



Jewish House  
People helping people

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# Impact Report 2022





# WHO WE ARE AND WHAT WE DO

Since 1983, Jewish House has led the way in crisis services for vulnerable people in Sydney's Eastern Suburbs Communities. We believe everyone deserves to be treated with dignity & equality – and we provide support to people from all walks of life – irrespective of religion, culture, background, or experience.

Our highly skilled, compassionate 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 following trauma and personal crises.

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.

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

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## Our Impact in FY2022

2,478

Crisis line calls answered

769

People accessed  
temporary accommodation

448

Psychology sessions provided

237

Children accessed  
JH Kids programs

44

People attended addiction  
support groups



# PRESIDENT UPDATE



**ROGER CLIFFORD  
OAM, PRESIDENT**

Like much of the year prior, these past 12 months have presented challenges.

New strains of the virus, border closures, and additional lockdowns all contributed to the testing times that communities and organisations locally and globally have experienced.

We've seen increases in unemployment, homelessness, and family conflict – and the mental and emotional health of loved ones has been pushed to the limit.

Through it all, though, this past year has shown us the importance of community.

As President of Jewish House, I commend our community:

- Our generous donors and supporters for enabling Jewish House frontline workers to continue to provide help and connection to those in need.
- Our staff, for providing essential support to those impacted by the rolling waves of complex crises which have descended on our shores over these past years.
- Our CEO, Rabbi Mendel Kastel OAM, for remaining agile and

continuing to provide access to temporary and urgent accommodation, day-to-day living support, children's services, addiction support, re-employment services, living skills workshops, mental health clinicians, case managers, food, clothing, and other daily essentials.

- Our Board of Directors, for every contribution made through what has been one of the most difficult periods in Jewish House's almost 40 years.

Jewish House remains dedicated to our mission set out in 1983, to accommodate and help people experiencing challenges and crises, tailoring services and programs to each individual's needs, advocating for a better life for each person who walks through our doors, and ensuring they are treated with dignity, kindness and respect.

I wish you blessings from Hashem and thank you for your unwavering support, mitzvot, and trust in our organisation. May you have an easier year ahead and continue to look out for one another.

“**The welfare and dignity of our clients remain at the heart of every decision we make.**”

ROGER CLIFFORD OAM, PRESIDENT

# WHAT'S HAPPENING AT JEWISH HOUSE



## Jewish House / jobs

Jewish House / jobs is a program aimed at supporting individuals who've been out of work for more than a year. Our team works with job seekers to provide them with all the necessary skills required to gain valuable work experience in their chosen field of interest, with the ultimate goal of securing a permanent position.



## Couch Surfer Handbooks

Jewish House has launched two dedicated resources for couch surfers and their hosts to provide a framework for safer experiences. These handbooks aim to assist couch surfers in maintaining safe and healthy relationships with their hosts and avoiding the trajectory toward street homelessness.



## JH Kids

This year, JH Kids began to provide paediatric occupational therapy and mental health support to children in our community. These programs enable children to realise their resilience in the face of developmental challenges by coordinating care that improves well-being and functional outcomes.



## Fashion Forward

Fashion Forward is a brilliant retail social enterprise spearheaded by Sharon Aaron and Nicole Katz. They sell donated, pre-loved designer women's fashion, at reasonable prices, with all proceeds going towards women and children accessing Jewish House services.



# CEO UPDATE



**RABBI MENDEL KASTEL OAM  
CEO, JEWISH HOUSE**

Jewish House has remained a constant, steady, and accessible lifeline for those experiencing difficulties while also managing to initiate many new, innovative projects since my last report.

We developed our Jewish House jobs program in collaboration with business partners, volunteers, and industry experts.

We launched the Couch Surfer handbooks at Parliament House, enabling people to maintain safe relationships with their hosts.

Our JH Kids services have expanded this year, with the additional staffing of a paediatric occupational therapist and a social worker, working with local families to support them and their children in addressing various challenges. Thank you to the Redan Foundation for their ongoing support.

