



Impact Report 2025



Jewish House



From the very start, our mission has been rooted in Jewish teaching: **tikkun olam (repairing the world), **tzedaka** (justice through giving), **chesed** (kindness), and **kedusha** (dignity and sanctuary). These values remind us that every person deserves compassion, safety and the opportunity to rebuild.**

Today, our services extend across crisis accommodation, counselling, case management, community outreach, employment support and more. We respond to homelessness, domestic and family violence, mental health challenges, financial hardship and social isolation. Every service is built around the same promise: that no one should face a crisis alone.

Looking ahead, our vision is simple yet powerful: to create communities where people can find refuge in their hardest moments, and where Jewish values continue to guide practical, life-changing care.



Our Purpose

To live our values by providing sanctuary, safety, and compassion for people in crisis.

Our Vision

That every person can rebuild with dignity, strength, and hope, supported by their community.

Our Mission

To deliver immediate crisis support and long-term pathways to recovery, working in partnership with families, government, and community organisations.



Jewish House

Table of Contents

President Update	05	JH Kids	14
CEO Update	06	Community Support and Outreach	15
2025 Impact (Key Figures)	07	Financial Assistance	16
Geographical Impact	08	Employment and Training	17
Social Services Report	09	Board of Directors	18
Our Impact 2024 - 2025	10	Community and Engagement Update	19
Navigating Antisemitism	11	Fashion Forward's 5 th Anniversary	21
Housing and Homelessness	12	Treasurer's Report	23
Mental Health and Wellbeing	13	Thank You	24



Presidents' Update



Roger Clifford OAM
Co-President and Founder

As we reflect on the past year, we do so with immense pride in the work of Jewish House and deep gratitude to all who have made it possible.

In a year of increasing need and complexity, Jewish House has remained a steady source of crisis support, safe housing, and mental health care for people facing adversity.

This year, we witnessed the true power of compassion in action. Families escaping domestic and family violence found refuge. Individuals facing homelessness or mental health challenges were met with care, dignity and clear pathways to recovery.

We extend our sincere thanks to Rabbi Mendel Kastel, whose leadership and vision continue to guide Jewish House. His commitment



Ron Hirsch
Co-President

ensures we remain grounded in Jewish values while responding to the evolving challenges of our modern world.

We thank our staff and volunteers for their commitment and care. You are the heart of our organisation and give meaning to our mission each day.

We also wish to acknowledge the Jewish House Board of Directors for their wise counsel, strong governance, and tireless commitment to advancing our strategic goals.

Finally, to our donors and supporters, thank you. Your belief in our work turns compassion into action and enables us to provide tangible, life-changing support when it's needed most.

As we look ahead, our focus remains on expanding crisis accommodation, strengthening wraparound services, and building partnerships that extend our reach and impact. The year to come will bring new challenges, but with your continued support, Jewish House will remain a place of safety, healing and new beginnings.

Thank you for standing with us on this journey.

CEO Update



**Rabbi Mendel
Kastel OAM**
CEO

L'chaim. To life. It's a blessing we share at special moments, a reminder to cherish the lives we're building together.

The word Chai sits at the heart of L'chaim and has a numerical value of 18.

This year, as I mark my 18th year as CEO of Jewish House, we are celebrating Chai, not just as a number, but as a symbol of the countless lives touched, supported, and renewed through our work.

When I first began in 2008, Jewish House was just one building with five shared rooms and a small, passionate team. We were inspired by the emergency room model: to be a crisis centre where anyone in hardship could turn for help, no matter their situation. Very quickly, we saw the need for more accommodation, more social workers and greater mental health support.

Today, we have more than 189 beds across 9 properties in Sydney, with every client supported by a dedicated team of case managers, psychologists and social workers. Last year alone, we provided 22,476 nights of accommodation, a 35% increase on the previous year, along with 825 psychology sessions and responses to 2,720 crisis calls.

Altogether, 1,426 men, women, and children were supported through crisis, transitional, and temporary accommodation, each receiving wraparound care to help them move from crisis toward stability and independence.

