



Jewish House  
People helping people

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# Impact Report 2024





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# Who we are and what we do

Since 1983, Jewish House has been at the forefront of crisis services, supporting vulnerable individuals in Sydney. We believe that everyone deserves to be treated with dignity and respect, offering assistance to people from all walks of life, regardless of religion, culture, or background.

Our dedicated team of compassionate, highly skilled staff work tirelessly to provide the highest level of care during times of uncertainty, equipping individuals with the practical and emotional tools they need to rebuild meaningful, independent lives after trauma and crisis. We take a non-judgmental approach, rooted in the Jewish values of compassion, dignity, and respect for all who seek our help.

Each year, we provide health, welfare, and social services to thousands, standing up for those without a voice and offering support to anyone facing hardship and crisis.



# President Update



**Roger Clifford, OAM**  
President and Founder

As we look back on this past year at Jewish House, I am both humbled and inspired by the resilience and compassion our community has demonstrated in the face of unprecedented challenges. The escalating cost of living and rent in NSW has placed immense pressure on many, leading to a significant increase in the demand for our services.

As I reflect on when my brother Anthony and I founded Jewish House (in 1983), our vision was clear: to create a safe place where those in need could find refuge, support, and a path forward to rebuild their lives. With limited resources and tenacity, we set out to build an organisation to provide these services with the approach of always treating those we assist with dignity, kindness, and respect.

40 years on, Jewish House continues to evolve to meet the changing needs of our community and its most vulnerable, standing by our same core values of dignity, kindness, and respect. Our services have expanded, our reach has broadened, and our impact has deepened in improving the lives of those who turn to us in their time of need.

I'd like to announce that our Board Member, Mr Ron Hirsch will join me moving forward as Jewish House Co-President. Ron has served on the Board since 2012 and is passionate about what our organisation does for those in need. Together, Ron and I will continue to lead the organisation and guide its efforts.

To CEO Rabbi Mendel Kastel OAM and the dedicated Team... you are the backbone of Jewish House and I'd like to extend my deepest gratitude to all of you for your commitment to our mission over the last year. Your dedication and tireless efforts have provided much needed support and services to those navigating complex crises, and your impact on the lives of many cannot be overstated.

To our Board of Directors... I extend my sincere thanks to each of you for your steadfast support across the last 12 months. Your leadership and dedication have been crucial in sustaining our mission and ensuring that we remain a constant pillar of support for those who need us most.

To our Donors and Supporters... I am truly humbled by your ongoing generosity to Jewish House. Your contributions help to make such a difference in the lives of the vulnerable and for that, we are profoundly grateful.

In these uncertain times, as people face the anxieties brought on by both national and international crises, the services that Jewish House provide are more vital than ever. As we move forward, the trust and support that the community continues to place in Jewish House inspire us to keep pushing the boundaries of what we can achieve together.

I am truly humbled by your ongoing generosity to Jewish House. Your contributions help to make such a difference in the lives of the vulnerable and for that, we are profoundly grateful.

ROGER CLIFFORD OAM, CO-PRESIDENT  
AND FOUNDER



# CEO Update



**Rabbi Mendel  
Kastel, OAM**  
CEO

I reflect with immense pride and gratitude on the significant impact that Jewish House has made this past year. With the ongoing cost of living crisis, and a 26% rise in rough sleeping in NSW, more people than ever are turning to us for help, underscoring our critical role within the community.

Over the past 40 years, Jewish House has evolved into a comprehensive crisis service provider. Our services, including crisis accommodation, mental health support, occupational therapy, case management, 24/7 crisis helpline, NDIS services and more recently, financial assistance through our No Interest Loan Scheme (NILS) and MyBond, our holistic approach empowers individuals and families to regain stability as they rebuild their lives.

We continuously monitor and assess the impact of our services to ensure we are implementing best practices, whilst adapting to an ever-changing world. Our goal is to enhance our capacity to understand and respond to the needs of the most disadvantaged. With this in mind, we have updated our 'Model of Care' Statement, which we view as a dynamic reflection of our Mission and Values.

Our work does not stop at providing immediate crisis relief; we also facilitate lasting solutions that promote resilience and self-sufficiency.

We are continuously expanding our support services through innovative initiatives which you can learn more about later in the report.