Jewish House continues to grow and change according to the needs of our clients.

We are already working on plans to introduce other new services this year, with one of our priority projects being the expansion of our Flood Street building. We plan to build two more floors to expand our crisis accommodation.

As always, I need to reiterate how hardworking and dedicated the staff in my team are. Ultimately Jewish House is working towards Tikkun Olam (repairing the world), and we all contribute to this goal with kindness and respect.

Thank you to our partner organisations who work together with us. Most importantly, thank you to you, our donors. On behalf of the board, staff, and clients, we would like to thank you for ensuring that we have the ability to service people who are more disadvantaged than ourselves.

My blessing to you all is that you should have a good, healthy year, with much nachas and success in all your endeavours, and that you should always find yourselves in a position to help those less fortunate.

**“We are currently sleeping 100 people a night and are keeping 1,000 people off the streets each year.”**

RABBI MENDEL KASTEL OAM, CEO



# BOARD OF DIRECTORS



**Roger Clifford**  
OAM  
President



**Rabbi Mendel Kastel**  
OAM  
CEO



**Jonathan Tolub**  
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

“  
**Jewish House staff ensure that each of our clients are met with the dignified, compassionate, supportive and diligent care that we are well known for.**  
”

ROSANA COELHO,  
HEAD OF SOCIAL SERVICES



**Robbie Clifford**  
Non-Executive Director



**Cerina Filipczyk**  
Non-Executive Director

“  
**I feel so fortunate to have my caseworker help guide me through this tough time. I don't think I would have been able to get through this without their support, knowledge and understanding.**  
”  
EMMA\*, JEWISH HOUSE CLIENT







# SOCIAL SERVICES REPORT

## END STREET SLEEPING COLLABORATION

Jewish House was a signatory, with the NSW Government, to a global agreement to halve street homelessness across the State by 2025.

End Street Sleeping Collaboration (ESSC) is a collective impact initiative that shares this goal, and also aims to work towards ending street sleeping, also known as rough sleeping, by 2030. Our staff are trained by ESSC to complete the By Name List (BNL).

The BNL is an assessment tool used across the homelessness sector to capture information about health, mental health, and housing and track participant progress and their contact with support services. Jewish House is proud to collaborate on an ongoing basis with ESSC and is dedicated to assisting them in achieving their mission.

We are in constant conversation with ESSC and other partners, including the Department of Community and Justice (DCJ), to ensure continual best practice.



**ROSANA COELHO,  
HEAD OF SOCIAL  
SERVICES**

Over the past year, our team has grown behind the doors of our 6 Jewish House properties.

We have strengthened relationships with other services and community housing providers, to secure additional stable and longer-term housing options. We helped more than 20 families obtain stable accommodation for a period of 18-24 months, a critical step in the process of obtaining permanent housing.

Jewish House, in partnership with various other organisations, and the DCJ, is helping people released from prison to transition into permanent housing and connect with multiple support services. We provide 3 months of accommodation and wrap-around case management with a specialist support worker, to provide mental health, drug, and alcohol support services.

This year, our first group had excellent outcomes, with 60% of people now permanently housed and connected to mental health services.

Earlier this year, in partnership with Toga Group Property Developers, Jewish House provided housing for people escaping the war in Ukraine. Our team has provided places to live, weekly food parcels, and access to dental and medical assistance.

A range of JH Kids initiatives joined the suite of existing programs and services we have become renowned for, including Lego Therapy, Peaceful Kids, Peaceful Parents, Circle of Security, school holiday programs, and social inclusion groups.

I am incredibly proud of the commitment, professionalism, and care our caseworkers, social workers, and students have shown over the past 12 months.

**“I am really proud to be part of a team that collaborates and works together with clients to achieve the best outcomes.”**

ROSANA COELHO, HEAD OF SOCIAL SERVICES



# SEFA REPORT

During this financial year, Jewish House engaged Sefa Partnerships Limited to prepare an extensive report on the capacity of our organisation in the homelessness sector, enabling us to grow and scale in the years ahead.