This growth wouldn't have been possible without the support of the NSW Government, Homelessness NSW and our wider community. Their partnership has helped us deliver Supported Temporary Accommodation programs and turn our ideas into action.

I would like to acknowledge and thank our co-presidents, Roger and Ron, as well as our entire board and team. Our founder and chair, Roger Clifford, has led for over 40 years, and our co-president, Ron Hirsch, has served on our board for some time and this year stepped up as co-president.

We'd also like to thank our Jewish community for their ongoing support. And of course, to our donors and supporters: thank you. Your generosity sustains us. Because of you, we can open our doors to anyone who needs us, regardless of background.

As we celebrate Chai, I look ahead with hope. May the next 18 years bring peace, hope, and an end to hardship. In the Australian spirit of mateship, Jewish House will continue playing its part in making our country a better place.



Jewish House



Collaborated with more than 70 local organisations



JH Kids assisted 284 children through their programs



Assisted 246 people through our jobs program



638 clients moved into stable housing in 2024–25



Delivered more than 10,000 meals to those in need



1,426 men, women and children housed in 2024–25



189 beds across NSW



Received 2,720 crisis calls



Provided 825 psychology sessions



22,476 bed nights in 2024–25



Awarded more than \$5.89 million in government funding



77 staff

Geographical Impact



Bondi 1

14
 12
 3,626



Bondi 2

4
 2
 -



Ashfield

34
 34
 8,387



Randwick (Men's)

8
 8
 2,404



Randwick (Women's)

6
 6
 1,894



Transitional apartments

40
 15
 -



Bondi 3

5
 5
 -



Randwick (Families)

66
 50
 5,500



Randwick (Men's 2)

12
 12
 665

TOTALS

189
 146
 22,476

Legend



Head of Social Services Report



Rosana Coelho

Head of Social Services

As I reflect on the past year, I am deeply proud of what our social services team has achieved and am humbled by the trust our community places in us.

The challenges we have faced have been immense, but the compassion, skill, and resilience of our staff have ensured that Jewish House remains a place of safety, healing and hope.

This year saw remarkable growth and impact. In response to the alarming rise in antisemitic incidents, Jewish House secured vital government funding to expand crisis intervention, counselling, social workers and mental health nurses, ensuring that those experiencing fear and isolation were met with care and connection.

One of our greatest accomplishments was the opening of two new supported accommodation facilities in Randwick. These facilities represent more than just a bed for the night. They are a vital stepping stone towards independence, stability and renewed hope.

The first, an accommodation for women and families, is an environment designed with safety, dignity, and healing at its heart. Soon after, we opened our Supported Temporary Accommodation for men, and filled all 12 rooms within days. This service now provides urgent shelter and wraparound support for those experiencing homelessness.

Across the year, our team responded to over 2,700 crisis calls, delivered over 800 psychology sessions, walked alongside hundreds of individuals through early-intervention programs, employment assistance and JH Kids initiatives. Each number represents a story of courage, resilience and the power of community.

None of this would have been possible without the extraordinary commitment of our staff. Their long hours, creative problem-solving and steadfast dedication ensure that no one faces crisis alone. To my colleagues, I extend my heartfelt thanks. You are the lifeblood of Jewish House, and your work continues to inspire me every day.

2024-2025

Our Impact

Jewish House continued to grow its reach and deepen its impact, supporting more people in crisis and delivering life-changing mental health care. Last year we supported more people than ever before, housing hundreds more men, women, and children, and delivering thousands of additional nights of safe accommodation.



Nights of Accommodation

22,476 nights in 2024-25 vs 16,626 in 2023-24

+5,850 nights / 35% increase



Crisis Calls

2,720 calls in 2024-25 vs 2,520 in 2023-24

+200 calls / 8% increase



Women's Safety & Support

165 women fleeing domestic violence provided with accommodation in 2024-25



People Supported in Housing

1,426 people housed in 2024-25 vs 1,079 in 2023-24

+347 people / 32% increase



Positive Housing Outcomes

638 clients moved into stable housing in 2024-25

46% of all clients

♂ 943 (vs 862) ♀ 352 (vs. 165) 🧒 131 (vs. 52)



People Supported in the Community

175 people supported with case management to prevent homelessness vs. 140 in 2023-24.