Our dedicated team, led by Rosana Coelho is at the heart of every success story: their compassion, professionalism and amazing teamwork has changed countless lives, and I'm honoured to lead such a inspiring group of people.

One thing that will never change at Jewish House is our commitment to kindness, empathy, and inclusion. These core values are the foundation of everything we do. I extend my sincere gratitude to our Board of Directors, whose unwavering support and guidance has been instrumental in steering our mission as we move forward.

My deepest gratitude to our generous and dedicated donors – your support has been instrumental in improving our impact and changing lives. With your ongoing commitment, we can achieve even more.

As we look to the future, we will continue to assist those in need; advocate for change; and collaborate with the government to seek better solutions.

Thank you for being part of our journey and standing with us during these challenging times.

“As we look to the future, we will continue to assist those in need; advocate for change; and collaborate with the government to seek better solutions.”

RABBI MENDEL KASTEL OAM, CEO



# 2024

## IMPACT



We partner with  
**24**  
national and  
international  
organisations



JH Kids assisted  
**270**  
children through their  
programs



Assisted  
**224**  
people through our  
jobs program



Awarded more than  
**\$2.5 million**  
in government  
funding



**106**  
beds across NSW



**58**  
staff



Provided  
**821**  
psychology sessions



Received  
**2,520**  
crisis calls



**524**  
people attended  
addiction support,  
early intervention &  
resilience building  
groups



Delivered more than  
**5,200**  
meals to those in  
need



# WHO WE HELP





# Who We Help

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We help all who need it, putting their dignity at the heart of everything we do. Personal challenges can happen to anyone, regardless of life-stage, health, faith, ethnicity or socio-economic status. Challenges can be small or large and be caused by one major event or an accumulation of smaller issues over time.

An event or situation that may be easily resolved by one individual could result in a major crisis for another. What matters most is how the event impacts that person's emotional, mental, spiritual and physical wellbeing, as well as the type and level of support they require.

A challenge can develop into a crisis when the person cannot cope with the event or situation using usual coping mechanisms and/or the support they've received so far.

A person in crisis can experience extreme emotional, physical, spiritual and mental stress which may result in negative life circumstances, behaviors and experiences.

## We commonly help people experiencing:

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- Income challenges
- Addiction
- Domestic and family issues and violence
- Mental health challenges
- Child development challenges
- Employment challenges
- Homelessness and insecure housing





# EMPOWERING CHANGE



# Empowering Change:

## Our Commitment to Innovation

At Jewish House, innovation is at the core of our mission to provide responsive and inclusive services for those in need. Over the past year, we have continued to evolve and enhance our service offerings, ensuring that our support not only meets, but exceeds the needs of our clients. As we grow, our commitment to innovation ensures that Jewish House remains a beacon of hope for the most vulnerable in our society.

## Health & Public Support Services



### Innovative Housing Solutions

Through strategic partnerships with Housing NSW and other key organisations, we have significantly expanded our crisis accommodation offerings, creating sustainable housing pathways for more individuals and families in need.



### Expanded Mental Health and Addiction Services

By integrating specialised care and partnerships with local health providers, we are leading the way in offering holistic support for mental health and addiction challenges.

## Financial Support Tools



### No Interest Loan Scheme (NILS)

We now are able to facilitate a fair and affordable credit option through Good Shepherd Australia, providing loans of up to \$2,000 for essential purchases such as household items, car repairs and registration, medical expenses, technology, and education.



### Jewish House & MyBond Financial Support

We have partnered with the dedicated team at MyBond to tackle homelessness and support survivors of Domestic and Family Violence. Together, we provide individuals in need with access to funds for rental bonds, alleviating their financial burden. Our goal is to facilitate their transition into safe and stable housing, empowering them to achieve independence.

Brought to you by:



Funded by:



In partnership with:





# OUR MODEL OF CARE



# Our Model of Care

## How does Jewish House Help?

Individualised, short-term, and intensive care, drawing from a variety of services, with support available for transitioning into long-term care as needed.

### Availability & Accessibility

Jewish House stands ready 24/7 to respond at a moment's notice in a crisis—no barriers, no exceptions. Whether reaching out by phone or text, connecting with us is fast and easy.

### Welcoming Environment

Crisis doesn't discriminate, and neither do we. We offer a safe, respectful space where everyone is met with compassion and zero judgment from the second they step through our doors.

