

2014

ANNUAL REPORT

Jewish Community Services Inc.



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BOARD OF MANAGEMENT

OFFICERS

Robert Nachum – Chairman
Richard Levy – Treasurer
Jill Peisach – Secretary

MEMBERS

Martine Welfare
Amanda Kay
Alison Dwyer
Maurissa Ailion

GENERAL MANAGER

Susan Drenth

STAFF TEAM

Darren Meechan-Ring
Manager, Community Services

Home & Community Support Team

Naama Iadarola
Tatyana Kondratenko
Anita Long
Robert Setton
Emmon Wang

AUDITORS

Simon Fry, Chartered Accountant,
Fry Accounting

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**

CHAIRMAN'S REPORT

The 2013-2014 financial year provided the opportunity for Jewish Community Services Inc (JCS) to capitalise upon both the financial consolidation efforts and administrative operational improvements initiated in the previous financial year.

In terms of goals and objectives, what have we achieved this year? In essence, it is time.

Last year, I outlined to you the Board's strategic timeline toward June 2015 on the basis of a still to be negotiated Funding and Service Agreement in 2015 which may deliver changes to our funding model for the HACC program. In respect of time, nothing has changed in this regard. It is unlikely that we will receive notification about a new contract proposal from the Department of Social Services until late in the fourth quarter of this year (2014) or, more likely, sometime in the first quarter of 2015. We have thus used our time to further refine our service delivery processes for our two funded programs: the HACC program and the Community Visitors Scheme. We have further stabilised our financial position. We have improved our staffing model. We have commenced building new opportunities for our community volunteer program. We have commenced establishing relationships with complementary organisations with a view to the future beyond 2015. Importantly, this is in alignment with the "Living Longer, Living Better" reform package.

On 20 April 2012, the Australian Government announced a comprehensive package of reforms to build a better, fairer, more sustainable and more nationally consistent aged care system.

The Living Longer Living Better aged care reform package represents the commencement of a 10 year reform program to create a flexible and seamless system that provides older Australians with more choice, control and easier access to a full range of services, where they want it and when they need it. It also positions us to meet the social and economic challenges of the nation's ageing population.

<http://www.health.gov.au/internet/main/publishing.nsf/Content/ageing-aged-care-review-measures-living.htm>

I re-iterate: "...a 10 year reform program..." While often rewarding, it has been extremely challenging with our very limited resources to adhere to our three year strategy with the prospect of such potentially significant change. Planning for a ten year cycle in an environment experiencing such significant change continues to be your Board's greatest challenge and continuing priority.

With this in mind, we have sought to future proof our organisation by maintaining a flexible approach and capitalising upon all opportunities that build capacity within JCS and broaden both our financial and program & service capabilities. The reality for the aged care sector undergoing such significant reforms is that it will become more difficult for small CALD organisations such as JCS to operate successfully independently. Our operational, compliance and statutory requirements are virtually no different to the largest organisations within the aged care sector but achieved with far less available resources. In 2013-14, we have been able to streamline our business processes while maintaining and improving service delivery to our clients. We have been able to achieve this with improved and expanded staffing: none of which would have been possible without the small increase in recurrent funding, but more importantly, the substantial inflow of one-off grants and private donations to support specific programs. Substantially, all of these

CHAIRMAN'S REPORT

funds were won as a result of the efforts of the General Manager, Sue Drenth. At this point, I would like to acknowledge the Nat Solomon's Homes Trust and the Feldman Estate and thank them for their continued support of our aged care and community-focused programs.

Externally, JCS has had to acknowledge the challenges presented to our community from which we draw our clientele from the continuing effect of population stagnation and how this will most likely affect the business. We are all aware of population drift, or shift, primarily to the eastern states across a number of demographic groups. Whether this be for family reasons or economic imperatives, it is a simple fact. Without a community from which to grow, or at least sustain, our raison d'être ceases. It is time for Jewish Community Services to look more broadly at the needs of other target groups apart from aged care within the SA Jewish community. We also need to assess how, as an organisation, we can be service providers of choice to the broader community with potentially expanded funding across a number of consumer directed service areas.

Some, or much, of what I have reported thus far may seem negative. However, it is a reality of our business, and no different to the challenges faced by some fifty other similar, small CALD organisations in South Australia.

But let's now look at some of the really positive outcomes of time well spent in this past financial year. To me, the highlight was, well and truly, the commemoration of the 70th anniversary of the Sobibor Uprising, our world-class exhibition and the associated tribute to a truly remarkable woman, Regina Zielinski; Australia's only, and one of the world's now few, remaining Sobibor Uprising survivors. Sue Drenth and a small team poured their hearts and souls into the exhibition and event. I dare say that this was and remains the most ambitious event of its kind ever undertaken by South Australia's Jewish community. Many of you were there and I sincerely hope that this is an event that you are as proud of as we are. Certainly the feedback that we've received from both the public and private sector has been outstanding. I am delighted to announce that the SA Migration Museum has requested a loan of the exhibition. It will be mounted shortly and be on display to the public from October for a number of months.

Also in the December quarter of 2013, JCS moved headquarters from City West to leafy Joslin. This has made a huge difference to our ability to serve our clients and the community. I believe we have only scratched the surface in what this facility may be able to offer. We have more than doubled the size of our facility with greatly enhanced useable space with only a small increase in net cost. We've improved both staff and visitor access and amenity with excellent public transport access and greatly improved on-site parking. It is bright and inviting. We have commenced localising client and community activities which has been rewarding personally to visitors and staff as well as financially expedient for the organisation. We mounted and held an exhibition for the commemoration of Kindertransport for the community. I look forward to seeing more innovative uses of our premises evolve in the coming years. Of course, when not on external show, our premises remains the home of the Regina Zielinski exhibition as well as the Kindertransport exhibition and I would encourage you to visit to view this work.

