



Jewish House

Impact Report 2021













WHO WE ARE & WHAT WE DO

Since 1983, Jewish House has led the way in crisis services for vulnerable people in the community, irrespective of religion. Our highly skilled staff work around the clock to provide the best possible care to people during times of uncertainty, helping them get back on their feet with the practical and emotional skills necessary to rebuild a meaningful, independent life.

We are non-judgemental and believe in the Jewish philosophy of compassion, dignity, and respect for all who walk through our doors, providing health, welfare, and social services to thousands of people each year.

Our Services Include

-  Crisis and longer-term accommodation
-  24/7 crisis call line
-  Dedicated, trained psychosocial case management
-  In-house psychologists
-  Jobs re-employment program
-  Sustainable fashion social enterprise
-  Resilience-building and life-skills workshops
-  Programs and services available using NDIS
-  MEND Homelessness app and Couch Surfer tool
-  JH Kids dedicated children's services
-  Seasons for Growth children's emotional resilience development program
-  Pastoral care, chaplaincy and mediation services



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WHAT'S NEW AT JEWISH HOUSE

Our initiatives are highly innovative and often ground-breaking

Technology



COUCH SURFER WEBSITE AND TEXT LINE

The Couch Surfer platform assists people who are couch surfing and at risk of homelessness. Jewish House manages these in-bound SMS and website requests and connects these people with services to secure longer-term, stable housing.



MEND APP

The MEND App online tool enables the general public to connect a homeless person or rough-sleeper with professional services and support needed to help them get back on their feet again.



JOBS OPEN!

Jobs Open! Is an initiative of Jewish House and JewishCare, incorporating Avodah Jobs, J-Jobs and Project Turnaround, helping businesses identify job opportunities and connecting them with the right job-seekers, those people experiencing unemployment or barriers to employment.



JH RETAIL

Also known as Fashion Forward, sells new and pre-loved designer clothes online and at their studio in Kensington, with 100% of the proceeds going to Jewish House.



SCAN ME

Find out more about our new technological innovations to support people experiencing homelessness.

PRESIDENT UPDATE

The past year – our 38th – has been challenging, rewarding, unpredictable and empowering in equal measure for Jewish House.

Two waves of the pandemic played equal havoc with our usual service-delivery approach of personalised, client-focused, trauma-informed care. Our work is life-changing for people in severe crisis who depend on our expertise - and so staff had to quickly rethink how they went about their daily work.

I commend the frontline staff of Jewish House for their resilience during this challenging and confronting time. Due to their commitment to delivering crisis care, the people who needed it most were given vital assistance, support, and access to the essentials they needed through the pandemic crises.

Our administrative team worked tirelessly to mitigate the impact of a disjointed working environment on the business's operations, pivoting pre-planned projects to adapt to the ever-changing climate and collaborating with partners to roll out new initiatives in an efficient manner.

At the same time, our donors rose to the occasion. They showed an outpouring of support that was both humbling and crucial for our team to respond to the wave of increased need for our services.

I want to thank those who have stood by us this year to continue the ever-important vision of Jewish House:

- To our board of Directors who volunteer their time and expertise
- To our visionary CEO, Rabbi Mendel Kastel OAM – for his energy, dedication and commitment to connecting those most vulnerable with dignified care and support

- To our hardworking staff, volunteers and students at Jewish House and JH Kids – who turn up daily to an unknown workload and show kindness, respect and care for people who feel like they've lost it all
- To our donors, partners and collaborators who share their time, energy and funds with Jewish House so our team can help others, thank you.

I wish you and your loved ones good health and an easier year ahead.



ROGER CLIFFORD
OAM, PRESIDENT,
JEWISH HOUSE

“
Our team builds strong relationships and trust with people at their most vulnerable, enabling us to carry out the life changing work we do at Jewish House.

ROSANA COELHO, HEAD OF SOCIAL SERVICES
”

SNAPSHOT OF 2021

Jewish House's impact in the past 12 months has continued to grow, despite the complexities the Pandemic has presented our organisation with.



Accommodation

The additional property we acquired this year enabled us to increase our accommodation from 80 beds per night, to 100.



Psychology

The increase in psychology services this year provided additional telehealth appointments for people living in physical isolation due to the lockdown restrictions.



JH Kids

Our JH Kids program launched education workshops for parents and carers, facilitated emotional wellbeing workshops in local schools and launched an online community to support families during lockdown.