### Rapid Assessment

Our quick, thorough assessments ensure immediate needs are understood and addressed with the right interventions to safeguard well-being.

### Intensive Emergency Care

Similar to an emergency room in a hospital, our crisis intervention is fast and relentless. Our 24/7 crisis line connects individuals to highly trained professionals who act swiftly to provide critical support.

### Trusted Referrals

When specialized or ongoing assistance is needed, we don't hesitate to connect individuals to reliable partners, ensuring they get the right help when it matters most.

### Pre- & Post-Crisis Support

We're proactive and persistent. Our pre-crisis services aim to prevent crises from escalating, while our post-crisis support works to prevent recurrence and promote stability.

## Our Services

- 24/7 Crisis Line
- Emergency Accommodation
- Counselling Services
- Mediation
- JH Kids
- NDIS Support
- Chaplaincy & Hospital Visits
- Living Skills Programs
- Mend App
- Addiction Support Services
- No Interest Loan Scheme (NILS)
- MyBond



# Jewish House’s Crisis Reduction Model

Our Crisis Reduction Model, developed over 40 years in partnership with clients, carers, and collaborators, aims to reduce the frequency and severity of crisis events. It is built around two complementary models – our Emergency Room Response Model and our Resilience Building Model.

## Emergency Room Inspired Response Model

Like an emergency room, our team is always on standby, ready 24/7 to jump into action the moment a crisis hits.

- 1 Rapid Response:**  
 At the first sign of crisis, we mobilize quickly, with an all-hands-on-deck approach to reduce its impact.
- 2 Personal Connection:**  
 We immediately engage with the individual, establishing a personal connection and assessing their specific needs.
- 3 Tailored Support:**  
 We connect them to the right services and resources, providing customized care designed around their unique situation.
- 4 Long-Term Stability:**  
 Beyond the crisis, we stay involved with post-crisis care and trusted referrals, ensuring they have ongoing support for lasting recovery.

## Resilience Building Model



# Social Services Update



**Rosana Coelho**

Head of Social  
Services

This past year has seen an alarming increase in the number of people seeking accommodation through Jewish House. Our facilities are operating at full capacity every day, and it is truly heartbreaking to turn away those in need. In response, we are actively engaging with government bodies to secure additional properties, aiming to provide more beds and shelter each night.

We've also seen a significant rise in individuals reaching out for counselling services, particularly those seeking assistance to escape domestic violence. The demand for assistance is greater than ever and we remain committed to providing effective and holistic services to our clients.

Our Clinical Governance Committee, led by Cerina Filipczyk, continues to play a vital role in enhancing our service delivery. Their guidance ensures we provide comprehensive support to everyone who comes through our doors. This year, we bid farewell to Ross Conlan, a valued member of the committee. His expertise and dedication over the years have greatly enriched our efforts, and we are deeply grateful for his contributions. We wish him the very best in his future endeavours.

I want to take a moment to express my heartfelt gratitude to our dedicated Social Services team. Their unwavering motivation and commitment to our mission inspire me daily. The passion and support they demonstrate for one another and for those we serve exemplifies the spirit of Jewish House, and I am proud to be part of such an incredible team. Together, we will continue to make a positive impact in our community.

We are also thrilled to celebrate that our Occupational Therapist and Mental Health Nurse have now completed a full year with us. Their remarkable dedication and outreach within the community have made them invaluable members of our exceptional Social Services Team.

Looking ahead, I am excited about the possibilities for growth and extending our reach in the coming year. We remain dedicated to learning new methods and adopting innovative processes, continually striving to enhance our team and the services we provide.

“The demand for assistance is greater than ever and we remain committed to providing effective and holistic services to our clients.”

ROSANA COELHO, HEAD OF SOCIAL SERVICES



# COMMUNITY UPDATES





# Fashion Forward

Fashion Forward transforms lives by raising vital funds for women and children, promoting sustainability through reselling donated clothing items, and saving thousands of pieces from landfill.

Fashion Forward continues to make a remarkable impact, surpassing its financial goal by raising \$200,444 this year, just over the \$200,000 target. Since its launch in 2020, this initiative has raised \$572,572 in support of Jewish House's essential crisis services for women and children. Co-founder Nicole Katz shared, "What started as a small project has now given me a sense of purpose and a community initiative I'm proud of." The initiative, which began on a small scale, has grown into a significant community-driven project. This year, Fashion Forward moved locations twice and continued to thrive despite the challenges.

