



**Emmy Monash**  
Aged Care



**ANNUAL REPORT  
2018-19**

*Redefining the aged care experience*





## OUR VISION

Excellence in care. Living life to its fullest.



## OUR MISSION

We will enrich the lives of everyone living at Emmy Monash by providing the highest quality of care, connection to Jewish life and community, and every opportunity to live life well.

## OUR PHILOSOPHY

- Our connection to the Jewish community is integral to our identity. We offer the traditions, culture and practices of Judaism.
- We have the greatest respect for our residents, their families, and our staff and volunteers.
- We are committed to providing older people in our community with different opportunities for care and a safe, nurturing environment.
- We provide so much more than accommodation and clinical care. Our attention to each person's happiness, family, community, and right to live well will be evident, every day.
- We want our amazing staff to be their best, knowing that their input is valued and their professional development is supported.
- We value the contribution of our volunteers, donors, service partners and the wider community, who help us achieve our mission.



# President's message

Our Board, staff and volunteers always focus on providing the best possible care. And to meet the expectations of our residents, their families and the community, we constantly review every aspect of the services we provide.



Joe Krampel AM

Emmy Monash is recognised by its peers and the Aged Care Quality and Safety Commission as an exceptional provider. We continually develop programs that enrich lives and fully support 20% of residents who face financial challenges.

In 2018, we established the Governance Committee chaired by our Vice President Rod Nirens. This committee ensures we continue to uphold best practice in light of the new Aged Care Quality Standards and the objectives of our 2018–2022 Strategic Plan. We have already delivered on the first stage of this plan.

This year we also welcomed Joel Beebe to our Board and Investment Committee. Joel has extensive experience in finance and community involvement.

Fellow board member Bruce Joske, a stalwart of our organisation, retired after 20 years of dedicated service. His contributions are visible for all to see in Gandel House, the Dandenong Road refurbishments and our improved facilities.

Valued board member and past President, Frank Tisher OAM will be retiring from the board later this year. Despite this formal retirement, we are confident that Frank's wise and insightful counsel will continue to benefit Emmy in the future.

Despite our success, today's aged care sector is experiencing difficult headwinds which Emmy Monash is not immune to.

The financial challenges we face are directly due to reduced government funding over several years — and the rapidly-increasing costs of healthcare delivery. As a community organisation, our revenue is almost entirely determined by the government. That's why we can only maintain our standards and meet expectations with the generosity of our donors.

If government funding continues to fall short of these costs, we will need to rely more heavily on our givers to help us deliver the care that is so valued by many.

On behalf of our community, I acknowledge the contributions made by my fellow board members, our inspiring CEO Tanya Abramzon and our wonderful staff and volunteers. I'm also grateful to our Patron Pauline Gandel AC and her husband John for their continuing support.

Thank you all for your loyalty, dedication and passion as we redefine the aged care experience for our residents.

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At Emmy Monash,  
we believe that  
everybody matters...  
We also strive  
to bring endless  
happiness to  
residents, families  
and the wider  
community.  
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# CEO'S message

In 2018, we forged new partnerships and embarked on our 2018–2022 Strategic Plan. Now in 2019, we're standing back to reflect on who we are today — and who we want to be tomorrow.



Tanya Abramzon

We have wonderful facilities, immersive activities and a proud legacy to enrich the lives of the families, partners and staff who support us. This tight connection is why Emmy Monash is the success it is today — and why our community is truly thriving.

Reinforcing this bond, is collaboration with local organisations to offer programs that uplift the people we cherish most. One example was our Family Information Session held with Dementia Australia.

Designed to bring greater transparency and clarity to families caring for people with dementia, attendees took away valuable information and strategies for coping. By gathering people who have shared in the same experiences, we were also able to create a deeper sense of unity — and a stronger support network.

Our collaboration with Calvary Health Care Bethlehem has further enriched our community. A long-term partner, Calvary helps us give palliative care residents, their loved ones and clinical staff the warmth and support they need during this difficult time.

At Emmy Monash, we also believe that skilled staff and a fulfilling culture are key to our position as a leading Jewish aged care provider.

Always investing in our team, a standout initiative has been our student placement program. Partnering with Holmesglen, Monash University and the University of Melbourne, we have been able to give students hands-on experience at a leading facility — while connecting with bright young professionals.

Looking back, I'm delighted by everything we have achieved at Emmy Monash. From the Board to our clinical staff, we have come so far because our people champion the same vision. Our community should also feel incredibly proud. Together, we have been able to create a safe home for the generations that have cared for us.

Thank you to our Executive Team Judy Fetter, Steve Aivaliotis and Lauren Fluxman, as well as our Management Team. Your dedication and hard work have made a real and lasting difference. I would also like to express my endless gratitude to the rest of our staff, donors and volunteers — who selflessly invest their time, energy and funds into the wellbeing of our residents.