The report found that there are several areas where Jewish House is exceeding expectations, as it benefits from being a relatively small organisation and operates in a way that is agile and adaptive.

Jewish House is recognised for being ahead of the curve in terms of identifying the multifaceted nature of homelessness and driving a person-centred approach.

Jewish House is acknowledged as being willing to take in people that are amongst the most 'challenging cases'; and is recognised as an innovator in designing and tailoring services and programs to each person.

In comparison to many of the much larger organisations operating in the sector, Jewish House has smaller overheads, and the majority of staff are professionals providing a direct service to clients.

Homelessness in Australia has increasingly become a focus of social policy and discourse; the lack of affordable housing contributes to the increasing number of people experiencing homelessness or at risk of homelessness.

Increasing the supply of social and affordable housing is one of the major levers for addressing homelessness and supporting people who are already, or who are at risk, of homelessness.

Jewish House will continue to support people experiencing homelessness through our range of accommodation services.

Jewish House has also implemented an integrated care model, which is now embedded in our programs and is recognised as enabling those experiencing homelessness to obtain better results, in sustaining safe and appropriate housing.

“**They do not shy away from supporting people that require significant support services because of the range of their needs.**”

SEFA REPORT INTERVIEWEE



Insights and outcomes from this report will be launched to the public in due course.



“**Jewish House saved my life. They took me in and got me the therapy, support and help I needed.**”

MICHAEL\*, JEWISH HOUSE CLIENT



# WILLS AND BEQUESTS

A bequest or planned gift to Jewish House can continue your legacy.

**By including Jewish House in your will, you can ensure that we are able to continue supporting community members before, during and after a crisis.**

**These generous members in our community have provided Jewish House with gifts during this financial year.**

John George Davis was known as Lolly for his love of lollies.

He was an avid bowler and always supplied lollies to fellow players at the Double Bay Bowling club. He was a generous and benevolent supporter of many charities and never forgot anyone who was part of his life. When John reached 100 years of age, his cheeky comment was that had he known he was going to live this long, he would have taken better care of himself. John always felt that he should support both Jewish and Australian charities.

We are grateful to John for thinking of Jewish House in his final days. His generous donation will ensure that his legacy lives on.



Irena Nebenzahl passed away in Sydney in June 2021 at the age of 87.

She was born in Poland and came to Australia as a small child with her parents and brother. After attending Hornsby High School, she married Michael Hershon and had three daughters: Serena, Melanie and Fiona.

Irena was a vibrant, witty and very social person. She was loyal to her friends and family and had a great passion for travel. Irena leaves behind her large family; her daughters and six grandchildren.

In March 2022, Irena's three daughters visited Jewish House to unveil a plaque in their mother's honour.

Thank you to Irena and her family for their tremendous support.

**“Leaving a legacy in your Will is one of the greatest mitzvot you can do, providing life-changing services for generations to come.”**  
RABBI MENDEL KASTEL OAM – CEO JEWISH HOUSE



# FASHION FORWARD

JH Retail, trading as Fashion Forward, is a social enterprise selling donated high-fashion items at affordable prices.

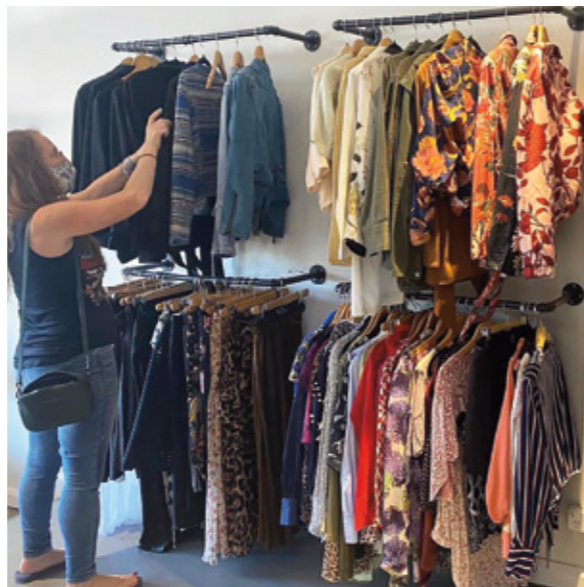
Nicole Katz and Sharon Aaron share a love for fashion, community and a passion for the environment. This mutual love saw them develop Fashion Forward - a social enterprise with a conscience.