Through careful financial management and the excellent fundraising work highlighted earlier, we have been fortunate that Sue has been able to add specific staff resources to her team. Firstly, we now have a Manager, Community Services. Darren Meechan-Ring has ably assisted Sue in not only implementing required programmes, policies and procedures, but is hands on with both staff and clients. No doubt, many of you have already felt his warm and engaging smile at Bagels lunches and other JCS events. Darren has also been working closely with the Home and

CHAIRMAN'S REPORT

Community Support team. This has assisted in the team's upskilling as they prepare for service delivery changes in line with the 'Living Longer, Living Better' program.

Alongside the stalwart that is Bob Setton, we now have Emmon Wang who joins Bob as part of the Home and Community Support team. Many of you will also already know Emmon's cheerful and smiling face. Together, Bob and Emmon make a great team. Our Home & Community Support Workers: Anita, Naama and Tatyana, are the engine room of our service delivery. I am proud to say that we continue to have a staff turnover rate that is almost non-existent. This is somewhat of a phenomenon in our industry and points to their dedication to their client and to JCS. I thank them sincerely for their dedication and hard work.

None, or very little of the above could, or would have been achieved without the unflinching dedication of JCS's General Manager, Sue Drenth. Sue joined our humble organisation a little more than two years ago. Not only has she operationally overhauled our organisations but simultaneously envisaged a strategy and a future for JCS. It would be an understatement to say that Sue immersed herself in the role. Not only at the organisational level but more broadly across government relationships as well as the "big picture" issues such as the pressures and problems facing small Jewish communities right around the world.

One of the hallmarks of a good leader is the ability to 'stick to your guns' in the face of adversity. Sue's "guns" have always been an incredibly deep and well-researched database of knowledge in her field and beyond. As with all good Board-Management relationships, there should always be discussion and sometimes even disagreement. Ultimately, all decisions must be made for the good of the organisation which in essence is for the benefit of clients and the staff followed by the community. This has been the hallmark of Sue's unswerving dedication to JCS.

By now, you should all be aware that Sue has decided to leave JCS. Sue always envisaged a finite time with us. She saw her role as re-developmental and strategic and to take JCS to a point where operational delivery was the guiding force. Sue has done this admirably with limited resources. She leaves JCS in great hands and ready for most challenges that come our way throughout this next financial year.

Our Board will also see a number of changes in this coming year. Strategically, our skills set will need to turn to operational flexibility and deliverability until we are clear on the Federal funding outcomes. I look forward to working with the new Board.

Incoming changes, unfortunately means farewelling some dedicated long term Board support. Jill Peisach has been on her second "tour of duty" on the JCS Board. On this five year tour, Jill has served as our dedicated Secretary as well as on the Executive. Her always smiling, always calm disposition has made my time on the Board and in particular the past three years as Chairman so much easier. We wish you and Ron all the best in your endeavours and travels and I am sure the lure to client-focussed volunteering may not be that far away. Thank you for everything, Jill.

I'd also like to acknowledge Maurissa Ailion who is leaving after a five year contribution. Robust board discussion is made up of differing views and opinions. Maurissa, always eloquent, never shied away from voicing a view and offering alternative schools of thought on many topics. Her broad community involvement and engagement provided many unique opportunities for us. Thank you, Maurissa. I would also like to acknowledge all other Board members

CHAIRMAN'S REPORT

who have served this year, Martine Welfare, Amanda Kay, Alison Dwyer and Richard Levy. Your contribution was much appreciated.

At this time, I'd like to pay tribute to Allen Bolaffi, a colossus within the South Australian Jewish community and beyond, who we lost suddenly and tragically only a few months ago. Allen touched JCS in many ways; from audit services to fund-raising and to me, as a personal mentor. His dedication to family, community and friends was always humble and with the utmost sincerity. He is and will continue to be sorely missed.

Time marches on, we are already one quarter into the new financial year. I look forward to working with our various teams to ensure that service quality and engagement with the community continues to grow and improve. I also look forward to the community engaging with us as a healthy community as this is what makes us successful.

Robert Nachum
Chairman

GENERAL MANAGER'S REPORT

What a busy and fruitful year it has been! From a successful expansion of the Home and Community Care program in the 2013/14 HACC Growth round with a subsequent expansion to our staff team, the move to our beautiful new office premises, the success of becoming a Community Visitors Scheme (CVS) provider through to the Regina Zielinski / Sobibor commemorative exhibition being accepted by the Migration Museum for a forthcoming 3 month display, every day has been busy and positive and with a strong sense of forward movement.

The strategy of focusing on long term sustainability as identified at the Strategic Planning session in December 2012 has come to fruition in 2014 with partnerships with at least two large community service providers in advanced discussions. These partnerships will offer further strengthening to both JCS's business model and most importantly, the services that we are able to deliver to you, the South Australian Jewish community.

The continuing rollout of the Living Longer, Living Better aged care reforms is delivering significant change to the way in which JCS works with older clients and during this past year, we have devoted significant time and resources to ensuring that staff are both familiar with and can be upskilled to meet the new requirements to deliver services to clients utilising the Active Service model.

To support the transition to the Active Service model and manage the funding requirements for expanded HACC and CVS funding, JCS has re-structured our staffing model in order to dedicate resources to both the HACC program and client base and the CVS program and our dedicated volunteers.

With the appointment of Darren Meechan-Ring in January 2014 to the newly created position of Manager, Community Services, JCS has been able to make significant progress building capacity within the HACC program by a review of all systems, policies and procedures and providing staff with the support they need to move forward into this next stage of service provision which is focused on a re-engagement model that encourages clients to continue to be involved in daily living activities and remain connected to their communities.

It has also been possible to dedicate more time to individual client interactions with the addition of Emmon Wang to the now, JCS Home and Community Support team. Emmon joins Bob Setton in providing information, assessment and referral, co-ordination, and facilitation services to all clients and co-ordination and support to volunteers. We are delighted to have both Darren and Emmon's skills strengthening the team and to have them both so well accepted into the community.

The redeveloped JCS website is going live very shortly and will provide information and resources about all existing and new programs and activities along with items of interest to the community in general. This will be linked to our Facebook page which has become a wonderful forum for sharing news and event information. Details of both those links are included in this Annual Report.

