



Jewish House



for...

2012 ANNUAL REPORT

for... This is both a statement and a question.



Jewish House is here 'for...'

- Support of the community in times of crisis
- Jews
- Non-Jews
- Support of partner organisations
- Everyone who needs our qualified objective professional support, because the reality is a crisis can occur for anyone no matter the age, race or status.

Knowing we are here 'for...' means we must also ask how can we make the 'for...' possible?

- Staff
- Board
- Volunteers
- Partner organisations
- Supporters
- Donors



Mission and Vision

Vision

“To assist people in dealing with crisis, integrating them into the community and making life for them the way they could best experience it.”

Beliefs

- Respect for the rights, differences, and dignity of all in the community
- Honesty and integrity in all our dealings
- Conscientious pursuit of excellence in the delivery of our services
- Accountability for our actions and conduct in the community
- Pragmatic and innovative interventions

Values

- Respect and Confidentiality
- Flexibility and Relevance
- Integrity
- Immediacy
- Selfless Service through Leadership

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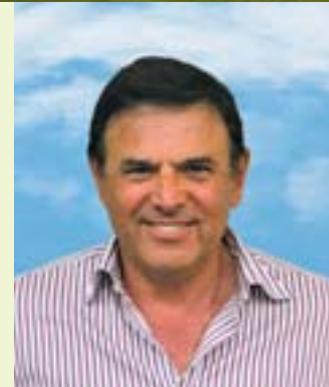
Co-President's Review

2011/12 has seen us continue to grow and build on our numerous activities, strengthen the financial position and in turn enable us to expand our range of services as well as improve existing services.

We would like to briefly share with you some of the more important areas where we believe we are making a difference in the Community.



Roger Clifford – President



Gary Cohen – President

The Crisis Line

The first major service we have been improving is our Crisis line. During the year we were fortunate to have over 30 volunteers agree to be trained to manage the Crisis line. These volunteers are now in place managing the crisis line 24/7, 365 days a year, on an agreed shift basis. This important initiative marks a fundamental difference in the way we deal with 'crisis' events.

We have upgraded our telephone system to ensure we can bring into the frame more professional help. Further, we have continued to evolve our relationships with other organisations and professionals to ensure we can manage crisis calls in the most professional manner, whilst still providing the individual with the empathetic and cultural understanding that is a trademark of Jewish House.

Crisis Accommodation

Following on the improvements made to the accommodation at Jewish House we have continued to see an ever increased demand for these services. We are generally trying to limit the accommodation to a 2 to 3 week stay, then working with other agencies to find a more suitable place to relocate the family/individual longer term, if a home environment is not available.

Our work with the homeless has dramatically increased both in the interaction with other services and our dedicated staff who spend hours on helping people find alternative accommodation and in most cases longer term housing. Our focus has changed on getting people into long term housing and providing our support even where there is financial and emotional distress. This is part of an overall focus on helping those who are dealing with homelessness way beyond just our accommodation.

Other Services

We have been working hard to continue to improve and provide additional services to the community. During the year we have increased the awareness of our core counselling services together

with our recently added psychiatric program. This includes working with local doctors to educate them on Jewish House and how we can be of service to their patients. We recently held an education evening where over 50 GP's registered.

We have continued to work with other community organisations, in addition to our regular weekly hospital visitation program where over 80 patients are seen by Rabbi Kastel each week. We have run events around various festivals of Pesach, Sukkot and Chanukah, at Hospitals, Bondi Beach and Bondi Shopping Plaza.

We work closely with the local hospitals to provide a range of support services to Jewish patients. We have continued to support the NSW Police where Rabbi Kastel is the Chaplain, including hosting a remembrance service attended by top ranking police officers for the Police fatally injured in the course of duty. We have expanded our community campaigns with Coles where the 'Yes We Can' campaign encourages the community to donate cans of food to those in need. We again held a youth sleep out to raise awareness of homelessness with around 100 students from different schools participating and hearing first hand from those who were homeless and their experiences. We have held parenting programs with retired paediatrician Steve Hartman that have received strong support from many young parents.