+35 people / 25% increase



Mental Health

825 psychology sessions delivered in 2024-25



Navigating Antisemitism

Jewish House has always been an organisation that steps up when people are in crisis. Over the past year, we've faced a different kind of crisis: a sharp rise in antisemitism across Sydney and Australia.

This kind of discrimination affects people of all ages and in all walks of life, and has left many in our community feeling scared, isolated and unsure where to turn.

Just as we did during the height of COVID-19, Jewish House has expanded its services to meet this urgent need. We have established dedicated crisis lines, psychosocial support, children's programs and practical tools to help individuals manage the stress and trauma that come with this discrimination.

Central to this effort is our online platform, navigatingantisemitism.org.au, which was launched in late 2024. This site provides a space to report incidents safely and easily, connect with support services for timely help and access practical resources, education and self-care tools. This year, we have expanded our resources and strengthened links with government and community partners, giving people clearer pathways to support.

We also partnered with Rabbi Zalman Abraham, Director at The Wellness Institute and creator of the Unbreakable

program, to integrate new resilience-building content into our own programming. Unbreakable is a three-part course and self-study program that draws on ancient Jewish wisdom and modern psychology to help people strengthen their sense of identity, purpose and inner resilience. The self-paced version, developed in collaboration with Jewish House, will support both young people and adults experiencing antisemitism.

This work has been made possible with the support of the NSW Government, which committed \$200,000 in February 2025 to help Jewish House expand crisis intervention, mental health support, and community resilience programs in the wake of rising antisemitic incidents. We thank the NSW Government for recognising the urgency of this moment and standing with our community.

While this is a challenging time for many, there is a positive way forward. By listening, learning, and standing together, we can foster greater understanding and create a safer, more compassionate society for all.



Housing and Homelessness

At Jewish House, **housing** has never just been about a roof. A safe bed for the night is often the first step toward recovery, dignity and hope.

In December, we opened our new centre for women and children in Randwick. With 52 rooms, it will keep more than 1,000 people off the streets each year. Families are already finding more than shelter there: food, clothing, uniforms and books for school and the steady support of caseworkers and mental health professionals.

Early in 2025, we opened a Supported Temporary Accommodation house for men, also in Randwick. Within 5 days, it was full. Too often, men in crisis are left with unsafe or unsuitable options. This house gives them privacy, safety and wraparound support to start again.

We've also secured funding to grow further. A \$500,000 NSW Government grant is helping us expand at Bondi, converting a garage into a food relief centre with disability access, and adding three more crisis rooms. And with a \$2 million commitment from the Federal Government, we will double our Bondi capacity to 12 self-contained units, designed to meet increasing demand for both crisis and transitional housing.

Alongside these new facilities, we continue to innovate.

- **Couchsurfer** supports young people drifting between sofas.
- Our **Extreme Weather** advocacy work has us working with councils to implement Local Emergency Response Plans for Extreme Weather in NSW for coordinated responses to ensure everyone is safe.

Every night, more than 189 people now sleep safely in Jewish House properties, supported by more than 35 social workers, psychologists and case managers. Every day, they take the first steps toward stability and connection. From one building with five shared rooms, we have grown to 9 properties across Sydney.

The mission is unchanged: no one should face a crisis alone.



Mental Health and Wellbeing

Crisis doesn't just disrupt someone's life. It can weigh heavily on someone's mind, affect their confidence, and alter their sense of self. At Jewish House, we care for the whole person, providing mental health support, understanding and a steady presence as people **rebuild their lives.**

Our counselling team supports people through trauma, grief, anxiety and depression, with sessions shaped around each person. This gives them space to be heard, understood and gently guided toward what comes next. For those facing addiction, we run regular SMART Recovery meetings, which are safe, supportive groups where people can share their experiences and build healthier ways to cope.