Upholding best practice while delivering exceptional care and immersive programs that nurture our community is no small feat. Limited government funding assists with 'business as usual', but it's the generosity of our donors that empowers us to deliver the innovative care that truly sets us apart.

Indeed, even as the new Aged Care Quality Standards were introduced, and we anticipate further changes from the Royal Commission, we have remained true to our heritage as a people-focussed organisation, of which the community can be proud.

There is no doubt our sector is transforming and the challenges we are facing are very real, however our history of collective successes prove what we can achieve together. We're excited to navigate this new era and forge ahead in our important mission.



# Patron's message

I am continually awed and inspired by the commitment that staff and volunteers at Emmy Monash show to residents and to the Jewish values we hold deep in our hearts. From the programs and people to the services and standards, daily life at Emmy is a truly enriching experience.



Pauline Gandel AC

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The longevity of Emmy Monash shows we champion a worthy cause – through caring for those in need, helping them through their sunset years, generation after generation.

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I witness them go out of their way, hour after hour, day after day, working above and beyond the call of duty to enable all residents to live their lives to the fullest. Such passion and dedication is to be commended, and I salute all the wonderful staff and volunteers, who create memorable experiences for residents, as well as their families and visitors, every day. I wholeheartedly believe that the services we are providing our elders and the community are of the highest standard.

I also wish to recognise the steady hand of the Emmy Monash Board, led so ably by the President, Joe Krampel AM, and the professionalism of our CEO, Tanya Abramzon, who leads her staff by example.

Every visit to Emmy Monash is a joy for me and my family, because every time we see the difference that Emmy makes. I am continually moved by the strong sense of community that has endured through every chapter of our story.

One of my visits, in December 2018, was to attend the opening of our new Presidents' Lounge, located on the Hilda Loewy Floor of Gandel House. I was delighted to discover that the Lounge is much more than simply a space to relax and appreciate the view. It's a journey into our organisation's rich heritage, and a tribute to the values we have upheld since day one.

Commemorating over 70 years of serving the community, the Lounge honours the unique stories and contributions of all our Presidents, and highlights the strength of the founding women of the Mutual Help Ltd.

The longevity of Emmy Monash shows we champion a worthy cause — through caring for those in need, helping them through their sunset years, generation after generation. It is even more meaningful to realise that all this is made possible by our community's giving spirit. I'm filled with great pride to see how our organisation has developed such a strong network of supporters.

As a regular supporter myself, I know how fulfilling it is to realise that such contributions literally help put a smile on someone's face and provide them with comfort and care. It is a well-worn expression, but it is so true that every dollar really does make a difference.

Once again, thank you to everyone who plays a part in making Emmy Monash a compassionate and caring organisation, with the residents at the very heart of everything we do. Our future is indeed exciting and ever more promising.







AN OUTSTANDING  
EXPERIENCE



# Only hearts can make a home

From assisted living to respite care, we offer a range of tailored support options to ensure our residents feel at home — whatever their needs. That's because at Emmy Monash, we believe that 'home' is more than place. It is a feeling.

## RESIDENTIAL CARE

Our permanent residents appreciate the well-lit, generous living spaces available at Emmy Monash.

Tastefully coloured with neutral shades and accent tones, our 150+ rooms and suites are all equipped with modern amenities. Our residents are also close to a range of onsite facilities, including cafés, hair salons and our very own synagogue — where family and friends regularly gather to celebrate Jewish life.

This year we welcomed 33 new permanent residents to Emmy Monash.

## APARTMENT LIVING

Combining designer finishes, modern kitchens, Wi-Fi, smart technology and an abundance of natural light, our refurbished apartments are the epitome of comfortable living. Designed to give our active seniors the freedom to design their own lifestyles, emMYapartments also offer the reassurance of on-call clinical care and 24/7 security. Whether it is a cooked dinner each night or assistance with showering, residents can choose the support they need — when they need it.

Apartment dwellers also enjoy the priority access they receive to Club L'Chaim, a much-loved community outreach program at Emmy Monash.

Through outings to special places such as theatres, gardens and galleries, this program connects our residents with independent seniors in the wider community. It is one of the many ways we've been able to help our residents feel happier and more fulfilled.