We have continued to engage with the business and professional community, participating in a number of lectures and forums during the year. These included a luncheon with guest speaker Anthony Dickman, the Secretary of the Reserve bank that was hosted by our honorary auditor, PWC.

The Finances

We are pleased to report that this year we have continued to improve our underlying financial position. We appointed a Treasurer, Peter Lang, a chartered accountant to oversee our finances. Thank you to our Financial Controller Ruth Browne, who has ensured our financial affairs are properly in order.



A summary financial report is set out in this Annual Report. The Financial statements were prepared and audited by our honorary auditor, Price Waterhouse Coopers and we thank them for their efforts and their material contribution to Jewish House.

The surplus for the year ending 30 June 2012 was \$727,981. One material matter that has added to the surplus was the result of the bequest from the Estate of the late Rufus Manny Gold. During the year we received a further \$650,000 from the total of this bequest. The surplus we made this year has been used to retire debts. We are now effectively debt free. Although we continue to have a bank loan, this loan is now completely offset by a cash deposit account.

Subsequent to the end of the financial year we have been advised of a major donation from Mrs Nora Goodridge. The details of this donation will be applied to both keeping Jewish House in good operational order as well as a significant amount to the improvement of our services. We continued to hold a number of Fundraising events during the year. The Golf Day which was attended by 150 Golfers raised over \$25,000 thanks to the organisation of Max Glatter and his colleagues and to our own Avremi Joseph for his efforts. Together with the help of the Gelmans, the Ports and numerous volunteers we successfully organised the Students on the Streets sleep out for 85 students and raised over \$15,000 for Jewish House.

People

We have a great team at Jewish House and they work well together to provide the best service to those in crisis from the moment when one walks in the door to be greeted by our receptionist Hazel Mill, or when sitting with Chantal Cleminson or through the helping hand of Rosana Coelho.

The Psychology team, led by Mandy Manne with Michael Herman provide professional counselling as well as support and backup to our incredible volunteers on the Crisis line. Ruth Browne makes sure the accounts are all in order. Avremi Joseph enables the administration of Jewish House to function in an efficient and seamless way. There is the large team of volunteers whether they are manning the crisis line or providing assistance in a wide range of areas.

And then there is Rabbi Kastel who is there at the forefront of Jewish House, making himself available to do whatever it takes to help the person who has sought our help. The success of Jewish House has much to do with the leadership of Rabbi Kastel. His vision and efforts have transformed Jewish House over the past five years. Rabbi's wife, Tzippy and family have actively supported him in the 24/7 nature of the work but also in being actively involved with the Jewish House family. This year we renewed Rabbi's contract for a further five years. The Kastel's are an integral part of our organisation and we are delighted that they have made Jewish House their home.

The Board

This year we again expanded our Board with the appointment of Ron Hirsh, Barry Goldman and Peter Lang as directors. Together with us, Chana Warlow Shill, Sharonne Phillips, Ruth Lilian and Victor Berger the Board has met at least monthly to ensure the appropriate governance and strategic support for the Rabbi and the organisation as a whole. We are really appreciative of the significant efforts that our fellow Board members have made over the past twelve months in working to reshape and build Jewish House into a world class crisis centre of which the community can be truly proud. We are truly fortunate to have a strong and harmonious Board that work well together.

Membership

We have modernised our constitution and organisation to now be in a position to open up Jewish House for membership from the community. In the next few months we will be conducting a membership program. Being a member of Jewish House will enable many of our existing supporters to become more involved with us and our future. We welcome this development.

The Future

The demand for services provided by Jewish House continues to grow. [We are finding that we need to extend and expand our accommodation services as well as supplement the professional staff we have on board to support all the activities.](#) For this reason we have set up a planning Committee to oversee the range of options we have to manage this growth. Whilst this is an exciting time for us we are mindful that these additional services will cost more and increase our financial commitments. In light of this we have been speaking with some key supporters to ensure we have the necessary funds to proceed with this expansion.

The generous donation of Mrs Nora Goodridge is immensely appreciated and will provide a major cornerstone to our expansion plans. However, we still require our regular supporters to enable us to continue to carry on our usual activities day in and day out.

