



Jewish House

Impact Report 2020



WHO WE ARE & WHAT WE DO

Jewish House is an independent, not-for-profit organisation helping people in need since 1983.

We provide care to people in the Jewish community and all other communities irrespective of religion.

JH offers a safe place and support for people who have or are experiencing trauma and personal crisis.

We provide individuals and families with a range of services including access to temporary and crisis accommodation, day-to-day living support, children's services, addiction support, re-employment services, living-skills workshops, mental health clinicians, case managers, food and clothing.

Our team of in-house psychologists, counsellors, social workers and Rabbis practice trauma-informed care; using holistic and individually tailored approaches to navigate people through challenging times and help rebuild their lives again.



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OUR VISION

We are non-judgemental and believe in the Jewish philosophy of compassion, dignity and respect for all who walk through our doors.

We provide respite and support, helping people get back on their feet with the practical and emotional life-skills necessary to rebuild a meaningful, independent life.

The welfare and dignity of our clients remains at the heart of every decision we make.

We speak up for the voiceless and seek to support all people who are experiencing crisis and hardship.

President Update

Roger Clifford OAM, President



The last 12 months has been a milestone year for Jewish House, with several key achievements. The challenges we confront are serious. The communities we serve face increased health concerns, unemployment, isolation and financial insecurity. But, with your support, our team rose to meet these challenges of which I am incredibly proud.

As crisis care leaders, we collaborated closely with other organisations and government agencies to do what we do best - provide the vulnerable with support, dignity, comfort and courage to overcome these challenging times and go forward to rebuild their lives with positivity and purpose.

Our services offered to women, men and families grew each week exponentially in response to the diverse and complex changing nature of the pandemic crisis.

The JH frontline team diversified the

way it delivers personalised crisis services to accommodate physical distancing requirements, without impacting the quality of service delivery. Digital innovation has been a growth area for us this year, enabling us to reach more people than ever with our services accessible to anyone, anywhere.

I thank every community member and organisation who has partnered with us over the past year, our valued staff, our board of directors, management team and frontline workers, and of course, you, our generous supporters who continue to enable JH to navigate and support people through difficult times.

The very first Jewish House, of course, was the home of Abraham and Sarah. With entrances on each side of the their tent, it was famously open - open to guests, open to the needy, open to new ideas and possibilities about how we can improve the world together. That's a Jewish home. That's Jewish House.

ROGER CLIFFORD OAM
PRESIDENT, JEWISH HOUSE

OUR DOORS ARE ALWAYS OPEN TO PEOPLE IN NEED. As our CEO, Rabbi Mendel Kastel OAM, says: "Need never sleeps and neither does Jewish House."



SNAP SHOT OF 2020

1,514
crisis line calls

725
psychology sessions

908
people attended
the workshops

335
children assisted

CEO Update

Rabbi Mendel Kastel OAM, CEO



The year 2020 became a challenge that is unprecedented. Jewish House was at the forefront of “people helping people” with our work cut out for us.

It started with the suffering and loss caused by the drought and bushfires and exacerbated by the storms and floods that followed.

When COVID emerged, from running an open house where anyone in need was welcome to pop in, collect food, join our groups or visit our in-house psychology team for counselling, everything had to be reimaged and restructured. We had to case-manage our clients remotely where possible and with careful social distancing, where not possible.

I thank Hashem and feel very blessed that our entire team has managed this transition with grace and efficiency, and most importantly, in good health.

I was privileged to be re-elected as a Commissioner to the National Mental Health Commission this year. In this capacity, I went to Israel, where I learned a great deal about mental health awareness and management. I visited addiction facilities and hospitals and learnt about the American program - Homebase, which I brought to Australia.

Our Homebase program is specifically for people who are still housed but have fallen into circumstances where, without assistance, would become homeless within the foreseeable future. We support them for the period it

takes to stabilise them through careful case management.

At the beginning of 2019, we committed to keeping 1,000 homeless people off the streets in that year. Not only did we surpass our target, but I’ve been invited to join the organisation called “Ending Street Homelessness” as a board member to share our successful strategies.

Our social work division, under the expert management of Rosana Coelho, grows exponentially taking on more responsibilities daily. Rosana and her team are highly valued with the results they get from working with some of the most complicated clients, being unmatched in the industry. My chaplaincy work is also expanding. I have responsibility for NSW Police, St Vincent’s & Prince of Wales Hospitals, Sydney Clinic, Reddam House College, Board of Jewish Education and Maccabi.

We’re still very active in supporting foster carers for Jewish children who cannot remain with their biological families, working with the Department of Family & Community Services, Services Support International and the Children’s Guardian.