We are also fortunate to have Jannica, our dedicated Mental Health Nurse with nearly 15 years of experience. She provides in-home and community-based care, offering clinical support and psychosocial guidance during some of life's most difficult moments.

Through the NDIS, Jewish House delivers OT, mental health nursing, and support coordination to ensure people living with disability can access the care and resources they need to live more connected and independent lives.

Our approach is person-centred. We listen first, respond with care, and focus on rebuilding confidence and trust. Through every counselling session, group meeting and home visit, we show that no one has to face mental health challenges alone.



JH Kids

Children are often the quietest voices in a crisis, yet they feel the effects in profound ways. JH Kids was created to give children and families a place of **safety, support, and connection**, where challenges can be shared and worked through together.

Our team of social workers, occupational therapists, and psychologists offers both individual sessions and group programs. These are play-based, practical, and tailored, helping children manage anxiety, regulate emotions, build friendships and stay engaged in school.

Families are part of the process too, with groups and workshops that provide guidance, reassurance and a stronger sense of community around them. Services are NDIS-covered, with Medicare rebates and bulk billing available.

Over the past year, JH Kids has stepped further into the community, offering therapy and support directly in schools, early learning centres and other local spaces. This makes it easier for children to receive help in familiar environments and for parents to stay connected to the process.

We've also broadened how families can reach us: through social media, webinars and community partnerships, so support

feels closer and more accessible. Every conversation is an opportunity to remind families that support is always within reach. We have also added new online resources, including our new **Parenting Through a Neurodiverse Diagnosis** blog series, to provide practical guidance to walk families through the stages of parenting through a neurodiverse diagnosis.

We also have sensory room to support children with autism, ADHD, sensory processing disorders, anxiety, and trauma. This controlled, multi-sensory environment helps children regulate their senses, manage overload, and improve focus, giving them a safe space to feel grounded and supported.

At its heart, JH Kids is a community effort. It's about families helping families, professionals walking alongside parents and children rediscovering the joy of being children. Together, we are creating spaces where life's challenges can be faced with care, strength and hope for the future.



Community Support and Outreach

Community is at the heart of Jewish House. Beyond housing and crisis care, we provide services that connect people, strengthen resilience and ensure no one has to face challenges alone.

Our chaplaincy programs are a vital part of this work. Police chaplaincy offers guidance and support to officers and families who see the impact of crisis every day.

Hospital chaplaincy provides spiritual care for patients and families during times of illness or grief. This year, we introduced hospital chaplaincy cards across Sydney, giving staff practical information on Jewish customs and traditions. Each card includes a QR code linking to more resources, ensuring culturally sensitive care even when a local Rabbi is not available.

We've also deepened intercultural collaboration. This year, Rabbi Mendel Kastel met with the Muslim Coordinating Chaplain at Bankstown Hospital to strengthen partnerships and share the goal of providing holistic care for every patient, regardless of faith. These steps remind us that compassion is stronger when we work together.

Our mediation services continue to help families and individuals resolve conflicts with dignity, while our foster care support assists carers and children in creating safe, nurturing homes. Everything we've built this year reflects a simple truth: we are stronger when we come together to care for one another.



Financial Assistance

Financial stress is one of the biggest triggers for a crisis. Over the past year, Jewish House has expanded support through the **No Interest Loan Scheme (NILS)**, making it possible for people to cover essentials without falling into debt.

Many in our community relied on NILS loans for essentials like school supplies, medical bills, appliances, and transport, small but vital costs that, if unmet, can push a family into crisis. With living costs rising, this program has been a lifeline for those with nowhere else to turn.

Donor support also allows Jewish House to cover essential living costs for individuals and families in crisis, including groceries, utilities and daily necessities. These contributions provide stability and dignity, helping clients focus on safety, well-being and rebuilding their lives. **Donors can elect to donate directly to support families or individuals.**

We've also linked financial assistance with case management, so when families access a loan, they're connected with a case manager who can help them stabilise, plan ahead and start building lasting financial security.



Employment and Training

Employment is more than a pay cheque; it's a way back to stability, confidence, and self-worth. Through JH Jobs, we've connected hundreds of clients with training, mentoring and pathways back into the workforce.