The Education Heritage Foundation (Scheinberg Family) have continued their strong support this year and we are pleased to welcome a number of new donors including the Lowy family foundation as well as the continued and increased support of our donors that have supported us over many years. We have done well but there is still a lot more to do. We need and welcome your support on multiple levels to enable us to continue this important journey.

Roger Clifford and Gary Cohen
22 October 2012

CEO Review

Jewish House is 'for...' an ever increasing and diverse range of people. The past 12 months has been the busiest year of my tenure. As the Chaplain to local hospitals I have visited 3600 people, in addition through our capacity of pastoral care we have counselled over 1800 individual sessions, and our psychologists held over 780 clients sessions. We have also housed approximately 260 homeless people for short periods (on average up to 2 weeks).



Rabbi Mendel Kastel – CEO

The data we collect on our clients continues to build the socio-economic profile of those in need and chart the changes year to year. A detailed study has revealed some key highlights; the concentration of services continues to drift towards 15-54 year olds with the majority of those under 34 (Figure 1). There is a fairly even split between males and females with 87.8% being single.

The percentage of those seeking our assistance who are unemployed jumped by over 50% to 73.9% (Figure 2). The need for housing has grown exponentially, resulting in us becoming much more involved in the areas of mental health, housing and case management of the clients who stay with us, as well as those who are not homeless, but are still in a crisis of one sort or another.

Our homeless accommodation has been full to capacity many times this year. The long term partnerships with St George Housing, Homeless Persons Line, Max Employment and Sydney Clinic amongst others enable us to assist our clients. In return, we are often the only port of call when they get the clients who 'fall through the cracks' of other agency's prerequisites.

The majority of our clients have only one admission, and for 61.5% there is a successful outcome for them (Figure 3). This is in

line with a rapid rehousing model. The role of Jewish House is as the 'emergency ward' or 'cushion' for crisis accommodation.

The high proportion of clients (over 56%) who are victims of violent crimes remained consistent with previous years, though it is worth noting there is a significant difference between Jewish and non-Jewish clients (Figure 4).

One of the point of differences for Jewish House is the pastoral care particularly for Jewish and homeless clients (Figure 5). This continues to play a significant role and as mentioned earlier, there is a growing need for this involvement.

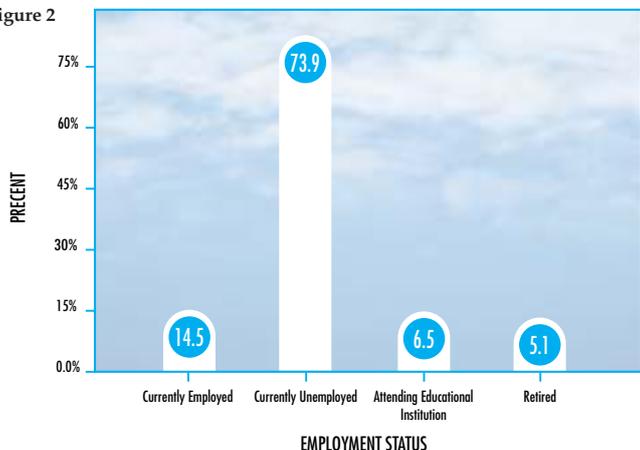
We have introduced psychiatry to our team of psychological services. Dr. Nathan Fleisch has been wonderful in helping us on the psychiatric side with clients that need more than our psychologists can offer. He is bulk billing certain clients for us, which is a great help in assisting people who are financially unable to afford psychiatry. This service is in addition to our relationship with Dr Sam Roberts and the Sydney Clinic to oversee our psychiatry services. Our psychological services are critical, because according to our data, 61.8% of clients were experiencing high to very high levels of psychological distress (Figure 6). We are now offering dialectical behaviour therapy



Figure 1. Age range of clients



Figure 2



and we have registered to be able access ATAPS (a service available to GP's who can refer their financially disadvantaged clients for fully subsidised counselling sessions). We are also developing more support programs and groups.

As mentioned in the Presidents Review we have established a committee to review the needs of Jewish House in the coming years. As part of this review we have put a development application in to council, to ensure certain improvements are carried out. Our thanks for the input and professional advice and assistance from Arnold Van Rooijen, Richard Seidman and all those who have helped bring project to this stage.