## RESPITE CARE

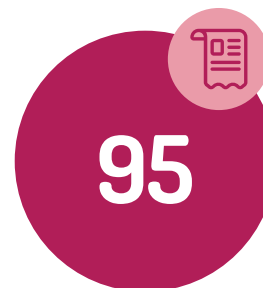
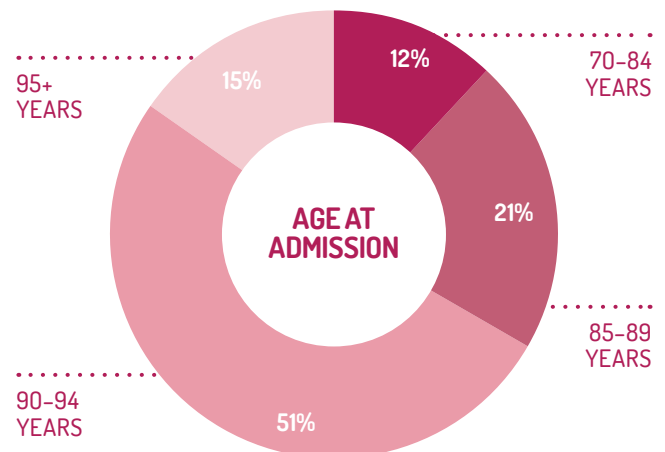
Our low and high-level respite care has given many Jewish seniors the short-term support they need — and a taste of life at Emmy Monash. While in respite, residents can take part in our lifestyle programs while socialising with other Emmy members. This gives them the chance to form meaningful connections during their time with us and experience the sense of community we are known for. This financial year, 60 people came for respite. Importantly, 23 respite patients decided to make Emmy Monash their permanent home.

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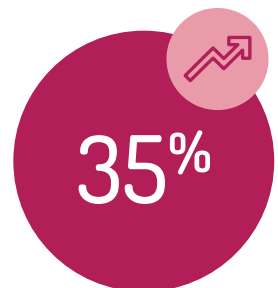
*"The size and brightness of my suite in Gandel House has exceeded my expectations, and the staff at Emmy Monash are just fantastic. I couldn't be in a better place."*

JAYE DANIEL, RESIDENT

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Total admissions



More than 2017-18

## OUR ACCOMMODATION OPTIONS

Based on their specific needs, we offer our residents a range of comfortable living options:

- Assisted Living Apartments
- Colin and Gillian Mandel Family Unit
- Tatarka Family Floor
- Second Floor
- Hilda Loewy Floor
- Bierman-Sajet Dementia Unit
- Victor Smorgon Charitable Fund High Dependency Unit



IN 2018-19 WE CONSUMED:



Bananas



Kilos of broccoli



Dozen eggs



Cakes in the Felder  
Family café



# Eat well, live well

At Emmy Monash, we believe in the importance and value of quality food. By continually enhancing our menus and catering services, we are encouraging healthier eating — and creating happier lives.

## SMILES ALL AROUND

Since last year, our residents have grown even happier with our meals and dining services. Reviewed twice a year and refined every quarter, our nutritious cuisine is made of the best seasonal produce. What's more, our menus are designed in consultation with our dietician Lisa Sossen and speech pathologist Leora Benjamin — to ensure every meal is healthy and well balanced. We also design themed and traditional menus for special Jewish holidays.

## A BUSTLING MEETING HUB

Our Felder Family café continues to be the preferred meeting place for residents and their loved ones. Convenient and lively, the café offers delicious meals, snacks and beverages six days a week. In response to our community's needs and this hub's growing popularity, we have extended the café's hours during Jewish festivals.

## ADDING A PERSONAL TOUCH

Thanks to our new catering assistants, we have been able to deliver a more personalised, seamless mealtime service. From specific dietary requirements to personalised feeding support, our assistants are trained to meet a wide variety of needs. With help readily available, our residents can enjoy their meals with confidence.

## WARY OF OUR WASTE

We care about the environment just as much as our menus. By weighing meals, measuring ingredients and consulting with professionals, we are able to minimise excess ingredients and reduce waste. In doing so, we are cutting costs — and protecting our precious environment.

## REVOLUTIONISING FOOD IN RESIDENTIAL AGED CARE

In April 2019, Catering Supervisor Chris Markovic and General Manager Operations Judy Fetter attended a professional development session. The program was run by the Maggie Beer Foundation — an organisation dedicated to enhancing food experiences in aged care.

Held at William Angliss Institute, much of the training aligned with initiatives that were already being implemented at Emmy Monash. However, the session did provide us with greater insight into sourcing the freshest ingredients and adapting the textures of popular recipes to suit a variety of eating abilities.



Private dining and family Simcha events held



Meals prepared in a year



# Celebrating the best kind of people

We are proud of the work our people do and the impact they make. It is thanks to their professionalism, passion and loyalty that we are able to create a real difference in people's lives.

## NURTURING THE NEXT GENERATION OF PROFESSIONALS

Through our Student Placement Program, eligible students acquire hands-on experience at a leading aged care facility. During their time at Emmy Monash, they develop real-world skills, gain greater insight into the sector and form relationships with staff and residents. This program also gives Emmy Monash the valuable opportunity to connect with high-calibre students who will soon be entering the job market.

This year, we welcomed Master of Counselling students specialising in pet therapy and art therapy. We were also fortunate to have four Monash medical students support our residents in their day-to-day lives. These students observed our holistic approach in action, which considers needs in all areas.