JH Retail

An initiative by Sharon Aaron and Nicole Katz, JH Retail, trading as Fashion Forward is a social enterprise selling donated high-fashion items at an accessible price, with 100% of the profit going to Jewish House.



Golf Day

Our Annual Golf day proceeded, as restrictions eased in May. With 90 players participating it was a sell-out success, thanks to the coordination of long-time friend, Max Glatter, and our administrative team.



NDIS

Several Jewish House and JH Kids programs and services received NDIS status, making these now available to those registered for NDIS.

CEO UPDATE

It has been another challenging year for Jewish House with the pandemic plunging us into another lockdown. Thanks to our previous lockdown experience and the development of robust operational systems, the transition back online was seamless and it was business as usual for Jewish House.

Under the expert management of Rosana Coelho, our social work division continues to grow, offering more services and managing more cases daily. On an ongoing basis, we evaluate our services and the impact of our work through the collection of data and client feedback with the purpose of continually improving and refining our services.

Over the past year, we have been working on numerous exciting projects. These include the acquisition of a new property, the launch of NDIS Accredited Programs, advances in technology and innovation and expanding the JH Kids Programs, to offer workshops in schools and to parents and carers.

The acquisition of the new property marks an important milestone for Jewish House increasing our accommodation capacity to over 100 beds per night.

The approval of Jewish House as an NDIS provider is a highly commendable achievement for the organisation and presents a totally new avenue of growth that will become a major strategic focus for the future.

The development of technology and innovation tools to end homelessness in NSW has raised the profile of Jewish House and positioned us as innovators and disruptors in the homelessness space.

My work continues as a Commissioner to the National Mental Health Commission and my role as a board member on the 'Ending Street Sleeping Collaboration' is valuable and very rewarding.

We're also still very active in supporting foster carers for Jewish children who cannot remain with their biological families.

My chaplaincy work provides a valuable connection to the Jewish Community. These organisations include NSW Police, St Vincent's and Prince of Wales Hospitals, Sydney Clinic, Reddam House College, Board of Jewish Education and Maccabi.

As I reflect on the past year, I extend my sincere gratitude to all of you – the donors, supporters, volunteers, our clinical governance group, the board, our President Roger Clifford OAM and my ever loyal and hardworking staff.

May we go from strength to strength and always be blessed to be in a position to help those in need.



RABBI MENDEL
KASTEL OAM
CEO, JEWISH
HOUSE

“**To me, Jewish House is family. It's my community – a place where I feel valued, loved and respected**”

* ELIZABETH, JEWISH HOUSE CLIENT AND LONG-TERM ACCOMMODATION RESIDENT.

BOARD OF DIRECTORS



Roger Clifford
OAM
President



Rabbi Mendel
Kastel OAM
CEO



Colin Samuel
Treasurer



Ron Hirsch
Non-Executive Director



Sharonne Phillips
Non-Executive Director



Avi Sharabi
Non-Executive Director



Robyn Solomon
Non-Executive Director



Jacki Goodridge
Non-Executive Director

“
Thank you to our board of directors who volunteer their time and expertise. Their expert guidance this year has helped us deliver the important vision of Jewish House through difficult times.


ROGER CLIFFORD OAM – PRESIDENT



Robbie Clifford
Non-Executive Director



Cerina Filipczyk
Non-Executive Director



“Thank you for opening your doors and having me, helping me and supporting me with care and respect.”

***MICHAEL – JEWISH HOUSE CLIENT AND CRISIS ACCOMMODATION RESIDENT.**

BEQUESTS & WILLS

Leaving a legacy in your Will is one of the greatest mitzvot you can do. Money bequeathed to Jewish House provides future generations with life-changing services and support to navigate them through times of distress, trauma and uncertainty and help them get back on their feet.

Over the past 12 months, Jewish House has been humbled by the generous legacies of the families of the late Mr Lionel Green and Ms Esther Grunfeld in honour of their life's work.

Lionel Green spent his life deeply involved in fundraising – believing giving was better than receiving.