We have signed a partnership agreement with 'Global IT' to develop special charity website. The potential will be there for other organisations to also benefit.

Our fundraising events and appeals continue to be an important part of the year's work. With the demand for our services increasing so rapidly, we need to increase our income accordingly, and this requires hard work and dedication from our entire staff. The Annual Gala Dinner is still our main source of fundraising, and once again last year it was a very successful event raising

\$200,000. A sincere thanks to Max Glatter and Avremi Joseph for our magnificent Golf Day 2012 which was our most successful effort to date for this annual event. We raised \$25k and it was a day enjoyed by all. Thank you to Nick Diamond and family for your support at both the Gala Dinner and Golf Day.

The continued improvement in our level of service is largely attributable to our client support workers through their invaluable case management and project work.

Rosana Coelho, a 4th year placement student has been case-managing and advocating for our resident clients as well as people who have not yet become homeless, but need our help and advocacy to pre-empt their crisis. Chantelle Cleminson is a dedicated worker who offers her expertise 3 days a week. She has been forging and cementing partnerships with other agencies and complementary services, visiting the premises of other centres and drawing up a database of services that are important for our clients to achieve the best possible outcomes.

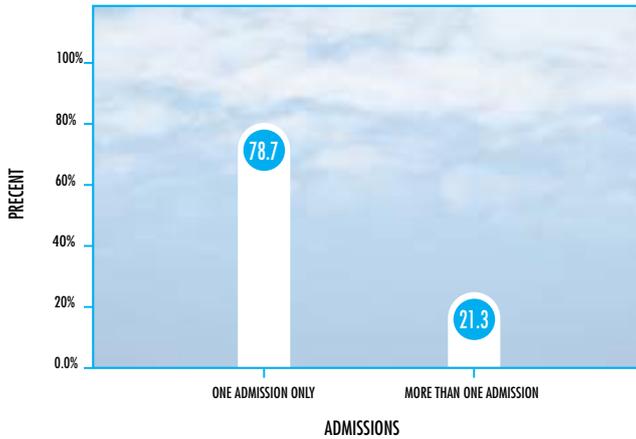
At this point I would like to thank all the other volunteers who step in to help with transport delivering food and any other help needed.

PROFILE OF A JEWISH HOUSE RESIDENT

Is more often likely to be:

- *Young*
- *Single*
- *Homeless*
- *Unemployed*
- *Experiencing significant psychological distress*
- *On government benefits*
- *Experiencing a mental health issue*
- *Victim of violent crime*
- *Abusing illicit substances*

Figure 3



Once again this year we have held two food collection and awareness campaigns called 'yes we can' with Coles who have been a great and enthusiastic partner. Oz Harvest needs a mention in this respect, as without fail, every Friday we receive our much needed fresh food supply from Oz Harvest's friendly and helpful workers. We are very indebted to them for the food that we use to help feed our residents.

Last year we undertook the training of over 30 volunteers to assist with our 24/7 crisis line. It was a 3 month weekly course where we had very informed and interesting speakers and presenters teaching us the do's and don'ts of crisis call management. The course was a success with the certificates handed out to those who completed it. Now the crisis line is manned by volunteers on a regular basis with our own staff performing back-up duties in case the volunteers need some help. [We estimate that volunteer hours combined with unpaid overtime put in by staff is worth over \\$450 000 a year.](#)

The Jewish House Board are an extraordinary group of committed and hardworking people who guide and direct me in

the goal of being all that we can be to people who are unable to help themselves and are struggling with life's day to day challenges. It is my hope that in the coming year we can continue to provide these life and family saving services, 'for...' anyone who needs it, making the world a better place.

Jewish House is not just a name, it is the people who work 'for...', including both staff and Board, the volunteers who give time and services, the partners who work with us, the community who supports us and the generosity of the donors who give to us. This is what enables Jewish House to be 'for...' so many, providing a valuable and necessary service to the community. 'People Helping People'.

Thank you to all for your support.