This year, we've seen more people take part in job-readiness programs, such as résumé writing and interview practice. Others have moved straight into placements with local employers. We've also strengthened partnerships with local businesses and community organisations, building a network of opportunities for people who often get overlooked.

The result is real change. Parents are able to support their children again, young people are finding their first stable job, and individuals who have lost confidence are stepping back into the community. Each job secured brings stability to families and bolsters our community.

Board of Directors



Roger Clifford OAM

Co-President and Founder



Ron Hirsch

Co-President



**Rabbi Mendel
Kastel OAM**

CEO



Robert Clifford

Non-Executive Director



Eli Fisher

Non-Executive Director



**Cerina Filipczyk
(nee Weisz)**

Non-Executive Director



Jonathan Tolub

Non-Executive Director and Treasurer



Robyn Solomon

Non-Executive Director

Community and Engagement Update

Jewish House is deeply woven into the fabric of our community. Every event, partnership, and collaboration strengthens the web of care around those we serve. These connections ensure Jewish House remains a trusted and visible presence across Sydney.

This past year has been a time of growth and change. Here are some of our most recent initiatives and events:



August 2024

- Collaborated with the Office of the Children's Guardian to deliver an online session on implementing the Child Safe Standards across all Jewish organisations providing services to children.

September 2024

- Coles Food Collection for **Rosh Hashanah** held across nine stores in Sydney.

November 2024

- Police Remembrance Evening at Central Synagogue with Police Commissioner Karen Webb in attendance.
- Annual Gala Dinner with close to 700 guests, including the Hon. John Howard OM AC.

December 2024

- **Chanukah** events at Westfield Bondi Junction and St Vincent's Hospital.
- Partnered with COA to send Chanukah packs to nursing homes.
- Opened the new Women's and Children's Centre in Randwick, with a **mezuzah** placed at the entrance and 40 people attending.





March 2025

- Collaborated with COA to provide 320 **mishloach manot** to nursing homes and baked **hamantaschen** at The Big Kitchen.
- Provided 500 bags to BJE for school distribution and 300 **mishloach manot** through Redam.
- **Megillah** readings at COA, Westfield Bondi Junction, Mark Moran, and St Vincent's Hospital, with **mishloach manot** distributed.
- **Purim Party** hosted by Rabbi Kastel.
- Mount Sinai College ran a toiletry collection with a strong community response.

April 2025

- Annual Golf Day at St Michael's, with 104 golfers attending.
- Coles **Pesach** Food Drive held at 10 Sydney stores.

May 2025

- **Yom Ha'atzmaut** stall at Moriah College fair featuring JH Kids, with face painting and giveaways.
- Business Lunch at PwC with guest speaker Anthony Dickman, Secretary of the Reserve Bank of Australia, attended by around 50 guests.
- **Shavuot** non-perishable food collection from Moriah College, Mount Sinai College, Mount Zion, Rochies Day Care, and Masada College. Rabbi Kastel spoke at multiple schools and shared a video message.

June 2025

- Clients and staff attended a Sydney Roosters game, joining the community corner.



Fashion Forward's 5th Anniversary

In 2025, **Fashion Forward** will mark its 5th Anniversary. What started as a small, local project has grown into a thriving social enterprise that turns donated, pre-loved clothing into vital funds and resources for women and children from all backgrounds facing homelessness, domestic violence and financial hardship.

As of June 2025, Fashion Forward has raised over \$810,000 for Jewish House since inception, including more than \$228,000 this financial year alone toward a \$250,000 fundraising goal. These funds have directly supported women and children in crisis, contributing to food, accommodation and mental health care.

These funds have also helped to fund the opening of our new crisis accommodation centre with 52 rooms, giving over 1,000 **women and children from all backgrounds** a safe place to stay each year.

Fashion Forward is entirely volunteer-run, with volunteers finding so much purpose in working in the shop on Curlewis Street. Thanks to generous retailers, consignment stores, donors and supporters in our community who have donated shop fronts, printing services, the cost of electricity, clothes and more, they are able to keep expenses less than 5% of revenue.