At the end of our 2018–19 program, we offered permanent positions to five students completing Certificate III in Individual Support and Certificate IV in Allied Health Assistance.

## CAREER PATH OPPORTUNITIES

Penny came to Emmy Monash through a pet therapy placement. A vet nurse and Monash Master of Counselling student, Penny held counselling for our residents on Sundays.

In her morning sessions, she brought in her approved therapy dog Chi Chi to share the sensory benefits of pet therapy.

Impressed by her expertise and the natural affinity with our residents, we offered Penny a permanent position as our Wellbeing Facilitator. Today, Penny works closely with new residents to get to know them and ensure they feel at home. She then uses these insights to help the Clinical Care Team create programs that achieve the best patient outcomes. We are excited to see what the future holds for Penny — and look forward to welcoming more talented students to Emmy Monash through our placement program.

## INVESTING IN GREATER WELLBEING

We have a range of initiatives in place to enhance the wellbeing of our people. These include:

- Free massages
- Stretching and reflexology classes
- Nutrition and stress management education sessions
- Fresh fruit and smoothies

In addition, we provide confidential social counselling for all our staff, equipping team members with support and guidance on social, emotional or personal issues.

We have also changed salary packaging providers. This means fewer annual fees and a broader range of benefits for all team members — including our casual staff.

## A NIGHT TO REMEMBER

In July, we held our annual Staff Recognition Dinner — an evening filled with good food, great company and fun festivities.

On the night, our keynote speaker Josh Gurgiel gave a captivating talk on 'Everyday Miracles' and how little things matter. This was the ideal prelude to the evening's main event: honouring the standout staff who made a difference this year.

## STAFF AWARD WINNERS 2018

### Resident Choice Mensch

- Desta Edee
- Yana Fetisova
- Miriam Grosberg
- Saina Mafu

### Employee of Excellence

- Lisa Barnett
- Tatevik Chachorian
- Roxanne Nolan
- Sitasma Shrestha

### Years of Service

#### 20 Years

- Lisa Barnett
- Lorraine Hansen

#### 15 Years

- Debbie Fredericks

#### 10 Years

- Tanya Abramzon
- Mandip Bedi
- Helen Buitrago
- Nevenka Hajrulahovic
- Harpreet (Tina) Kaur
- Beaulah Marimo
- Dorothy Mpakame
- Lidia Naimo
- Shimei Yuan

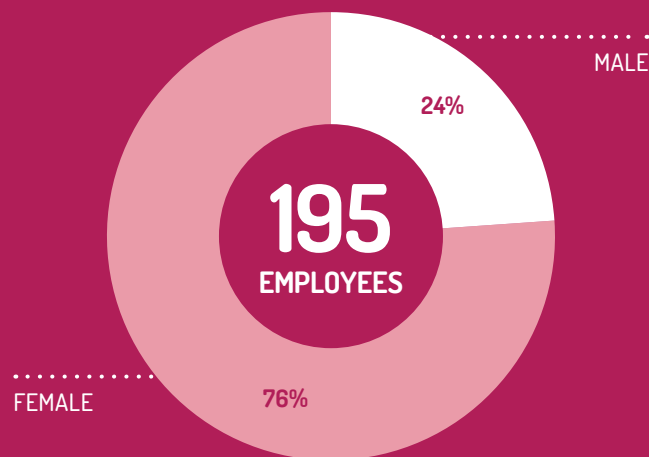
## OUR TRUSTED CONTRACTORS

Sharing our vision, our loyal contractors play a huge role at Emmy Monash.

Handling cleaning and laundry, Midnight Express helps us create a safe, clean and respectful environment for residents to live and socialise in. We also appreciate Focused Facilities Management (FFM) and their work in enhancing our operational efficiency.

Our Culture, Community and Wellbeing (CCW) department continues to grow, we have welcomed more Lifestyle Assistants and created two Wellbeing Facilitator roles.





Hours of training  
undertaken



Staff countries  
of origin

# Upholding our Jewish way of life

Providing an enriching aged care experience means fostering an environment that honours the Jewish values and traditions that our residents cherish.

## KABBALAT SHABBAT

We go to great lengths to help all residents celebrate and preserve their Jewish identity and lifestyle.

## ST KILDA SHULE

St Kilda Shule hosts Shabbat in our synagogue once a month — as well as a children's program before each service. Although this partnership only began in 2018, it is already very popular among our orthodox residents.



## TEMPLE BETH ISRAEL (TBI)

TBI holds Shabbat with us every second Friday. We value this longstanding partnership dearly as it allows us to enrich the lives of our more secular residents too.



With the help of these organisations, we've created a more inclusive, engaged community. By bringing our residents together with St Kilda Shule and TBI members, we open more opportunities to socialise and form intergenerational relationships.

Our impact extends far and wide as we have shared shabbat with Mount Scopus, The King David School and Leibler Yavneh College.