With a declining older population in the South Australian Jewish community, the impact on client numbers receiving services from JCS through the HACC program has been significant. The strategy adopted to both maintain current services to the community and expand options so that clients can access a single referral pathway for Home Care packages and residential care options is to form partnerships with other large community and residential accommodation providers who will offer a priority of access to members of the SA Jewish community.

GENERAL MANAGER'S REPORT

I am certain that this expansion into collaborative ventures with large mainstream organizations will underpin and safeguard future services delivered to the SA Jewish community whilst maintaining the autonomy of the community.

From a cultural perspective, with the success of the Sobibor commemorative exhibition and event, the Migration Museum has requested to display the Regina Zielinski / Sobibor exhibition for the wider South Australian community from October 2014 to December 2014. This is a wonderful accolade as it recognizes that the display is both of Museum quality and educative for the wider community about the events surrounding one person's experience during the Holocaust. A fitting postscript to Regina Zielinski's life here in Adelaide given that she has recently moved to residential accommodation in New South Wales near to her daughter and family.

It has also been wonderful to have client groups and activities at our lovely new office premises in Joslin. Movies, lunches and the Chaverim group are now meeting regularly in the new premises and bringing the centre to life, which has been lovely to see. In the future, we hope to have fundraising events and some further cultural events using both external and internal spaces, making the premises a real hub for community activities.

JCS has performed extremely well financially this past year with increases to our recurrent HACC grant, new recurrent funding for the Community Visitors Scheme and a series of non-recurrent grants to support both program and project activities that have contributed to strengthening JCS's position as we move forward. Our assets have increased with the move to the new premises with a new office and IT fit out and items purchased for the use of clients and client / community activities in the new premises which have contributed to the comfort of clients, volunteers and staff alike.

JCS would like to acknowledge the financial assistance received from the Department of Social Services for our HACC and CVS programs and also to the Nat Solomon's Trust, the Aaron Feldman Trust and the Jakob Frenkeil Trust for contributions made towards service delivery and innovative programming and events for this past year. I would like to make particular reference here to the contribution made by the late Allen Bolaffi for his support of JCS programs and services.

All these developments and events have formed the memories that I will take with me as I leave Jewish Community Services in mid September. I am a firm believer that all organisations develop in cycles and need to re-invent themselves every couple of years to survive, particularly small organisations like JCS, given that we operate within such a small community. The brief given to me by the Board of Management back in 2012 was to take JCS from a small cottage industry to a strengthened, more professional organisation that can offer sustainable services to the SA Jewish community into the future. I am leaving with the knowledge that the majority of goals relating to that brief, within the Strategic Plan 2012 – 2014, have been achieved as much as has been possible in the climate of transition that is the aged care reforms, Living Longer Living Better program. My successor, Darren Meechan-Ring will carry this journey forward.

I would like to close by thanking the Board of Management for their guidance and support these past two years, in particular the Chairman, Rob Nachum. Rob and I have worked as a team in progressing the strategic objectives and I could not imagine achieving all that has been achieved without him. In a small organisation, particularly where resources are very minimal, it is essential that the Executive Officer has a strong, trusting and open relationship with the Chairman of the Board and it has been my good fortune to have had that with Rob. To Jill Peisach, Janet Henrie,

GENERAL MANAGER'S REPORT

Richard Levy, Maurissa Ailion, Martine Welfare and Amanda Kay and to all other Board members from 2012 - 2014, I extend my thanks for your support whenever it was requested of you.

Lastly, I would like to recognise the contribution of all JCS staff without whom the organisation simply would not operate; Darren Meechan-Ring, Bob Setton, Emmon Wang, Naama Iadarola, Tatyana Kondratenko and Anita Long (current staff) are the backbone of this organisation and I would like to thank you all for your amazing efforts that always go "above and beyond". Also my thanks and appreciation goes out to my "virtual" support providers, Cathy White (Admin), Amanda Linton (Finance) and Laurie Bolton (HR). Your expertise, commitment and loyalty has been so much appreciated and our working relationship has always been a pleasure.

To our volunteers; the most dedicated and amazing group of people that I have had the privilege to know. No task is too much and every request is met with good cheer and willingness; you are truly inspirational and your community is lucky to have your support. My thanks go out to you all.

The role of General Manager has allowed me to cross over into a number of areas within the SA Jewish community and observe the community from a unique perspective. It has been an enriching experience as is any when you open yourself up to new people and new experiences.

In closing, I would like to share those observations;

- ◆ I have admired the closeness of the community whilst seeing the challenges that closeness can present
- ◆ I have seen community strength built by cultural history and shared values and for many, a shared observance of faith
- ◆ I have seen a willingness by a few to support many individuals and/or causes and the subsequent volunteer fatigue that is an inevitability within a small community
- ◆ I saw how history can affect the present and how a community with a history of persecution must be ever vigilant both in positively educating and influencing the broader community against racial discrimination and its terrible consequences but also in maintaining its security in a changing world
- ◆ I saw pride in the continuance of tradition and culture and a fierce determination to maintain that in the face of modernity and change
- ◆ On the other side, I have seen examples of prejudice within a community that experiences prejudice itself and know that this is a challenge that all unique communities need to continue to manage
- ◆ Lastly, I have seen a community that needs to put aside all differences and commit to working together as one entity under one roof or its days may well be numbered

I have been proud to represent the SA Jewish community on behalf of Jewish Community Services. I have been deeply committed to this role in the broadest sense and indeed it has felt like I have been partly Jewish for the past 2 years. I know that this experience, which has been much more than a job, has changed the way in which I view the world and will stay with me always. I would like to wish Jewish Community Services and the South Australian Jewish community all good fortune for the future and leave with a hope that this community will continue to enrich the broader South Australian community for many generations to come.