Most important of all is for me to express my deep and sincere gratitude to all of you – the donors and supporters, our President Roger Clifford OAM, the board 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

Our highly skilled trauma and crisis staff work around the clock to provide the best possible care to individuals and families in need by:



Providing a home for our clients, with safe, clean and warm accommodation



Keeping families together in times of despair and displacement



Providing access to a team of professional and compassionate psychologists



Working with clients through the healing process after trauma



Advocating by our highly regarded social service staff for long term housing, education and employment opportunities for all our clients.

COO Update

Helen Krig, COO



Over the past year, Jewish House continued to diversify and expand its services, extending beyond accommodation and case management.

With the global outbreak of COVID-19 and its impact on our vulnerable client group, our employees have gone above and beyond to weather this crisis and get JH prepared to cope with the ongoing situation. We have a higher level of responsibility during this time to look after the vulnerable and needy in our community and focus on overcoming the complexities facing these clients.

JH implemented COVID-19 safe policies to ensure the safety of clients and staff, supporting clients with our additional crisis services.

Many of our services transitioned to online platforms with us providing our support service workshops and group sessions, counselling and psychology services to people who are isolated and in crisis, all online. That has resulted in an increase in the number of adult clients attending our support groups.

The Mend app, that we developed last year for the public to download and note the whereabouts of a person living on the street which then feeds through to a homeless service, is now being rolled out in its second phase. Working closely with the NSW Government, we're mapping the crisis services in NSW to be used by Waverley Council rangers, homeless services and police to identify hotspot areas for people at risk of homelessness or who are homeless, and people in need of support. We're also working together with Mission Australia, The Big Smoke and Universal NBC to bolster the public awareness of the App and increase its use.

The JH Kids team had the challenge to develop ways to continue supporting children and their carers throughout this challenging time. We implemented innovative group online content, phoned parents and carers to provide them with helpful strategies, delivered the Peaceful Kids groups online, and launched additional web resources to support parents, carers and their children.

HELEN KRIG, COO
JEWISH HOUSE

"THE JH TEAM HAVE GONE ABOVE AND BEYOND to deliver much-needed services in the COVID-19 environment with minimal disruption".

COVID-19 Response

In March 2020, Jewish House launched an emergency response to support the local community through the COVID-19 global pandemic crisis. This included:



Delivering healthy meals and groceries to more than 300 vulnerable people in isolation on an ongoing basis with thanks to partnerships with Coles, Second Bite, Oz Harvest, Harris Farm, Our Big Kitchen and the COA.



Housing up to 80 people per night in our six accommodation properties in Sydney. During their stay at Jewish House, we helped our clients rebuild their lives by connecting them with a dedicated case-manager, trauma counselling, life-skills techniques, long-term housing opportunities, employment services, and financial support.



Our clinical team partnered with Sydney Clinic, Healthscope, Mum for Mum, PsychNet and local psychologists, psychiatrists and counsellors to increase our capacity to connect more than 100 people per week distressed by the crisis with a mental health care professional.



Launching the Avodah Jobs Project, an employment service bringing community members together to mentor, upskill and assist job-seekers in finding work. We thank the ORAH fund, volunteer supporters, job providers and community members for collaborating with us on this innovative new program and helping us secure employment for many local community members.



When schooling was interrupted, we **purchased 30 iPads** to loan to vulnerable families, so school children could participate in their studies online at home. We also launched and a JH Kids Resource portal – dedicated to supporting parents & carers through these challenging times.



We launched several new services: Medication delivery, virtual workshops, psychology and counselling sessions via telehealth phone calls, daily social isolation calls, remote IT support services. We also launched the JH COVID-19 Crisis Portal – a resource hub with links to medical, education, mental health and Jewish cultural resources.



"THANK YOU
FOR YOUR
SUPPORT OVER
THE PAST YEAR.

Without you all, I would
not have survived what
I went through."



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

This year, Jewish House President – Roger Clifford, was awarded an Order of Australia in recognition of service to the Jewish community of Sydney.



Robbie Clifford
Non-Executive Director



Cerina Filipczyk
Non-Executive Director



"I MUST CONVEY MY SINCEREST
GRATITUDE TO JEWISH HOUSE, for your
advocacy, endearing support and kindness..."

2019 / 2020 Events

JULY 2019	Mend App Launch Event
SEPT 2019	Police Memorial Service Foster Care Information Evening
OCT 2019	Jewish House Information Meeting
NOV 2019	Gala Dinner
DEC 2019	Chanukah in the Mall Jewish Community Input on Mental Health Event
MAR 2020	Childhood Anxiety and Mental Wellness Training Seminar
APR 2020	PPE Training Seminar
MAY 2020	Seminar for Addiction Support Services
JUNE 2020	Business Event with the Hon. Minister Brad Hazzard



"JEWISH HOUSE IS A SAFE PLACE

for everyone, I felt at ease from the moment I walked in. It's such a nice place to be – everyone just wants to help each other."