## ANNUAL JEWISH FESTIVITIES

Our residents cherish many of the festivals in the Jewish calendar and at Emmy Monash, we celebrate them with utmost pride.

That's because these special occasions give our seniors the chance to honour our shared heritage with their loved ones.

Dedicated to sustaining our inclusive environment, we also involve other members of our community wherever we can. A much-loved holiday is Purim, where school children come to Emmy Monash in costumes — and sing and dance the day away!



Pop up shule services



Attendees at shule services 2018-19











EXCELLENCE  
IN CLINICAL CARE



# The power of partnerships

As an aged care provider of choice, our highly-trained professionals treat and manage a range of complex medical conditions. We also collaborate with leading organisations who complement our skills — and enhance our impact.

## CALVARY HEALTH CARE BETHLEHEM

We're one of only two aged care providers in Australia to offer a palliative care program that focuses on identifying the early clinical signs of change in a resident's health.

At Emmy Monash, Calvary provided intensive palliative care training for staff across a range of disciplines and teams, including nursing, counselling and CCW.

## CAULFIELD HOSPITAL (ALFRED HEALTH)

Through our partnership with Caulfield Hospital, we're able to offer our residents bulk-billed geriatrician services.

By improving access to these important specialist services, we're upholding our philosophy of delivering holistic, inclusive care.

## DEMENTIA AUSTRALIA

In 2018, Dementia Australia spoke at one of our community information nights. An open event, we invited residents, their families, friends and industry professionals to come and learn more about dementia. Attendees also had the opportunity to ask questions and speak to the experts at Dementia Australia.

## TOTAL HEALTH PHYSIO

Total Health Physio now manages all our in-house physiotherapy services.

Collaborative and committed, Total Health Physio works closely with our clinical team to identify issues, develop tailored treatments and maximise ACFI funding. With their support, we've also enhanced our gym programs — and are now considering new physio initiatives for seniors in the wider community.

## REGISTERED TRAINING ORGANISATIONS

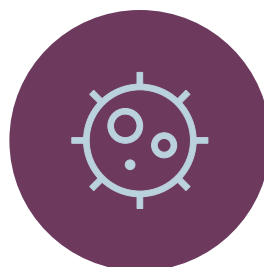
Emmy Monash is a preferred provider for student placements. Partnering with Monash University, Holmesglen and other reputable RTOs, we're giving high-calibre students the real-world experience they crave — while forging strong relationships with bright budding professionals.

## COUNSELLING SERVICES

Emmy Social Counsellor Shelley Katz is an invaluable resource for residents and their families. Shelley is often a family's first point of contact at Emmy, helping newcomers navigate the admission process through to settling in. She provides ongoing guidance and a supportive ear to families going through changes in health, transition or trauma, right through to counselling during palliative care and end of life support.

## EXCEPTIONAL IN EVERY WAY

We have exceeded our benchmark in the following areas:



Infection Control  
and Waste  
Management



Behavioural  
Management



Mobility,  
Dexterity and  
Rehabilitation



Nutrition  
and Hydration

## COLLABORATION IS THE KEY

Our CCW staff and Clinical Care Teams are working more closely than ever before — leading to the appointment of two new Wellbeing Facilitators.

Both with medical backgrounds, our Wellbeing Facilitators focus on building relationships and helping newcomers settle in comfortably. From food preferences and hobbies to exercise and family, they take the time to learn about every new resident.

Aligned with our person-centred, holistic approach, the facilitators then use their knowledge to help our clinical team create individualised care programs.

## CLINICAL CARE SERVICES TEAM

### Clinical Care Manager

- Monica Arango

### Clinical Care Coordinators

- Caroline Chamisa
- Inna Snetkova

### Team Leaders

- Lisa Barnett
- Helen Buitrago
- Desta Edee
- Debbie Fredericks
- Juhisha Hurlungee
- Cheryl Ligayo-Garzia
- Carol McDonald-York
- Julia Mikhman
- Mona Patel

### Social Counsellor

- Shelley Katz











COMMUNITY  
CONNECTION



# Standout program initiatives

Our Culture, Community and Wellbeing (CCW) initiatives make each day more meaningful and memorable for our residents. Thanks to our diverse selection, there's always something for everyone — and laughter all around.

## CLUB L'CHAIM

Emmy's Club L'Chaim program connects our residents with seniors living independently in the wider community. Two standout events this year were:

- A yoga session with St Kilda Shule Seniors Group
- A theatre outing to watch the MTC production, Lip Service

Through shared experiences, our members can form stronger friendships, connect with others more deeply and reap the benefits of 'belonging'.

## THE SAFTA PROGRAM

Carried out at Mount Scopus College (two campuses) and Bialik College, this program has done wonders for our Saftas and countless children. By sharing their values, traditions and stories with the kids, our Saftas have developed new intergenerational friendships. These relationships have instilled a greater sense of self-worth and confidence in our residents — which are critical to a good quality of life.