Rabbi Mendel Kastel
22 October 2012

Figure 4

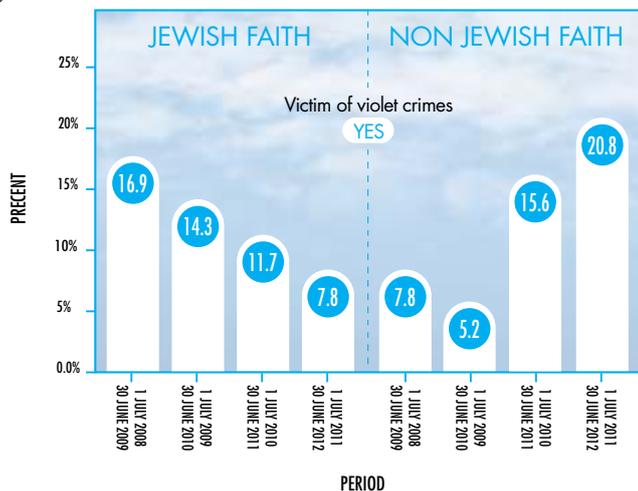


Figure 5

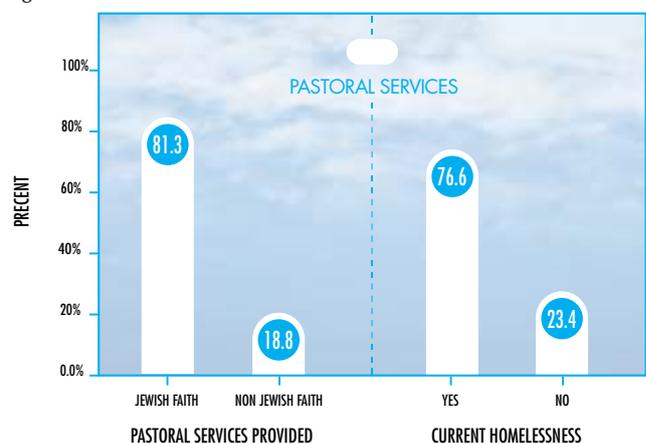
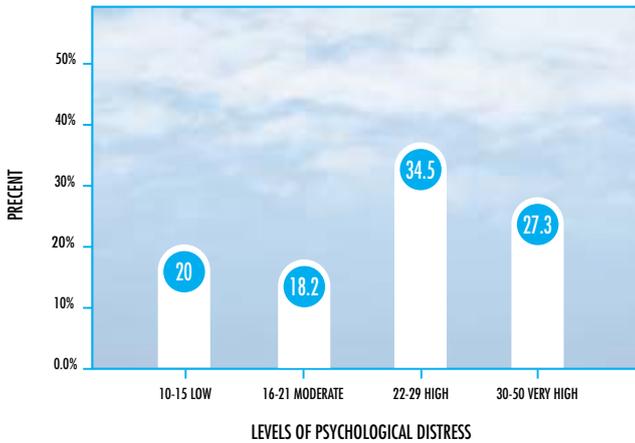


Figure 6



Jewish House is not just a name, it is the people who work 'for...', including both staff and Board, the volunteers who give time and services, the partners who work with us, the community who supports us and the generosity of the donors who give to us.

ORGANISATION

Jewish House believes in its motto of "People Helping People". As such, Jewish House maintains strong relationships with a large number of community organisations. The board and management of Jewish House work with these partner organisations to ensure that resources are not duplicated and that together with our partners we can ensure the best possible outcomes for the client.

The organisations we work with on a regular basis, including some with which we have a memorandum of understanding, are:

Jewish Care
 Prince of Wales Private Hospital
 St Vincent's Hospital
 Reddam School
 Ways Youth Services
 Maccabi NSW
 Women's and Girls Emergency Services
 Homelessness NSW
 St George Community Housing
 Sir Moses Montefiore Jewish Home

Sydney Clinic
 University of Sydney
 Wolper Hospital
 NSW Police
 Ted Noffs Foundation
 COA
 Lou's Place
 NSW Housing
 Max Employment
 Vincetia House

Sponsors of Jewish House:

Coles
 Roth Foundation
 Foxtel
 Terrace Tower Group
 Henry Schein Halas
 Scott Winton Insurance Brokers
 KWS Legal
 Consult Point
 Marcel Equity
 PwC
 Nora Goodridge
 Education Heritage Foundations
 Goodridge Foundation
 Sydney Clinic
 Regional Healthcare Group
 Gullewa Limited
 Meriton Group
 A I Topper and Co
 Stewart Alexander
 Arc Fashion Group
 Sofitel Luxury Hotels
 The Lowy Family Foundation

Events

Pesach Food Drive

The Pesach Food Drive is an initiative of Jewish House for the collection of non perishable Pesach foods to assist people in need. The program was originally trialled with three Cole's supermarkets in 2010.