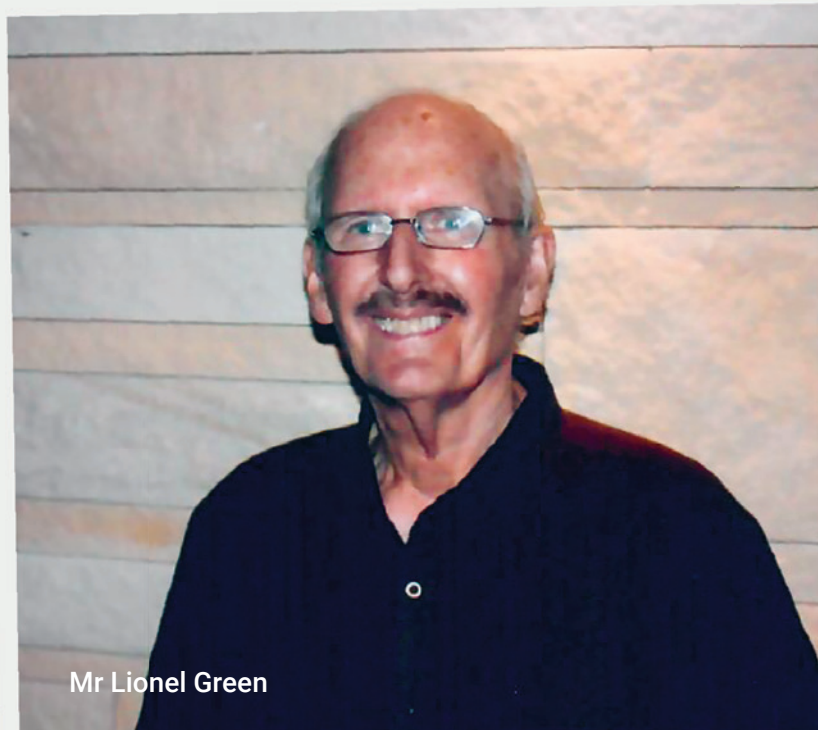
He was a staunch supporter of the Jewish community and made many generous contributions to local organisations, always helping community members in need.

His family have honoured him with a generous donation towards increasing Jewish House's mental health services over the coming year.

Jewish House will increase our psychology and counselling services to be able to accommodate the increased demand from families and individuals who have been impacted by the recent Pandemic.

Lionel's legacy will change lives, provide hope, resilience and a fresh new start for people in need.

We sincerely thank Lionel and his family for their wonderful support.



Mr Lionel Green



Ms Esther Grunfeld

Esther Grunfeld was a wonderful woman, a proper Yiddishe mama, who at some stage or another fed most of Sydney's Jewish community with her tasty, kosher food. Esther made sure that everyone had enough food to eat.

A holocaust survivor, Esther knew the value and importance of food. In 1960 Esther and her family relocated to Australia. Sixteen years after being separated in Auschwitz, miraculously she and her three siblings were reunited and shared a Pesach seder together for the first time since before the war.

This is where Esther began cooking take-away food for kosher Jews in Bondi and thus Grunfeld Caterers began.

The bequest left to Jewish House by her Estate was given for the purpose of providing food to our residents and other clients who visit Jewish House frequently for food, warmth, and company.

Jewish House sleeps over 100 people per night, which requires over 500 meals to be provided each week. Judy Symons, her daughter set up this bequest in memory of Esther to ensure that we have the resources to feed these people in need.

Esther, an icon to the Sydney Jewish Community, passed away earlier this year, aged 95. She probably catered tens of thousands kosher functions and the number of gefilte fish balls that she rolled, into the millions.

Esther left a large, loving family behind. Esther's legacy is that she survived and thrived in the Sydney Jewish community making everyone around her happy. Thank you very much to Esther and her family for their wonderful support.

“Leaving a legacy in your will is one of the greatest mitzvahs you can do. Providing life-changing services for generations to come.”

RABBI MENDEL KASTEL OAM
- CEO JEWISH HOUSE

FINANCE REPORT



This financial year was always planned to be one of consolidation given the current economic environment. Despite COVID, we experienced continued growth through the receipt of government stimulus packages, grants and donations.