With their regular presence, our Saftas have also bridged a gap for children who lack a senior role model.

During the Volunteer Celebration Party, Mount Scopus students and teachers thanked these incredible ladies for the energy they bring in every visit.

## STILL FIRING: JOURNEYS THROUGH SCULPTURE AND CLAY

A strong partnership with Duldig Studio, this immersive program is loved by our residents because it gives them a place to:

- Express themselves creatively
- Learn new artistic skills
- Forge enriching friendships with school students
- Engage with Eva de Jong Duldig, daughter of famous sculptor Karl Duldig



## OTHER KEY HIGHLIGHTS

Other CCW programs that have made a real difference in our residents' lives include:

- **Melbourne Recital Centre (MRC) concerts:** This year, we welcomed the Stiletto Sisters, Inventa Ensemble and Ziggy and Miles to the Emmy Monash stage.
- **The Hoang Pham concert:** In 2019, leading pianist Hoang Pham held a concert at Emmy Monash. Hoang is a young talent recognised as one of Limelight's '30 Brilliant Musicians Under 30'.



# Honouring our community's biggest hearts

Delivering the mail. Knitting toys. Driving a bus. We are thankful for the selfless people who invest their time and energy into the happiness of our residents. Through their kindness, our volunteers make a world of difference.

## WHEN WORDS AREN'T ENOUGH

Our volunteers bring immeasurable joy to our residents. To commemorate their giving spirits, we hosted the annual Volunteer Celebration Party — an afternoon tea attended by 50 people. The event was an opportunity for our volunteers to enjoy the spotlight and network with our President, key staff and partners. For us, it was a chance to award the esteemed Heart of Emmy to:

- **Martin Israel:** Among his many contributions to Emmy Monash, Martin designed and built an incredible wooden hanukkah. We installed his creation in the Gandel House foyer during the festival of lights.
- **Ella Stonier Watson:** Ella has been a volunteer since 2016, when she was only 15 years old. Helping our residents on Sundays and during concerts, she is loved and appreciated very much at Emmy Monash.
- **Syd Crawcour:** We are grateful for all the time and effort Syd invests into knitting the adorable toys he donates to the Emmy Corner Store. Always best sellers, these toys are testaments to Syd's generosity and commitment to the Emmy Monash community.

## A POWERFUL RIPPLE EFFECT

The Glen Eira Volunteer Recognition Program celebrates the impressive charitable work of locals. During National Volunteer Week, the following Emmy Monash volunteers were awarded Certificates of Appreciation:

### 20 years

- Zarra Bodna
- Steven Smith

### 500 hours

- Karen Spiegel-Neumann
- Lea Teller

## A STORY THAT TOUCHES THE HEART — AND WARMS THE SOUL

Driven by her passion for people, Raquel Zalmon spent many months supporting a palliative care resident who had no family. And she remained by his side until he passed. By talking to him regularly and attending to his needs, Raquel ensured that the resident felt valued and included in his final days.

With hearts full of love, volunteers like Raquel make every person at Emmy Monash feel appreciated, safe and respected.

## WHAT'S NEW AT EMMY?

### The Emmy Corner Store

In 2018, we were proud to announce the opening of our mobile Emmy Corner Store — which is already a tremendous success!

Run by volunteers three days a week, this mobile store sells items to residents on every floor of Emmy Monash. It also gives our volunteers a chance to bond with more people.

### A popular new personality

Volunteering in our café, Josh Batten is gaining hospitality experience while sharing his exceptional voice and talent for the guitar.

Through music, Josh has connected quickly with residents and staff.

### Fresh faces behind the wheel

Thanks to our ever-growing volunteer base, we have a new team of bus drivers contributing to our roster.

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“I was looking to give back to the community and Emmy seemed the right fit for me. Whether it is playing a game of Rummy Tiles or visiting the NGV, I love connecting with the residents and learning about their histories. Everyone has a unique story to tell.”

HAYLEY KRONGOLD,  
VOLUNTEER

.....







New volunteers  
this year



Total volunteers  
(six became CCW  
staff members)

## OUR VOLUNTEERS BRIGHTEN DAYS IN SPECIAL WAYS:



Administration  
and Retail



Entertainment  
and Leisure



Social  
and Religious



Education



Health  
and Wellbeing



Transport  
and Delivery





GOOD  
GOVERNANCE



# Best practice begins at the top

Managing risk, enhancing performance, driving growth. Through good governance, our Board and Executive Teams ensure we're fully equipped to enrich the lives of our Jewish seniors.

## GOVERNANCE CHANGES

In line with the new Standards' more stringent focus on governance in aged care, we have made some strategic changes. We established the Governance Committee, chaired by Vice President Rod Nirens. This committee upholds best practice in light of both the new Standards and the objectives of our Strategic Plan 2018–2022.