Shalom

Sue Drenth
General Manager

HOME & COMMUNITY SUPPORT PROGRAM

Building on from the successful outcomes achieved in the 2013 Community Care Common Standards (CCCS) Quality Review, JCS has continued to commit and dedicate specialised resources to the Home & Community Care (HACC) program to implement the key result areas identified in the organisational Quality Improvement Plan (QIP) and we are continuing to position the organisation to be well placed to achieve the requirements and outcomes of the Living Longer Living Better aged care reforms.

In January, I was extremely fortunate and delighted to join JCS initially for an interim period of three months and later as the Manager, Community Services, to provide support, guidance and management of the HACC program.

After extensive consultations with all staff and a review of the current program and staffing structure in March 2014, a new structure was formulated and ratified by the JCS board. The new structure was developed to ensure JCS was able to support all staff and volunteers with the impending changes to take place as part of the broader sector, aged care reforms and position the organisation for potential expansion in the future to develop and deliver a range of quality community services and programs to a diverse range of individuals of all ages within the Jewish community.



Living Longer Living Better Aged Care Reforms

Like all Commonwealth HACC funded agencies and programs, JCS are working towards the many changes and challenges associated with the LLLB aged care reforms announced in April 2012. The plan is to create a flexible and seamless aged care system that provides older Australians with more choice, more control and easier access to a full range of services, where they want it and when they need it.

The key areas that are currently in process and remain a high focus for JCS over the next 12 months are:

- ◆ Further policy shift towards home care supports
- ◆ More Home Support Packages (HSP) with new levels of packages
- ◆ Greater choice through Consumer Directed Care (CDC) through HSP delivery
- ◆ An Integrated Home Support Program, including a streamlined Aged Care 'Gateway'
- ◆ Building a stronger and experienced workforce to meet demand

HOME & COMMUNITY SUPPORT PROGRAM

HACC PROGRAM - A SNAPSHOT OF THE LAST 12 MONTHS

- ◆ April - July 2013 – *CCCS Quality Review*
 - JCS met 17 out of the 18 Expected Outcomes
 - A significant and noticable improvement on the previous review conducted 3 years earlier
 - Considerable work prior to this time undertaken (since new GM commencing) in streamlining, improving and implementing processes to meet the standards and reforms
- ◆ July to December 2013 – *Increased Data and Better Reporting*
 - New database and processes implemented to better and accurately report the number of services provided to clients
 - Increase in the number of outputs and services reported to account to the department for funding received
- ◆ November and December 2013 – *Active Choices Active People (Training and Development)*
 - Staff and volunteers participated in the training adapted from Victoria's Active Service Model (ASM)
 - Discussions around new ways of providing services to clients to meet the Aged Care Reforms and Consumer Directed Care
 - Discussions and planning on how JCS can incorporate person centred and re-ablement philosophies and practices into day to day service provision planning and administration



- ◆ January 2014 – *New Funding to implement a new model of service*
 - Following the submission of an application for HACC Growth funding (September 2013), JCS was successful and obtained further funding;
 - Application based on increasing person centered approaches of service delivery , using the Active Service Model (ASM) and Consumer Directed Care Principles i.e. Working “with” the client and not “doing for” approach

HOME & COMMUNITY SUPPORT PROGRAM

- Active Choices Active People adopted as an approach to promote active ageing and meet the needs of clients by re-establishing a quality of life through the stages used in the support planning process that will aim to:
 - a) improve understanding of person centred approaches
 - b) regain confidence and morale
 - c) regain and retain skills
 - d) regain and retain mobility
 - e) promote healthy eating and nutrition
 - f) reduce symptoms and improve mental & physical health
- ♦ January 2014 – April 2014 – *Dedicated Management & Support to the JCS HACC Program*
 - Interim Manager, Home Support program appointed to focus on implementing outcomes from the CCCS Quality process and implementing new processes to meet the aged care reforms
 - New structure developed and implemented to enhance support, training and development for staff and volunteers
 - Staff involved in a series of planning sessions and discussions around 'future proofing' JCS to meet the LLLB aged care reform agenda, restructuring of coordination roles, skill development, training and professional development
 - JCS Board commits to ensuring long term resources are dedicated to the HACC program and following the new structure, recruitment commences and appointment made for the Manager, Community Services position
 - Strengthening of all staff communication & reporting systems, processes and development of new client support planning, assessment and review tools to ensure all services are reflective of individual client needs and circumstances
- ♦ April 2014 – June 2014 – *Further resources and skill development*
 - Recruitment and appointment of the Transitional Coordinator, Home & Community Support position to specifically facilitate all home based assessments, support planning and providing a seamless coordinated approach to the provision of services and support to JCS clients using the Active Service Model
 - Partnerships created with other allied health service providers to facilitate comprehensive personal care, falls prevention and home modification assessments for JCS clients
 - JCS Community Support Staff commenced a comprehensive skills audit with an external training provider to identify current skills and further training required to ensure all staff have the necessary and above minimum skills and qualifications to deliver quality in home & community support services. By March 2015, all staff will have a minimum Certificate III in Aged Care, with some completing further studies to achieve Cert IV in HACC and other areas that focus on delivering person centered services to clients

Darren Meechan-Ring
Manager, Community Services

HOME & COMMUNITY SUPPORT PROGRAM

DEMOGRAPHY OF THE JCS CLIENT GROUP OVER THE PAST 12 MONTHS

Gender		
Female	52	76.47%
Male	16	23.53%
Total	68	

Age		
36 - 40	1	1.47%
66 - 70	2	2.94%
71 - 75	2	2.94%
76 - 80	16	23.53%
81 - 85	19	27.94%
86 - 90	20	29.41%
91 - 95	7	10.29%
96 +	1	1.47%
Total	68	