The success of the trial has led to the program extending to 15 Coles supermarket stores who stock Kosher for Pesach foods.



Information Evening

Recently Jewish House hosted its first public information evening, presenting reports on our programs, finances and our future vision.

Featuring an address from the CEO of the Sydney Clinic, there was also a presentation of two plaques; one in thanks to the family of Mannie Gold in recognition of the bequest he left Jewish House, and one to the NSW Government for their contribution. It attracted a large crowd made up of everyone from consumers to donors to other service providers.

Yes We Can

The annual Yes We Can Food Drive is a multi-faith partnership between Jewish House, the Exodus Foundation and the Al-Ghazzali Centre.

The motto of the project, 'One can at a time can change the world', encourages people to donate non-perishable goods to assist those in need.

The food drive involved 25 Coles Stores around NSW, with collection beginning before the Jewish New Year, Rosh Hashana.

Jewish House CEO, Rabbi Mendel Kastel, said the project is a great example of different religious backgrounds, charity and corporate groups working together with the community to provide support for those in need. "The beauty of this project is that we find families showing their children how to give by donating cans. We have students volunteering to help promote the project, and we have corporate groups encouraging each other to give"

Thank you to Alice Lewin for volunteering your time and coordinating other volunteers for this campaign. It is with all your help that this campaign was such a huge success.





Golf Day 2012

More than 150 golfers teed off at Sydney's Bonnie Doon Golf Club competing in the Jewish House Annual Golf Day. The event enables our corporate business partners to get together and play a social game of golf in support of Jewish House. It raised \$25,000.

Special guests on the day included Former Prime Minister, Bob Hawke and Bryan Fletcher, Former Sydney Roosters NRL player.



Jewish House upgrade

Jewish House received grants in 2009 and 2010 totalling \$119,300 under the NSW Government Community Building Partnership Program to upgrade crisis accommodation facilities and fit-out new counselling rooms including a triage centre.

A special plaque was made in recognition of the NSW Government and presented to Gabriel Upton, Member for Vaucluse. "Jewish House showcases the best of humanity and is a leading example of how well the community can help each other," said Ms Upton.



The Big Night Out

The major annual fundraising event for Jewish House is 'The Big Night Out', which was held on 7 December at the Sofitel Sydney Wentworth Hotel.

This gala evening was hosted by the multi-talented Paul Martell. Premier of NSW, The Hon Barry O'Farrell MP gave an address, while the headline entertainment act was young singing sensation and winner of Australia's Got Talent 2011, Jack Vidgen

Over 500 people attended mainly from Sydney's business community along with key local notables including MP Victor Dominello.

The amount raised for Jewish House after any expenses, was \$200,000.

Events CONTINUED

SOS – Students on the Streets

Jewish House hosted 85 students from 8 different private and public schools from the Eastern and Northern Suburbs who slept out in the open air, enabling them to experience what it feels like to be homeless and appreciate firsthand the challenges involved.

S.O.S. empowers our youth to make a difference to the silent sufferers amongst us.

Students heard from local State Member of Parliament Bruce Notley-Smith (who brought greetings from Premier Barry O’Farrell) and local Waverley Mayor John Wakefield. There were also three speakers who had been homeless including; one Jewish youth whose lifestyle forced him out of a comfortable Jewish home and on to the streets, a result of his own bad choices.

The students bedded down in cardboard boxes and many of them talked and sang throughout the night. Following breakfast, the participants received certificates marking their participation. Over \$15,000 was raised for Jewish House to contribute towards the cost of upgrading the facility.

Thank you to Alex and Irena Gelman from Consult Point for your support and devotion to this event and to Melissa Port and family who never stop helping Jewish House.