One requirement of Standard 8 is that the organisation's governing body promotes a culture of safe, inclusive and quality care and services and is accountable for their delivery.

To this end, audit results examining our performance in the 2018–19 financial year illustrated that 100% of residents and family members interviewed as part of the consumer experience report responded that Emmy Monash is well run most of the time or always. Feedback through other interviews was consistent with this high level of satisfaction.

## A MORE SEAMLESS DOCUMENT MANAGEMENT SYSTEM

This financial year we launched eKEY.

Although we've always had an efficient system for document storage and management, eKEY enables us to access them from one central location.

By aligning our policies and procedures with the new standards — and allowing us to update them easily — this new system helps us remain compliant, year after year.

## EMBRACING A NEW ERA IN AGED CARE

The new Aged Care Quality Standards came into effect on 1 July 2019. Applied to all government-subsidised aged care services providers, these new standards mark the start of a new era in our industry.

### Why are the new standards better for our sector?

The eight new standards position our residents as consumers with enforceable rights and autonomy over their care.

Holding the individual at its heart, this initiative defines 42 core requirements for delivering high-quality aged care services. The criteria encompass both internal and external factors, such as identity, relationships and governance.

### What does this mean for Emmy Monash?

We've focused on delivering person-centred care long before these standards were introduced. So for us, it is simply a matter of refining and enhancing our current approach.

With the support of every staff member, we've rigorously reviewed every aspect of our organisation to ensure compliance.

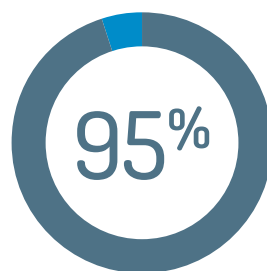
We've also restructured some of our governance committees — and invested more heavily in the development of our people.

As a leading Jewish aged care provider, we're excited to see the positive change the new standards will drive in our sector.

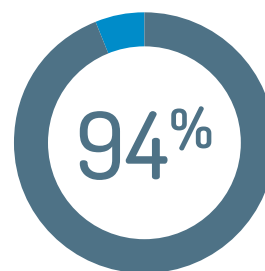
## AGED CARE QUALITY STANDARDS:



## STAFF FEEDBACK SURVEY RESULTS SHOWED THAT:



Overwhelmingly believe in the vision, mission and values of Emmy



Believe Emmy Monash ensures a safe work environment



.....

“Achieving excellence in clinical care and community connection must start with good governance at Board level. We are fortunate to have Directors who have an innate understanding of the organisation and realise the value in working closely with Tanya Abramzon CEO, and the Management Team to ensure we can achieve our shared vision.”

JOE KRAMPAL AM, PRESIDENT

.....

# Board of Directors

**BACK ROW  
FROM LEFT:**

Danny Lustig  
 Frank Tisher OAM  
 Joel Beebe  
 Rod Nirens  
**Vice President**  
 Alan Synman OAM  
 Dr Stephen Szentel  
 Selwyn Greenberg  
**Treasurer/Secretary**

**FRONT ROW  
FROM LEFT:**

George Greenberg  
 Dr Karen Wayne OAM  
 Joe Krampel AM  
**President**  
 Tanya Abramzon  
**Chief Executive Officer**  
 Peter Lewinsky  
 Jonathan Kramersh

**ABSENT:**

Lyn Borowski  
 Tom Gorog  
 Bruce Joske  
 Rita Perelberg



.....

Hours of  
professional  
development



# Executive Management Team



Tanya Abramzon  
Chief Executive Officer



Judy Fetter  
General Manager  
Operations



Steve Aivaliotis  
Quality, Risk and Innovation  
Manager



Lauren Fluxman  
Finance and Administration  
Manager



Monica Arango  
Clinical Care Manager



Kerri Stuart  
Human Resource Manager



Maureen Shulsinger  
Culture, Community  
and Wellbeing Manager



Shelley Katz  
Social Counsellor



Chris Markovic  
Catering Supervisor

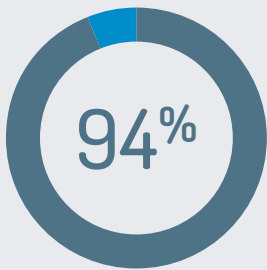
“We celebrate collaboration at Emmy, always ensuring that our teams communicate and work together to achieve our goals and maximise efficiencies across the organisation. Team work makes the dream work.”

