## FURTHER INFORMATION AND OTHER EVENTS

### Introduction to Judaism Returns!

After a long holiday, this comprehensive introductory course is back. This is a thirty-week course covering Jewish practice, history, life cycle and year cycle, and much more! The class will meet on Monday evenings beginning on 20 March at 7:30 pm. A gold coin donation is very much appreciated.

Please contact the Rabbi at [shoshana.kaminsky@gmail.com](mailto:shoshana.kaminsky@gmail.com) or on 8362 8281 to learn more.

### Adelaide Hebrew Congregation Annual General Meeting

To be held on Sunday 26 March at 2.30pm.

Formal notification and details will be posted to members shortly.

Nomination forms will be available from the AHC office in due course.


# HARMONY DAY

## in the City

From the first Australians to the newest arrivals, we all contribute to a rich, diverse society. Let's celebrate and discover more!

## Sunday 19 March 2017

### 1 - 4 pm



Free fun for all!

- Dancing and music
- Cooking demonstrations
- Art workshops
- Talks
- Face painting
- Children's activities
- Delicious food and drink to share

Migration Museum  
82 Kintore Avenue,  
Adelaide  
[migrationmuseum.com.au](http://migrationmuseum.com.au)

Proudly presented and supported by



## Pesach 2017 - Communal Seder

Tuesday, 11 April

5:45pm for 6:00pm start in the Rose Harrison Hall, Beit Shalom Synagogue

\$30 per person for Members \$20 per person for Concessions

\$40 per person for Non-members \$90 per Family

\$15 per Child aged 5-12 years No charge for Children under 5 years

RSVP & Payment: by Friday, 31 March

Please contact Marie in the Beit Shalom office on 8362 8281 or via email:

[bshalom@bshalomadel.com](mailto:bshalom@bshalomadel.com) with your bookings & to place your Pesach orders.

## FURTHER INFORMATION AND OTHER EVENTS

### Upcoming Theatre Performances

"Before the Party" Beit Shalom's Myra Waddell stars in Rodney Ackland's wickedly funny adaptation of a Somerset Maugham short story is social satire at its cleverest.

Venue: Goodwood Theatre - 166a Goodwood Road, Goodwood

Dates: 21-29 April

Further Information: Ph: 8299 9155 or visit <http://www.independenttheatre.org.au/current-shows/before-the-party>

"The Diary of Anne Frank" is one of the most famous and haunting stories from the 20th century, about this young Jewish girl, forced to hide from the Nazis for almost 2 years in a small annex, with her family. Anne's spirit transcends as she voices her belief, "in spite of everything, that people are truly good at heart."

Venue: The Adelaide Repertory Theatre Inc - 53 Angas Street, Adelaide

Dates: 6-22 April.

Further information: Ph: 8212 5777 or visit <http://adelaiderrep.com/current-production/the-diary-of-anne-frank>

### Catalyst Foundation - What's on in March?

#### Information Sessions

Accessing help at home	Mon 20 March	1pm - 3pm
Aged Care fees and charges	Wed 22 March	10am - 12pm
Retirement Villages - what should you know?	Thurs 23 March	10am - 12pm

#### Digital Training Group Sessions\*

Tablet Showcase - which is best for you?	Tues 21 March	1pm - 3pm
Learn how to use your iPad or Android tablet	Every Tues	Times vary

#### \* One on one training is available

To make a booking please call 8168 8776 or email [information@catalystfoundation.com.au](mailto:information@catalystfoundation.com.au)

Cost is \$5/person (general public)



# FURTHER INFORMATION AND OTHER EVENTS



## Genesis of the Foundation

Andrew Steiner has been teaching about the Holocaust for 26 years. Andrew as a Holocaust survivor, historian, and artist, has been visiting schools and universities educating students about the Holocaust. An eyewitness bearing witness through art.

In 2010, the first highly acclaimed exhibition was held at the Migration Museum of South Australia. Since then, annual exhibitions followed. In some years, several. Each of these exhibitions were enriched with additional display material. Through these programs Andrew and his co-presenters have reached out to many thousands of people, young and old. All these activities, including establishment of an online education programme, have been self-funded by Andrew.

## Future of the Foundation

The Foundation's ambitious and exciting plan is to open a permanent exhibition space in 2017 that will cater for visits from the general public and students.

To achieve our expanded activities we need your partnership and support.

## Online Educational Programme:

<https://www.youtube.com/user/andrewsteinerartist>

## Establishment of the Foundation

In 2015 REMEMBER the HOLOCAUST – COMPASSION for ALL FOUNDATION was established to receive contribution from the public for the promotion of visual arts, literature, music, films about the Holocaust through their creation, preservation, and use in providing information and education to the public about the Holocaust. Our aim is to ensure remembrance and to work towards achieving a fairer and more compassionate world. In our current violent and volatile period, the need to embrace and practice compassion is vital and urgent.

## Purpose of the Foundation

The purpose of the Foundation is to educate, through art, in perpetuity.

Our Education is based on the following principles:

- The power of art as an educational tool
- The sanctity of life
- The power of one
- Individual rights and responsibilities
- Not being a bystander
- Never resorting to hate
- Being compassionate
- Respect for all

Please donate to support our activities: (Tax deductible)

Bendigo Bank

Account Name – Remember the Holocaust–Compassion  
for All Foundation

Account Number – 155144710

BSB – 633 – 000

ABN – 739 269 204 62

## UPCOMING JCS EVENTS

### Bagel Seder

When: Tuesday 4 April at 12pm

Where: Beit Shalom, 39 Hackney Rd, Hackney

Cost: \$10



### Chaverim

### Chair Based Exercise/ Craft

When: Thursday 6, 13, 20, 27 April at 11am

Where: JCS Centre, 227 Payneham Rd, Joslin

Cost: \$6.50

### Coffee Club

When: Wednesday 19 April at 11am

Where: Kalymnos Pastries (Greek) 3/158 Henley Beach Rd, Torrensville

Cost: \$10

### Cooking with Na'ama

When: Wednesday 26 April at 10.30am

Where: JCS Centre, 227 Payneham Rd, Joslin

Cost: \$7.50

**Please contact Na'ama for information about these events on 8363 5400**



227 Payneham Road Joslin



8363 5400



contact@jcssa.asn.au



www.jcssa.asn.au



/jcs\_jewishSA



/jcs.jewishSA

All information was correct at the time of printing