Local Government Area		
ADELAIDE (C)	2	2.94%
BURNSIDE (C) - NORTH-EAST	3	4.41%
BURNSIDE (C) - SOUTH-WEST	8	11.76%
CAMPBELLTOWN (C) - EAST	1	1.47%
CAMPBELLTOWN (C) - WEST	1	1.47%
CHARLES STURT (C) - COASTAL	4	5.88%
CHARLES STURT (C) - INNER WEST	1	1.47%
CHARLES STURT (C) - NORTH-EAST	3	4.41%
HOLDFAST BAY (C) - NORTH	1	1.47%
HOLDFAST BAY (C) - SOUTH	2	2.94%
MARION (C) - CENTRAL	2	2.94%
MARION (C) - NORTH	3	4.41%
MITCHAM (C) - NORTH-EAST	1	1.47%
MITCHAM (C) - WEST	4	5.88%
MOUNT BARKER (DC) - CENTRAL	1	1.47%
NORW. PHAM ST PTRS (C) - WEST	3	4.41%
ONKAPARINGA (C) - NORTH COAST	1	1.47%
ONKAPARINGA (C) - RESERVOIR	1	1.47%
PLAYFORD (C) - WEST	3	4.41%
PORT ADEL. ENFIELD (C) - EAST	5	7.35%
PORT ADEL. ENFIELD (C) - PORT	1	1.47%
TEA TREE GULLY (C) - SOUTH	1	1.47%
UNLEY (C) - EAST	4	5.88%
WALKERVILLE (M)	1	1.47%
WEST TORRENS (C) - EAST	1	1.47%
WEST TORRENS (C) - WEST	10	14.71%
Total	68	

VOLUNTEER PROGRAM

Volunteering has long been a crucial part of building a stronger and more compassionate community here at JCS, and we are fortunate that our volunteers bring a multitude of skills enabling them to engage them in a variety of areas where they can both utilise those skills and enjoy the satisfaction of the volunteer experience through the work that they undertake and the clients whom they assist.

The role of JCS volunteers is to assist and support the organisation in its objectives by supporting clients, family and their carers through the delivery of meaningful activities such as social support, transportation, meal preparation and program administration.

The Volunteering program at JCS provides a channel through which members of the Jewish and wider community who desire to help, can contribute their resources, energy and ideas for the benefit of the clients and the wider Jewish community.



Like many small not for profit organisations, and with the changing notion of traditional methods of volunteerism, JCS is faced with the challenges of competing with other organisations when recruiting for new volunteers, in particular larger well resourced agencies. As a result, JCS needs to explore new models of volunteer engagement including the use of technology, short term engagement, pro bono and corporate volunteering opportunities.

As part of our broader organisational restructure that took place early in 2014, dedicated resources have been provided to support the development and training of volunteers and to focus on the recruitment of new volunteers through the employment of a Manager, Community Services and Transitional Coordinator, Home & Community Support who will have a specific focus on developing the volunteer program.

As we continue to build our volunteer program over the next 12 months and beyond, our focus will be on retention, recognition and inclusion of all our volunteers and seeking out best practice methods to recruit and provide support.

Over the past six months of 2014, we have focussed and continue to introduce new programs and services to our clients and community, such as the Community Visitors Scheme (CVS). The CVS program is a “feel good” program with the key to its success being the involvement of volunteer visitors who will provide a regular, one to one visit to socially isolated clients, in receipt of a Home Care package, whose quality of life would be improved by friendship and companionship.

VOLUNTEER PROGRAM

Our volunteers participated in a person centered workshop in late 2013, which was adapted on the successful Victorian Active Service Model (ASM) approach and will continue to join staff in the coming months in other workshops around re-enablement and wellness models for clients. As we move towards the many changes arising from the aged care reform agenda and in particular the roll out, focus and promotion of capacity building for clients, such as our own Active Choices Active People model of service, we recognise that our volunteers will be an integral and very important part of the implementation process and more engaged than ever.

Without the generosity and enthusiasm of all our volunteers, we couldn't support the needs of our community. From the bottom of all of our hearts, thank you very much for donating your time and energy. We truly are fortunate to work with such wonderfully generous people and are honoured to have you as part of the JCS team.

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Number of Volunteers

2,600

Total Hours of Service

1,900

Individual Services

Services included:

- Centre Based Day Care
- Transport
- Social Support
- Meals Preparation
- Administration
- Information & Advocacy

A HEARTFELT THANK YOU TO ALL OUR VOLUNTEERS

OUR SUPPORTERS

TODAH!

Jewish Community Services would like to thank our supporters:

The Department of Social Services

The Nat Solomon's Trust

The Aaron Feldman Trust

The Jakob Frenkeil Trust

The late Allen Bolaffi

David Simmons

All clients who have made donations

Supporters of JCS events

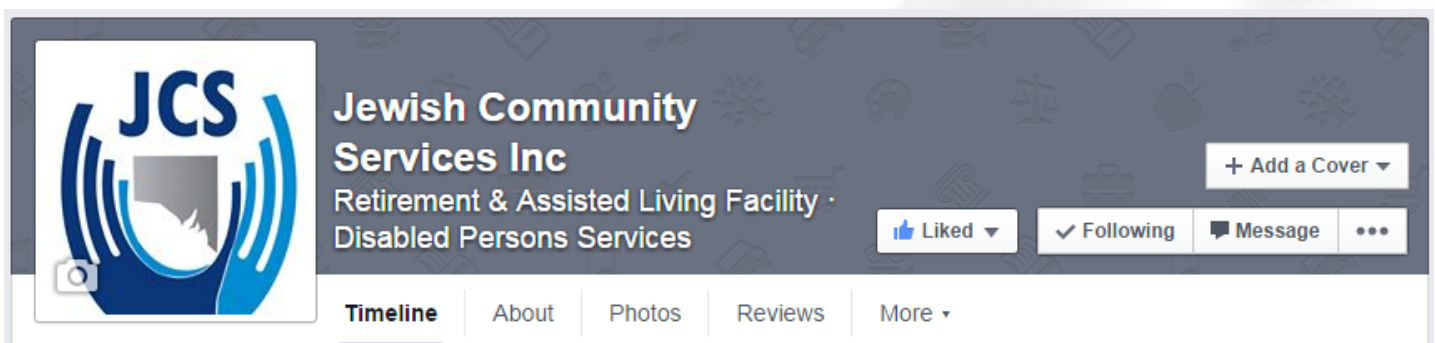
THANK YOU!