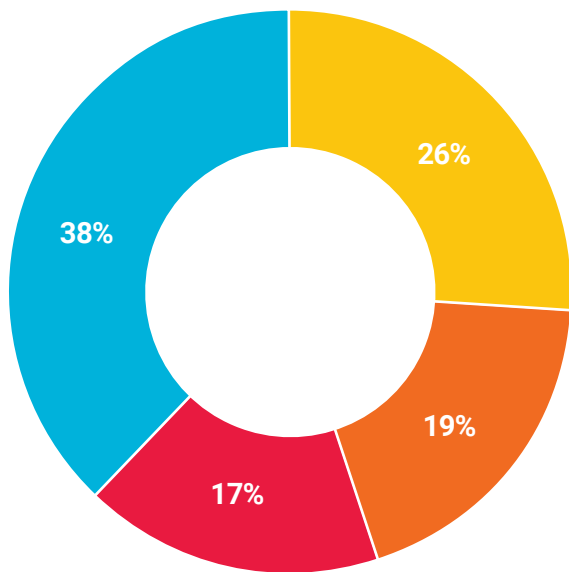
Gross revenue increased from \$4.4 million in FY 20 to \$4.7 million in FY21, an increase of 6.8% and will hopefully reach over \$5 million in FY22. Overall JH is in a very strong financial position to grow to meet its short-term commitments and the long-term vision of the Board.

Receiving accreditation for additional NDIS services will allow us to further increase our turnover which will be a focus area in the next year.

Subsequent to the end of the financial year, we increased our foothold in the Inner West, by taking over the full Ashfield site thus increasing our income even more.

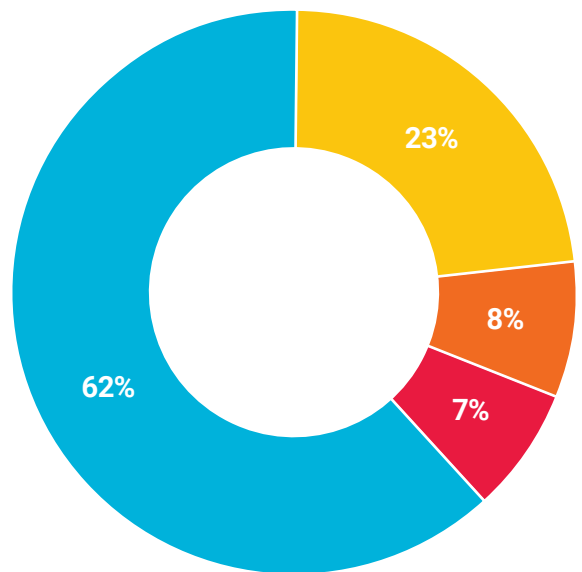
We are grateful once again to our auditors, Boroughs, for their services and assistance to Jewish House. Finally, after seven years as Treasurer, I will be stepping down.

Thank you to the Board and Elan Slater for their help and assistance over that period.



Revenue
2020 – 21

- Programs and Services **38%**
- Fundraising **26%**
- Donations and Bequests **19%**
- Other Revenue **17%**



Expenses
2020 – 21

- Programs and Services **62%**
- Administration Costs **23%**
- Pastoral Services **8%**
- Fundraising Costs **7%**

During the 2021 Financial Year

- Further government stimulus packages were received, enabling us to provide additional services to meet the increased demand during these unprecedented times.
- New programs for JH Kids were offered and further additional programs are planned for FY22.
- Fashion Forward, a new source of income for Jewish House was established and a retail shop will be opened once the current lockdown in NSW is lifted.
- Donations increased substantially with fundraising income increasing by 47% from the previous year. This was in spite of fewer fundraising activities.
- Due to the pandemic, our annual Gala Dinner went virtual and was still a great success, with an online audience of 3,000 participants around Australia.
- Administration costs increased only by 2% as a percentage of revenue while we delivered the highly skilled and professional services required in this sector.
- Despite the inclement weather, our golf day produced another sell-out crowd with 90 people attending and \$18K being raised.

“Thank you so much for your kindness and care. I am deeply touched and grateful for the blessings you have provided me.”