Rosana Coelho, Head of Social Services and Social Worker at Jewish House, has seen firsthand how domestic violence drives homelessness for women and children. “Fashion Forward has been part of this journey,” she explained, “helping women move from crisis to stability to independence.”

Co-founder, Sharon Aaron, reflected on one of the milestones:

“One of the most **meaningful moments** on this journey was seeing the crisis accommodation centre funded by our work.”

“Seeing the gardens and clean, welcoming rooms was unforgettable. It was a tangible reminder that every item we sell and every dollar we raise goes directly to providing safety and dignity for women and children in crisis.”

Co-founder, Nicole Katz, shared what makes the program so unique:

“Fashion Forward is about what I call **guilt-free shopping**. Where else can you grab a designer piece at an incredible price?”

“Knowing 100% of what you spend goes directly to charity? It’s women supporting women, as founders, volunteers, customers, and recipients, and it’s incredibly powerful.”

They will celebrate their five-year anniversary at Bondi Pavilion in August 2025. It will be an opportunity for the community to celebrate the achievements of the program and the generosity of the volunteers, donors, and shoppers who keep Fashion Forward thriving.



Treasurer's Report



Jonathan Tolub

Treasurer

Jewish House is supported by a generous community of donors, government, corporate partners and volunteers, whose generosity allows us to bring safety, dignity, and hope to people in crisis.

Every act of giving, whether financial, in-kind, or through advocacy, fuels our mission.

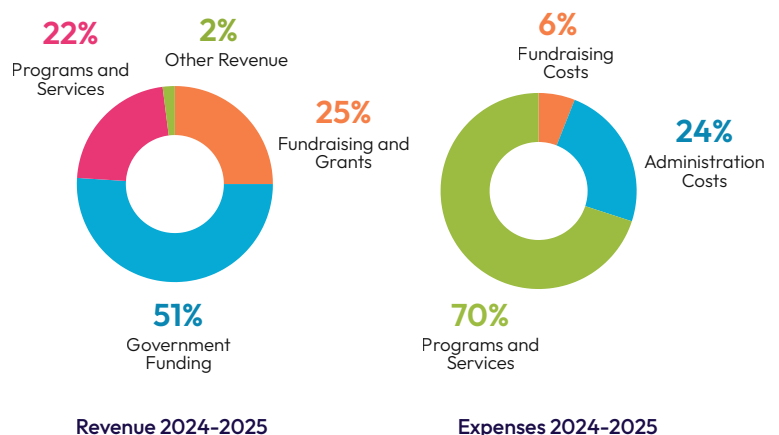
FY25 was a year of both growth and resilience. Revenue rose from \$6.8 million to \$9.2 million. A 36% increase driven largely by expanded accommodation. Temporary housing income grew 47%, reflecting rising demand and our ability to respond quickly to the pressures of housing and rental stress.

Challenges remain. Donations and grants fell by 5%, mirroring the impact of global and economic uncertainties. Rising accommodation costs, particularly in the Eastern Suburbs, continue to affect both families in need and our operations.

In response, we leaned in. Program and service expenses increased 32%, prioritising frontline support across temporary accommodation, transitional housing, prevention and early intervention, NDIS services, and psychological care. Our staff and volunteers worked tirelessly to ensure Jewish House remained a place of compassion and refuge.

Looking ahead, FY26 will be a turning point. With careful stewardship and ongoing generosity, we are preparing for the long-awaited renovation and expansion of our Bondi premises, creating space to welcome more people, broaden our programs, and strengthen our future.

We are especially grateful to Boroughs for their expert guidance in governance and financial management, and to every supporter who makes this work possible. Together, we are not just meeting urgent needs, we are building a stronger, more compassionate community for years to come.



Thank you

To our valued donors, business partners, innovation collaborators, service delivery partners, volunteers, trusts, foundations, the NSW government 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



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 & Bequests

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

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 practices. @ Jewish House Limited | ABN 19 350 397 588