SOCIAL MEDIA AND WEBSITE

Our new website ... www.jcssa.asn.au



**[https://www.fb.com/
jewish.community.services.sa](https://www.fb.com/jewish.community.services.sa)**



TREASURER'S REPORT

The total income for Jewish Community Services in 2013-2014 was \$473,482 compared to \$416,465 in 2012 – 2013, representing a 13.7% increase. Government funding is our main source of income but Jewish Community Services also is dependent on income from various fundraising activities and donations.

The total operating expenses for Jewish Community Services in 2013-2014 were \$479,569 compared to \$432,906 in 2012-2013, representing a 10.8% increase. As a Human Service organisation the main expenses are Wages and related costs and the operational expenses of the Jewish Community Services Program. In addition, outsourced services were also pre-paid prior to 30 June 2014 including i-Assist (Admin), Workplace Horizons (HR) and Softpro (Computer support).

Jewish Community Services had an operating deficit of \$6,087 in the 2013 – 2014 financial year, compared to a the 2012 – 2013 financial year deficit of \$16,441. A reduction of 37%.

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.

Assets at the end of the year increased by 2.6% from \$112,235 to \$115,124.

I would also like to thank Amanda Linton and her team from Freedom Accounting Support, who has continued to provide high quality financial services to our organisation.

Richard Levy
Treasurer

	2013	2014
Total Income	\$416,465	\$473,482
Total Expenditure	\$432,906	\$479,569
Operating Profit	(\$16,441)	(\$6,087)
Total Other Expenses	-	-
Total Surplus / (Deficit)	(\$16,441)	(\$6,087)
Opening Accumulated Funds	\$70,141	\$53,699
Closing Accumulated Funds	\$53,700	\$47,612
	2013	2014
Total Current Assets	\$106,235	\$109,455
Total Non-Current Assets	\$6,000	\$5,669
TOTAL ASSETS	\$112,235	\$115,124
Total Current Liabilities	\$58,535	\$67,512
Net Assets	\$53,700	\$47,612
Total Accumulated Funds	\$53,700	\$47,612

AUDITOR'S REPORT



INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE JEWISH COMMUNITY SERVICES INC. FOR THE YEAR ENDED 30 JUNE 2014

Report on the Financial Report

I have audited the accompanying financial report, being a special purpose financial report, of the Jewish Community Services Incorporated, which comprises the Balance Sheet as at 30 June 2014, the Profit and Loss Statement for the year then ended, notes comprising a summary of significant accounting policies and other explanatory information and the Report of the Committee.

The Committee's Responsibility for the Financial Report

The Committee of Jewish Community Services Incorporated is responsible for the preparation and fair presentation of the financial report and has determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the financial reporting requirements of the Associations Incorporation Act (SA) 1985, and are appropriate to meet the needs of the members. The Committee's responsibility also includes such internal control as the Committee determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditors' Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. These Auditing Standards require that I 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 entity's preparation and fair presentation of the financial report 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 entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the Committee as well as evaluating the overall presentation of the financial report.

I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

Liability limited by a scheme approved under Professional Standards Legislation

S.D. Fry CA - Principal

Level 4, 111 Gawler Place Adelaide SA 5000

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Fry Accounting Pty Ltd (ACN 164 181 784) ATF Fry Accounting Trust (ABN 53 153 541 799)

AUDITOR'S REPORT

INDEPENDENT AUDITOR'S REPORT TO THE MEMBERS OF THE JEWISH COMMUNITY SERVICES INC. FOR THE YEAR ENDED 30 JUNE 2014

Independence

In conducting my audit, I have complied with the independence requirements of the Australian professional accounting bodies.

Auditor's Opinion

In my opinion, the financial report presents fairly, in all material respects, the financial position of the Jewish Community Services Incorporated as at 30 June 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act (SA) 1985.

Basis of Accounting and Restriction on Distribution

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist Jewish Community Services Incorporated to meet the requirements of the Associations Incorporation Act (SA) 1985. As a result, the financial report may not be suitable for another purpose.



S D FRY
Chartered Accountant

Signed at Adelaide this 4TH day of September 2014.

Jewish Community Services Inc

227 Payneham Road
JOSLIN SA 5070

Profit & Loss [Last Year Analysis]