Waverley Action for Youth Services (WAYS)

WAYS recently launched a new van to assist with its Youth service programs within the metro Sydney areas, Rabbi Mendel Kastel, CEO of Jewish House and board member of WAYS joined other dignitaries at the launch at WAYS headquarters in Bondi.



Crisis Line Volunteer Training

Until recently the Jewish House 24/7 Crisis line was manned by Rabbi Kastel with backup from the staff at Jewish House.

After initial interviews with Rabbi Kastel we had 30 people attend our Crisis line training course. The course ran over three months with one session of 2 1/2 hours per week.

Experts from various fields presented to the group including; Monica Kleinman who spoke about beliefs and attitudes and her many years of training in the armed forces, Dr Karen Fisher from Nepean Hospital, Black Dog Institute, Homeless NSW, Rodney Coles from Wesley Mission and Rev Bill Crews from the Exodus Foundation.

Matt Noff from Ted Noffs kindly handed out certificates of completion to the successful trainees. He also talked about their organisation and how much admiration he had for people who volunteer their time. The volunteers have helped expand the capacity of the Crisis line.



The subjects covered were:

- Child protection and abuse
- Domestic violence
- Suicide
- Depression
- Mental health
- Homelessness
- Drugs and alcohol
- Addictions and Dependencies

Hospital Sukkah

This year, as part of the chaplaincy program, we worked with Prince of Wales Hospital, Sydney Children's Hospital and Royal Hospital for Women to provide extra support for Jewish patients and staff between Rosh Hashanah and Sukkot. It was the first time in Australia that a Sukkah was constructed on the grounds of a public hospital campus.

The Sukkah replicates fragile dwellings in which the Israelites stayed in during their 40 years of travel in the desert after the Exodus from slavery in Egypt. Throughout the holiday, meals are eaten inside the Sukkah. On each day of the holiday, members of the household recite a blessing over the lulav and etrog.

Newly elected MP for Heffron, Mr Ron Hoenig, who is Jewish, recited the blessing over the lulav and the etrog. Mr Hoenig invited NSW Labor Leader John Robertson and Labor Upper House MP Walt Secord to accompany him on the day. Mr Robertson talked about Australia's religious and cultural diversity and how he was delighted to see the Jewish community celebrate their faith in such a public manner.



Mr Secord, who is deputy chair of the NSW Parliamentary Friends of Israel and has worked at the Australian Jewish News said he knew Rabbi Kastel for almost 25 years having met him when he was a rabbinical student doing chaplaincy work.

Coogee MP Bruce Notley-Smith, Hospital CEO Dr Patrick Bolton, hospital staff and other representatives of the chaplaincy service also attended.

The extra support program had begun on the first night of Rosh Hashanah by providing dinner, apples and honey to the hospitals' Jewish patients and candle-lighting facilities in the hospital chapel, with battery operated candles for people to light.

Finance and Treasurer's Report

I am pleased to present the financial report for the financial year ending 30 June 2012.

This year was another exceptionally good one for Jewish House in that we managed again to have a substantial surplus and be in a position to effectively consolidate the finances of the organisation for future years.

The surplus for the period was \$727,981. This was achieved by the many donations and pledges from our generous supporters but also with the major bequest from the late Rufus Manuel Gold (\$200,000 in FY2011) and \$650,000 in FY12.



Peter Lang - Treasurer

The surplus was used to retire debts, now leaving Jewish House effectively debt free. Whilst we still have a bank loan, we have a cash deposit account which is used to offset this loan.

We also gratefully received a number of Government grants including:

- \$8,800 from Randwick City Council for the triage team project,
- \$12,100 from the Department of Corrective Services towards our telephone system upgrade, and
- \$2,000 from Waverley Council towards our annual sleep out event.