***DIANA – JEWISH HOUSE CLIENT**

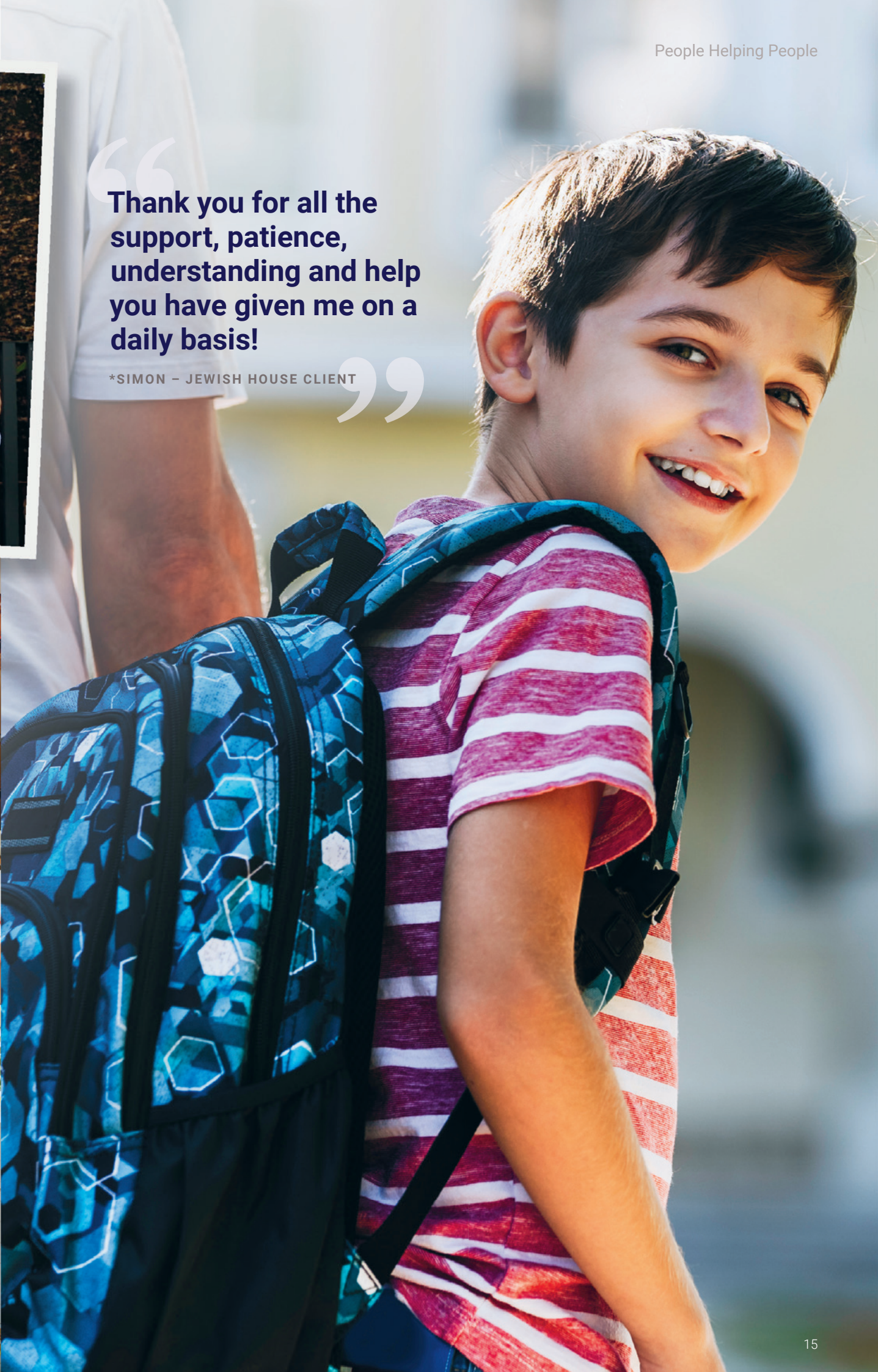


OUR IMPACT



Thank you for all the support, patience, understanding and help you have given me on a daily basis!

***SIMON - JEWISH HOUSE CLIENT**



THANK YOU

to our donors, business partners, innovation collaborators, service delivery partners, volunteers, trusts and foundations, community organisations and all others who have continued to stand by us over the past year.

Your support changes lives.

On behalf of the thousands of people we have helped in the past 12 months – thank you.

CONNECT WITH US



24/7 Crisis Line

For urgent assistance with personal or family crises, accommodation, food and other support.



Donate

It is only due to the generosity of our donors that we can continue our work.



Volunteer

Volunteers are an integral part of our team. Contact us to express your interest.



Legacy in your Will

Gifts in Will have a significant impact on our work, helping fund our accommodation and crisis support services.



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www.jewishhouse.org.au



Jewish House is registered with the Australian Taxation Office as an Income Tax Exempt Charity. All donations over \$2 are tax deductible.

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We pay respects to the Traditional Owners of the lands where we work as well as across the lands we travel through. We also acknowledge Elders past, present and emerging.