Finance Report

This financial year has seen significant change and growth particularly with the advent of COVID-19 over the last six months and the various stimulus packages that we were able to receive.

Our gross revenue increased to almost \$4.5 million in FY20 and will hopefully reach over \$5 million in FY21. This growth is also reflected in the turnover over the past 5 years which grew by 250% over the period.

Unfortunately, after seven years, in September 2020 our relationship with WAGEC ended. However, this will hopefully be replaced with opportunities in the NDIS space as we await our accreditation for additional NDIS services.

We are grateful to our new auditors, Boroughs, who completed their first audit for Jewish House. We thank them for their services and assistance and look forward to a mutually beneficial relationship moving forward.

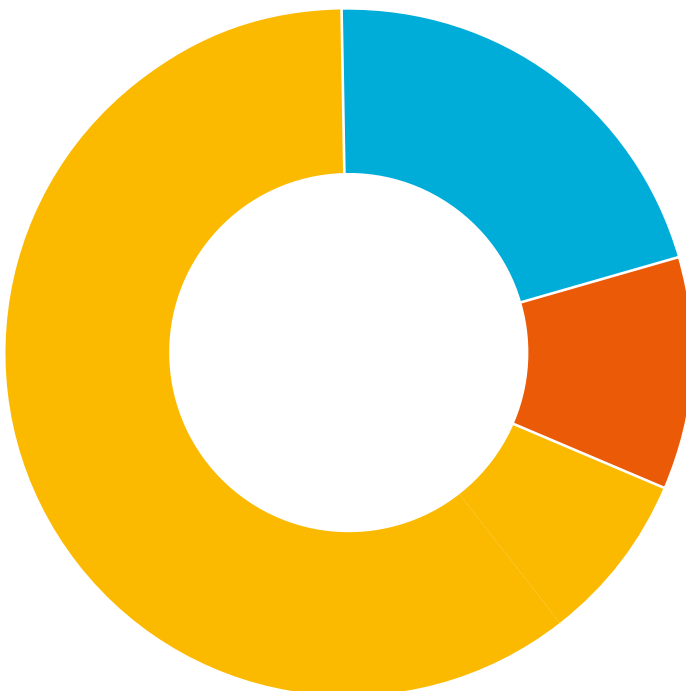
During the 2020 financial year:

- COVID-19 led to Jewish House receiving significant stimulus packages, enabling us to provide additional services to meet the increased demand during these uncertain times.
- Our administration costs were reduced as a percentage of revenue while we maintained the highly skilled and professional services required in this sector.
- A COVID portal was developed to help those in need during the lockdown and beyond.
- JH Kids was reformulated with new programs rolled out and more planned for FY21.
- Our brand was refreshed across our website and other collateral in October 2020.
- There was a substantial increase in the engagement of our supporters and donors.
- Our Paddington property was repurposed from temporary to medium term accommodation, resulting in additional accommodation income.
- Income from therapy services increased as a result of an additional psychologist joining the team.
- The annual Gala Dinner was well attended in November 2019 and contributed significantly to the revenue of Jewish House.
- Although the Golf Day was postponed from last year to October 2020, the demand for this event has grown with it being sold out ahead of time.



Revenue 2019 – 20

- Programs & Services **46%**
- Donations and Bequests **23%**
- Fundraising **19%**
- Other Revenue **12%**



Expenses 2019 – 20

- Programs & Services **68%**
- Administration Costs **21%**
- Fundraising Costs **11%**



PARTNERS, DONORS, VOLUNTEERS & SUPPORTERS

Jewish House could not have delivered its programs and services over the past 12 months without your generosity. We're incredibly grateful for the continued friendship and philanthropy of our community partners, corporate sponsors, interagency partners, trusts and foundations, and government agencies. Their grants, donations and in-kind support allowed us to make a real difference in the quality of people's lives – giving them hope and a fresh new start during their darkest times.



We'd like to thank the following for their considerable support during the year.

Beverly and Phil Birnbaum, Berger Family, Boroughs Chartered Accountants, Cranbrook Group, Justin Epstein, Gandel Foundation, Richard Gelski, Goodridge Foundation, Nora Goodridge, Jake Klein, Hana-lia and Gavin Krawchuck, ORAH Fund, Bernard and Minna Stang, Vivien

and Maurie Stang, Sydney Clinic, The Big Smoke, Redan Foundation, Michael Teplitsky, A.I. Topper, Topper Family, The Harry Triguboff Foundation, Alex Tselios, Wakil Foundation, Michael Weiner, Wolper Jewish Hospital Health Foundation.

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