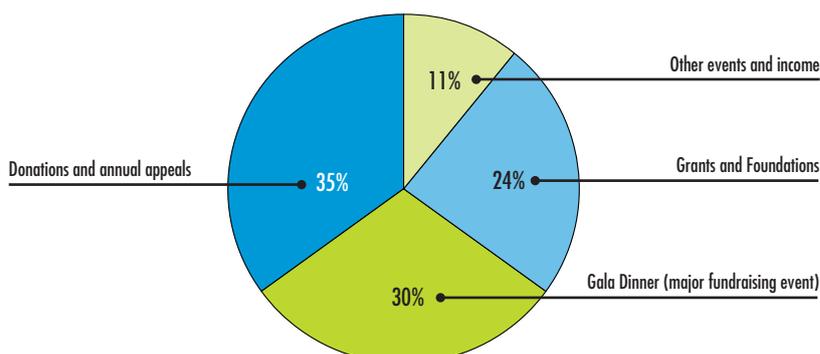
The table below compares figures since 2010.

Finance Summary

| | 2010 | 2011 | 2012 |
|------------------------------|---------------|----------------|----------------|
| | \$ | \$ | \$ |
| Total Revenue | 1,106,641 | 1,235,638 | 1,593,157 |
| Operating Expenses | (949,800) | (881,322) | (827,331) |
| Depreciation & Finance Costs | (70,157) | (70,106) | (37,845) |
| Surplus | 86,684 | 284,210 | 727,981 |

We again would like to thank James McElvogue and his team at PriceWaterhouse Coopers who have audited our financial figures. A copy of our concise financial report for 2011/12 is available upon request.

Operational revenue for 2011/12



Peter Lang – Treasurer
22 October 2012



24/7 Crisis Line – A unique service handling calls from anyone on an unlimited range of topics including; drug and alcohol abuse, financial distress, suicidal ideations, domestic violence and homelessness. Our trained volunteer counsellors listen and assist, offering access to a variety of services. The latest technology is used so emergency services can be summonsed immediately and included in calls if required.

Counselling/Psychological and Psychiatric Services – A community resource offering bulk billing, making psychological and psychiatric assistance within the reach of anyone who requires it. Through close associations with local facilities, such as the Sydney Clinic, St Vincent’s Hospital, Royal Prince of Wales Hospital and Wolper Hospital amongst others, referrals can be easily made to the appropriate organisation, to achieve ideal outcomes for the client.

Crisis Accommodation – Established over 20 years ago as a refuge for those emerging from drug and alcohol problems or those breaking free from a cult, the service has expanded to accommodate clients seeking refuge from violent relationships, homelessness or any other circumstances that place them in a situation where they are without a home. Our approach is to offer clients holistic care, by accessing our other services and those of our partners.

Financial Counselling – Experienced financial counsellors work with clients to go through their finances and find the best solutions to try and stabilise their situation. We have partnered with Max Employment to help the unemployed back into the workforce, through their training programs and advice. For those unable to work at all we assist them with Centrelink applications, advising them on their entitlements and try to give them a means to live an independent and dignified existence.

Mediation – Rabbi Kastel and our psychologists are experienced mediators allowing people to work through their issues and reach an agreement, even for the most complex of family conflicts. This is a free or small fee only service.

Pastoral Care – Times of crisis inevitably raise questions of spirituality and soul searching. We take the view that assisting clients in a crisis or those emerging from a crisis must include an option to access spiritual guidance. The pastoral care is provided by Rabbi Kastel who has two decades of experience in assisting people in distress. This program is usually administered as part of an overall counselling plan for a client.

Chaplaincy – Our culturally sensitive chaplaincy services are delivered by Rabbi Kastel for the NSW Police and Emergency Services, Wolper, Prince of Wales and St Vincent’s Hospitals and for Reddam College. It is part of our philosophy of “people helping people”.

HIGHLIGHTS

20% ↑

3,600 visits to people in hospital

42% ↑

780 psychology sessions

63% ↑

2,450 nights of accommodation

73% ↑

260 homeless people housed

7.5% ↑

2,150 people helped/referred to other services

*Comparison to the previous reporting period

24/7 CRISIS HELP - 1300 544 357

for...

We want to build on the work outlined in this report, so that we can do more 'for...'

Your support means we can be their 'for...' anyone in crisis.

Your donation will help make the 'for...' possible.



Jewish House

17 Flood Street, Bondi NSW 2026 Australia

enquiries@jewishhouse.org.au

1300 544 357

www.jewishhouse.org.au