July 2013 through June 2014

5/09/2014
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	This Year	Last Year	\$ Difference	% Difference
Income				
Grants				
Grants (Cwlth) - Op - Rcmt	\$308,641	\$277,304	\$31,337	11.3%
Grants (Cwlth) Op - Non-R	\$14,249	\$40,000	-\$25,751	(64.4%)
Grants (State) Op - Recurrent	\$24,788	\$12,000	\$12,788	106.6%
Grants (State) Op - Non-R	\$4,950	\$0	\$4,950	NA
Grants (Local) Op - Non-R	\$9,414	\$0	\$9,414	NA
Grants - Other	\$0	\$4,545	-\$4,545	(100.0%)
Total Grants	\$362,042	\$333,849	\$28,192	8.4%
Fundraising - Gifts				
Donations Received	\$49,096	\$1,092	\$48,005	4,398.1%
Donations (Public Collections)	\$1,160	\$595	\$565	94.9%
Bequests	\$5,000	\$20,000	-\$15,000	(75.0%)
Total Fundraising - Gifts	\$55,256	\$21,687	\$33,570	154.8%
Fundraising - Contributions				
Contributions (Members)	\$1,803	\$3,386	-\$1,583	(46.7%)
Contributions (Public)	\$111	\$1,888	-\$1,777	(94.1%)
Total Fundraising - Contributions	\$1,914	\$5,274	-\$3,360	(63.7%)
Trading/Operating Activities				
Fees & Charges - Restricted	\$21,095	\$19,813	\$1,281	6.5%
Fees & Charges - Unrestricted	\$31,131	\$34,688	-\$3,557	(10.3%)
Membership Fees	\$109	\$209	-\$100	(47.8%)
Total Trading/Operating Activities	\$52,335	\$54,711	-\$2,375	(4.3%)
Other Income				
Interest - Restricted	\$1,200	\$84	\$1,116	1,322.0%
Interest - Unrestricted	\$182	\$40	\$142	355.2%
Other/Sundry Income	\$553	\$820	-\$267	(32.5%)
Total Other Income	\$1,935	\$944	\$991	104.9%
Total Income	\$473,482	\$416,465	\$57,017	13.7%
Cost of Goods Sold				
Gross Profit	\$473,482	\$416,465	\$57,017	13.7%
Expenses				
Accounting Fees	\$20,920	\$19,428	\$1,491	7.7%
Audit Fees	\$1,500	\$2,000	-\$500	(25.0%)
Advertising & Promotion	\$713	\$59	\$654	1,106.2%
Assets Purchases <\$5,000	\$5,913	\$611	\$5,302	867.7%
Bank Charges	\$571	\$675	-\$104	(15.4%)
Bad Debts	\$30	\$12,749	-\$12,719	(99.8%)
Board/Governance Expenses	\$94	\$4,014	-\$3,920	(97.6%)
Business Planning Costs	\$24	\$621	-\$597	(96.2%)
Cleaning	\$952	\$241	\$711	294.5%
Client Support Services	\$38,923	\$47,686	-\$8,763	(18.4%)
Client Support Consumables	\$6,046	\$7,512	-\$1,466	(19.5%)
Client Emergency Assistance	\$0	\$111	-\$111	(100.0%)
Computer Expenses	\$4,185	\$2,893	\$1,292	44.6%
Consultancy Fees	\$22,531	\$21,068	\$1,463	6.9%
Dpcn - Plant & Equip	\$2,477	\$5,478	-\$3,001	(54.8%)
Donations Paid	\$0	\$45	-\$45	(100.0%)
Entertainment Costs	\$19	\$1,056	-\$1,037	(98.2%)
Equipment Hire/Lease	\$1,957	\$12,400	-\$10,443	(84.2%)
Event Expenses	\$25,184	\$0	\$25,184	NA
Fees & Permits	\$0	\$110	-\$110	(100.0%)
Fundraising Expenses - General	\$0	\$3,552	-\$3,552	(100.0%)
Health & Safety	\$302	\$532	-\$230	(43.3%)
Insurance				
Insurance - General	\$2,984	\$1,590	\$1,394	87.7%
Insurance - Prof Indemnity	\$1,697	\$2,299	-\$602	(26.2%)
Insurance - Rental Properties	\$0	\$666	-\$666	(100.0%)
Insurance - Volunteers	\$532	\$533	\$0	0.0%
Total Insurance	\$5,214	\$5,087	\$127	2.5%
Interest Paid	\$0	-\$212	\$212	100.0%
Legal Fees	\$2,163	\$0	\$2,163	NA

Jewish Community Services Inc

Profit & Loss [Last Year Analysis]

July 2013 through June 2014

5/09/2014
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	This Year	Last Year	\$ Difference	% Difference
Meeting Expenses	\$403	\$542	-\$139	(25.7%)
Membership Fees Paid	\$267	\$972	-\$706	(72.6%)
Postage, Freight & Courier	\$1,697	\$1,074	\$623	58.0%
Printing & Stationery	\$3,392	\$4,236	-\$844	(19.9%)
Publications & Info Resources	\$528	\$1,040	-\$513	(49.3%)
Rates & Taxes	\$2,656	\$2,165	\$492	22.7%
Rent	\$22,138	\$21,786	\$352	1.6%
Repairs & Maintenance				
Repairs & Maintenance- Gen	\$396	\$395	\$1	0.3%
R & M - Rental Properties	\$364	\$0	\$364	NA
Salaries & Wages Expenses				
S & W Annual Leave Expense	\$10,283	\$6,828	\$3,456	50.6%
S & W Recruitment Expense	\$5,852	\$0	\$5,852	NA
S & W Superannuation	\$20,371	\$17,426	\$2,945	16.9%
S & W Workers' Compensation	\$9,841	\$8,113	\$1,728	21.3%
S & W Salaries - Other	\$57	\$3,210	-\$3,154	(98.2%)
S & W Salaries & Wages	\$243,747	\$209,061	\$34,686	16.6%
Total Salaries & Wages Expenses	\$290,151	\$244,637	\$45,514	18.6%
Security Expenses	\$312	\$410	-\$98	(23.9%)
Staff Amenities	\$467	\$108	\$358	331.2%
Sundry Expenses	\$5,106	\$331	\$4,775	1,441.6%
Telephone				
Telephone & Fax Charges	\$2,770	\$2,879	-\$109	(3.8%)
Telephone - Mobiles	\$37	\$0	\$37	NA
Total Telephone	\$2,807	\$2,879	-\$71	(2.5%)
Training & Development (Staff)				
Staff Training - General	\$395	\$1,077	-\$683	(63.4%)
Travel & Accommodation				
Travel & Accom - General	\$3,517	\$1,449	\$2,068	142.7%
Accommodation/Meals	\$582	\$0	\$582	NA
Travel - Kilometre	\$303	\$130	\$173	132.9%
Travel - Local	\$15	\$0	\$15	NA
Total Travel & Accommodation	\$4,417	\$1,579	\$2,838	179.7%
Utilities				
Electricity	\$3,446	\$1,956	\$1,490	76.2%
Total Utilities	\$3,446	\$1,956	\$1,490	76.2%
Volunteer Costs				
Volunteer Costs - General	\$60	\$0	\$60	NA
Volunteer costs - Reimbursed	\$850	\$0	\$850	NA
Total Volunteer Costs	\$910	\$0	\$910	NA
Total Expenses	\$479,569	\$432,906	\$46,663	10.8%
Operating Profit	-\$6,087	-\$16,441	\$10,354	63.0%
Other Expenses				
Net Profit / (Loss)	-\$6,087	-\$16,441	\$10,354	63.0%