The success of Fashion Forward lies in its simple yet powerful model: offering pre-loved designer clothing at affordable prices, with all proceeds supporting Jewish House. Donations continue to pour in from individuals, retailers, and consignment stores alike.

The Bondi Beach store is open three days a week – Tuesdays, Thursdays, and Sundays from 12:30 to 3:30 PM—making it a hub for fashion lovers and community supporters alike.


Fashion Forward also maintains a strong online presence, with customers shopping via Instagram (@fashionforwardreloved) and having items shipped directly to their door. As they look to the future, the Fashion Forward team remains dedicated to their mission of supporting Jewish House's crisis services and promoting sustainable fashion—one pre-loved piece at a time.



 @fashionforwardreloved

 <https://www.facebook.com/fashionforwardreloved>

 [www.jewishhouse.org.au/ff](http://www.jewishhouse.org.au/ff)

 1-7 Curlewis Street, Bondi Beach





# 2024 Community Engagement and Events



Jewish House closed out 2023 on a festive note, bringing the community together through a series of joyful Chanukah events.

From the bustling celebration at Westfield Bondi Junction, featuring magic shows and balloon artists, to the vibrant gathering at Taronga Zoo with JNF and Maccabi, hundreds of families came together to share in the festivities.

As 2024 began, Jewish House continued to build on this momentum, engaging the community in meaningful and festive ways. In March, Purim celebrations included distributing over a thousand mishloach manot packages to schools, nursing homes, and supporters, with volunteers baking hamantaschen at the Big Kitchen in Bondi, creating a real sense of togetherness.

April's Golf Day at the New South Wales Golf Club was a great success, with 110 golfers joining for a day of friendly competition, auctions, and raffles.



The Pesach food drive mobilised support from schools and shuls, resulting in many generous contributions. In May, Yom Ha'atzmaut saw a lively celebration at Randwick Racecourse with over 4,000 attendees, as Jewish House promoted JH Kids through interactive activities. The business lunch at PWC's Sydney offices also drew in a crowd, with guest speaker Anthony Dickman from the Reserve Bank offering valuable insights.

June's Push-Up Challenge was a fun, energetic event on the grass outside Woollahra Council, where staff came together for some friendly team-building.

Looking ahead, Jewish House is eagerly preparing for its upcoming Gala Event in November, ensuring that the sense of community and support continues to flourish throughout the year.



# The Benefits of Volunteering

Volunteering is often viewed as an act of giving back to the community, but its impact goes far beyond the people and organisations receiving help. For individuals, it can be a life-enriching experience, and for society as a whole, it builds stronger, more compassionate communities. The benefits of volunteering are numerous, touching every aspect of life, from personal development to the broader social fabric.

## A Cycle of Positive Change

Volunteering creates a ripple effect of positive change, benefiting both individuals and the community. By giving their time, volunteers not only enrich their own lives but also contribute to a stronger, more connected society. In a world where disconnection is common, volunteering offers a way to find purpose, reconnect with others, and make a meaningful impact. Whether for personal fulfillment, skill development, or giving back, the benefits are clear—everyone wins.

- Improved Mental Health
- Skill Development
- Social Connections
- Physical Health Benefits
- Stronger Communities
- Increased Civic Engagement
- Promoting Inclusivity and Diversity
- Supporting Non-Profit Organisations

# Wills & Bequests:

## John and Linda Rector

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John and Linda Rector were both dedicated supporters of Jewish causes throughout their lives in Australia—John having arrived from Germany in 1938, and Linda from Britain in 1951. They met at B'nai B'rith Junior Lodge in 1952, beginning a shared journey of community service.

Married in 1956, they raised three children and five grandchildren, balancing vibrant careers—John as a Management Consultant and Linda as a Curator for the Historic Houses Trust—with an enduring commitment to Jewish charities as well as looking after other Jewish folk in their midst.



In their later years, they grew close to Jewish House, deeply valuing its essential community work. Both chose to leave a bequest to Jewish House as an expression of their gratitude, as well as a recognition of the worthy causes that were on display at the always busy Flood St headquarters. John's gift funded "The Shop" at Jewish House, providing essential supplies for those in need, which Linda proudly attended at its opening in 2017. Plaques now honor John and Linda's memory at Jewish House, and their family takes comfort in knowing that their legacy continues to uplift and serve the community they so cherished.