Since its inception in 2020, they have saved tons of clothing items from landfills and raised funds for Jewish House.

In FY21/22, Fashion Forward raised \$88,000. In the year ahead, they have a goal of \$100,000 which will go directly to providing interim housing to women and children fleeing crises.

Jewish House is incredibly grateful to Sharon, Nicole, and the entire Fashion Forward community of more than 2,000 people, for all the effort and hard work that they have put into this important project.

 \$88,000 RAISED IN FY22



“Everyone wins at Fashion Forward. Whether you donate your beautiful second-hand high-end clothes, or purchase them at ridiculously low prices, everyone plays a part in this incredible social enterprise.”

SHARON AARON,  
FASHION FORWARD FOUNDER

 @fashionforward\_jh\_retail

 www.jewishhouse.org.au/ff



“Fashion Forward is a labour of love for us both. Shopping in the studio is a lot of fun. It's a total feel-good experience. Where else can you shop, get incredible clothing at bargain-basement prices and support women in crisis? It's the ultimate guilt-free shopping experience.”

NICOLE KATZ,  
FASHION FORWARD FOUNDER



# FINANCE REPORT



In my inaugural financial report as Treasurer, I would first like to thank my predecessor Colin Samuel and the entire board for their tireless work on behalf of Jewish House. The fruit of their effort is evident in the strong financial position in which the organisation finds itself.

Specifically, the decision to take over the entire Ashfield site has led to a meaningful increase in government funding. In addition to providing more temporary accommodation to the Inner West community, the supplementary income has also been put to good use among the vast array of services that Jewish House delivers.

Jewish House is once again grateful to our incredible donors, who continue to account for the majority of our revenue and whose ongoing support has allowed us to increase programs and services during the COVID pandemic, at the time it was most needed.

Unfortunately, the next 12 months are likely to be equally challenging as the increase in the cost of living and a difficult economic environment set in. To that end, we aim to focus our efforts on further increasing revenue from grants and NDIS.

Gross revenue increased from \$4.7 million in FY 21 to \$5.1 million in FY22, an increase of 9.3%. Pleasingly, the share of expenses attributable to programs and services has also increased, from 62% to 64%.

As we have grown, we have reached (and surpassed) the limits of what can be achieved in our current premises. The board has therefore taken the decision to create additional space on our existing Bondi premises, which will include revamped office spaces and additional crisis accommodation. We are in the planning stages of this project and hope to start the renovation in the coming financial year.

We are grateful once again to our auditors, Boroughs, for their services and assistance to Jewish House.



Revenue  
2021 - 22

- Fundraising **46%**
- Programs and Services **22%**
- Donations and Bequests **22%**
- Other Revenue **10%**



Expenses  
2021 - 22

- Programs and Services **64%**
- Administration Costs **20%**
- Fundraising Costs **10%**
- Pastoral Services **6%**

# SNAPSHOT OF 2021





# 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.

“What wouldn't be possible alone is possible when we come together and help one another.”

RABBI MENDEL KASTEL OAM, CEO

## 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.



### WILLS AND BEQUESTS

Wills and Bequests 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.

We acknowledge the traditional custodians of the lands where we work and the lands we travel through. We also pay respect to all Aboriginal Elders, past and present, and their continuing cultural and spiritual customs and practices.

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