Jewish Community Services Inc
227 Payneham Road
JOSLIN SA 5070

Balance Sheet [Last Year Analysis]

June 2014

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	This Year	Last Year	\$ Difference	% Difference
Assets				
Current Assets				
Cash at Bank - Grant	\$0	\$1,447	-\$1,447	(100.0%)
Cash at Bank - Community	\$0	\$1,483	-\$1,483	(100.0%)
WBC Cheque Account	\$36,666	\$80,250	-\$43,584	(54.3%)
WBC Cash Reserves Account	\$46,124	\$0	\$46,124	NA
Petty Cash	\$57	\$47	\$10	22.2%
Cash Float	\$30	\$30	\$0	0.0%
Undeposited Funds	\$558	\$817	-\$259	(31.7%)
Prepayments	\$4,833	\$0	\$4,833	NA
Accounts Receivable	\$22,186	\$23,161	-\$974	(4.2%)
Less: Prov. for Doubtful Debts	-\$1,000	-\$1,000	\$0	0.0%
Total Current Assets	\$109,455	\$106,235	\$3,220	3.0%
Non-Current Assets				
Plant and Equipment	\$11,589	\$9,442	\$2,146	22.7%
Less: Accum Depreciation	-\$9,919	-\$9,442	-\$477	(5.1%)
Computer Software	\$6,000	\$6,000	\$0	0.0%
Less Accum Depreciation	-\$2,000	\$0	-\$2,000	NA
Total Non-Current Assets	\$5,669	\$6,000	-\$331	(5.5%)
Total Assets	\$115,124	\$112,235	\$2,889	2.6%
Liabilities				
Current Liabilities				
Westpac Corporate Visa	\$1,007	\$80	\$928	1,165.3%
Accounts Payable	\$6,681	\$7,064	-\$383	(5.4%)
Accrued Expenses	\$1,750	\$2,000	-\$250	(12.5%)
GST Payable	\$1,581	\$884	\$697	78.9%
Less GST Receivable	-\$428	-\$627	\$199	31.7%
BAS Liabilities	\$15,759	\$21,339	-\$5,580	(26.1%)
Insurance Premium Funding	\$870	\$244	\$625	255.8%
Payroll Liabilities				
Superannuation Payable	\$1,716	\$2,593	-\$877	(33.8%)
WorkCover Payable	\$841	\$830	\$10	1.2%
EPAC Salary Sacrifice	-\$202	\$0	-\$202	NA
Provision for Annual Leave	\$23,249	\$12,965	\$10,283	79.3%
Total Payroll Liabilities	\$25,603	\$16,389	\$9,215	56.2%
Grants Received in Advance	\$14,434	\$10,909	\$3,525	32.3%
Other Current Liabilities	\$255	\$255	\$0	0.0%
Total Current Liabilities	\$67,512	\$58,536	\$8,976	15.3%
Total Liabilities	\$67,512	\$58,536	\$8,976	15.3%
Net Assets	\$47,612	\$53,699	-\$6,087	(11.3%)
Equity				
Retained Surplus/Accumulated	\$53,699	\$70,141	-\$16,441	(23.4%)
Current Year Surplus/(Deficit)	-\$6,087	-\$16,441	\$10,354	63.0%
Total Equity	\$47,612	\$53,699	-\$6,087	(11.3%)

**JEWISH COMMUNITY SERVICES INC
NOTES TO THE ACCOUNTS
FOR THE YEAR ENDED 30 JUNE 2014**

1. SUMMARY OF SIGNIFICANT ACCOUNTING POLICIES

In the opinion of the Board of Management, Jewish Community Services Inc (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 specifically all of their information needs. Accordingly, the Accounts are "Special Purpose Financial Reports" that have been prepared solely to meet the requirements of the Associations Incorporations Act (SA), the Board of Management and members of the Association.

The financial report has been prepared in accordance with the following Accounting Standards and other mandatory professional reporting requirements:

AASB 116 Property Plant & Equipment
AASB 108 Accounting Policies
AASB 1031 Materiality
AASB 110 Events Occurring after Balance Sheet Date
AASB 119 Employee Benefits

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

The financial report has been prepared on an accruals basis and is based on historical costs and does not take into account changing money values or, except where specifically stated, current valuations of non-current assets.

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. Accordingly Australian Accounting Standard AASB 112 *Income Taxes* has not been applied and no provision for income tax has been included in the Accounts.

b) Depreciation

The depreciable amount of all fixed assets are depreciated over the useful lives of the assets to the organisation commencing from the time the asset is held ready for use.

d) Property, Plant & Equipment

Each class of property, plant & equipment are carried at cost or fair value less, where applicable, any accumulated depreciation.

e) Employee Entitlements

Liabilities for employee benefits for wages, salaries and annual leave 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 wage and salary rates that the company expects to pay as at reporting date including related on-costs.

Contributions made by the Association to employee superannuation funds are charged as expenses when incurred.

Long service leave entitlements are recognised once an employee had completed five years of service.

c) Revenue

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

f) GST

The organisation registered for Goods and Services Tax as of 1 July 2012.

**JEWISH COMMUNITY SERVICES INC
REPORT OF THE COMMITTEE**

The Committee of Management reports that:

- (a) During the financial year ended 30 June 2014, 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) During the year ended 30 June 2014, 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 prepared the financial report on the basis that the

In the opinion of the officers of the Association:

- (a) the accompanying Profit and Loss Statement, Balance Sheet and Notes to the Accounts dated 30 June 2014, comprising the "Special Purpose Financial Report" present fairly the state of affairs as at that date, and the results of operations for the year then ended; and
- (b) the Committee of Management has reasonable grounds to believe that the Association will be able to pay its debts as and when they fall due.

These Statements are made in accordance with a resolution of the Committee of


.....
Chairperson


.....
Treasurer

4 September 2014
.....
Dated

Jewish Community Services Inc.



ABN 29 044 039 946

227 Payneham Road

Joslin SA 5070

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