# Snapshot of FY2024





# Board of Directors



**Roger Clifford OAM**  
Co-President and  
Founder



**Rabbi Mendel  
Kastel OAM**  
CEO



**Ron Hirsch**  
Co-President



**Jonathan Tolub**  
Treasurer



**Sharonne Phillips**  
Non-Executive Director



**Avi Sharabi**  
Non-Executive Director



**Robyn Solomon**  
Non-Executive Director



**Robbie Clifford**  
Non-Executive Director



**Eli Fisher**  
Non-Executive Director



**Cerina Filipczyk**  
Non-Executive Director

“Jewish House continues to evolve to meet the changing needs of our community and its most vulnerable, standing by our same core values of dignity, kindness, and respect.”

ROGER CLIFFORD



# Treasurer Update



**Jonathan Tolub**  
Treasurer

Jewish House remains profoundly grateful to our incredible donors and government partners, whose unwavering support continues to fuel our mission. Thanks to their generosity, we've been able to extend our reach and deepen the impact of our programs and services.

In FY24, our revenue grew from \$5.9 million to \$6.8 million—an impressive 14% increase. This was largely driven by a 35% rise in temporary accommodation income, reflecting the growing demand as rental and housing challenges intensify. However, we also faced setbacks, with donations, fundraising, and grants falling by 9%, impacted by global conflicts and economic uncertainty.

On a positive note, our commitment to expanding services is evident in a 30% increase in program and service expenses.

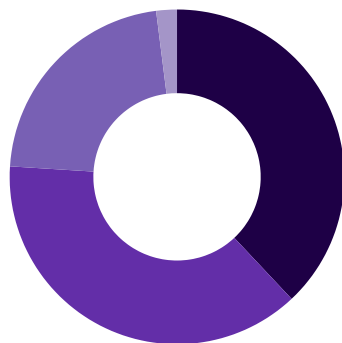
Our dedicated team has worked tirelessly to meet the growing needs, particularly in temporary accommodation, NDIS, and psychological services, ensuring that we continue to make a real difference in the lives of those we serve.

In FY24, we faced rising accommodation costs, particularly in the Eastern suburbs, and we expect these challenges to persist into FY25. Despite this, Jewish House remains in a strong financial position.

FY25 marks a critical year for us. We are eager to begin the long-awaited renovation and expansion of our Bondi premises, ensuring we can continue to meet the growing needs of people in crisis. With the steadfast support of our incredible community, we are confident we can achieve these ambitious goals.

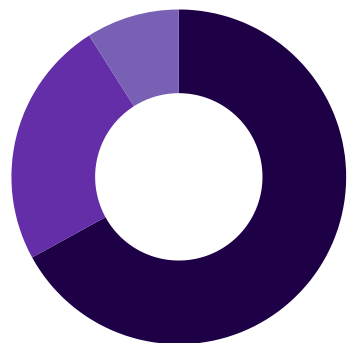
Our heartfelt thanks go to Boroughs, whose continued dedication and expertise have been invaluable to Jewish House. We couldn't do this without them—or without all of you.

## Revenue 2023-2024



- Fundraising and Grants **38%**
- Government Funding **38%**
- Programs and Services **22%**
- Other Revenue **2%**

## Expenses 2023-2024



- Programs and Services **67%**
- Administration Costs **24%**
- Fundraising Costs **9%**

# Thank You

To our valued donors, business partners, innovation collaborators, service delivery partners, volunteers, trusts, foundations, and community organisations:

Your unwavering support has been a lifeline for countless people over the past year. Together, we've changed lives.

To our incredible staff—thank you for your hard work, resilience, and dedication. Every day, you go above and beyond to make a difference, and our impact would not be possible without you.

On behalf of the thousands we've helped, we extend our deepest gratitude. Thank you for standing with us.

*“We need to work together – governments, private enterprise, communities, and individuals – to create a society where no one is left behind.”*

RABBI MENDEL KASTEL OAM, CEO



## 24/7 CRISIS LINE

For urgent assistance with personal or family crises, accommodation, food and other support call 1300 544 357.



## 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

Bequests have a significant impact on our work, helping fund our services.

## Stay Connected!



02 9386 0770



reception@jewishhouse.org.au



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.

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 practice's.

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