STEVE AIVALIOTIS,  
QUALITY, RISK AND  
INNOVATION MANAGER

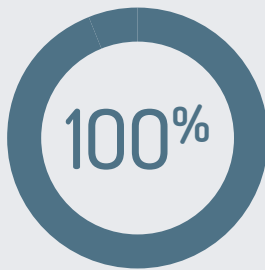
## CONSUMER EXPERIENCE FROM THE AGED CARE QUALITY AND SAFETY COMMISSION AUDIT:



Residents feel that staff treat them with respect most of the time or always



Residents feel safe at Emmy most of the time or always



Residents believe Emmy is well run most of the time or always



Residents agree they get the care they need most of the time or always

# Treasurer's report

The past year has been a challenging and confronting one for the industry. This has been clearly reflected in the financial results of many aged care facilities that strive to provide quality care for their residents.



Selwyn Greenberg

We have observed that small and not for profit operators have been caught in a perfect storm which has included stagnant government support, the lowest bank deposit rates in living memory and a surge in costs, in particular relating to clinical care. Add the pressures of a Royal Commission into Aged Care and it is not surprising that most facilities in the industry are experiencing operating losses.

In light of the above, Emmy Monash has done its very best to cope with these industry challenges without having to compromise its quality of service and programs.

Our Management Team led by Tanya Abramzon has recently implemented a number of innovative strategies that we believe should lead to smarter and more efficient financial outcomes.

Examples of these measures include consulting with leading industry analysts to ensure our operating cost structures are best practice. By benchmarking our performance with comparative facilities, we can ensure we are providing our services cost effectively and to the highest standard.

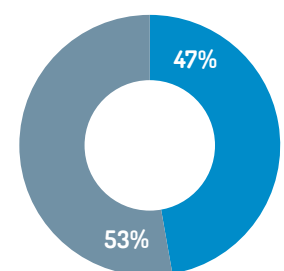
Our catering division has also undergone an external independent review and we expect this will also contribute to a more cost efficient and quality end service.

Other costs and revenue measures are also being introduced, some of which will depend on the outcome of the current industry review being conducted by the Federal Government.

The 2018–19 year has seen our costs exceed our revenue, however, with the implementation of the changes referred to previously and with continued generous support from our community, we believe that we can meet the challenge of these negative trends.

In closing I wish to thank the staff, volunteers and the Board of Emmy Monash for their continued support and dedication which will assist us to continue to provide the exceptional level of aged care that has become synonymous with Emmy Monash over the years.

## ASSETS AND LIABILITIES:



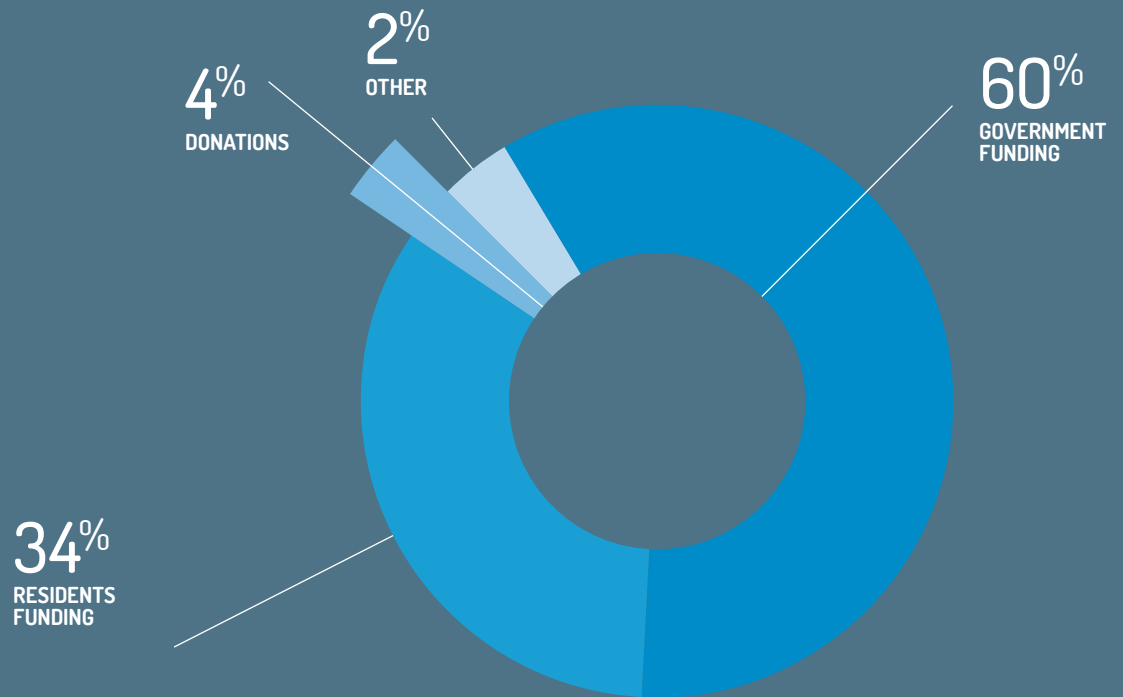
53%  
ASSETS

47%  
LIABILITIES

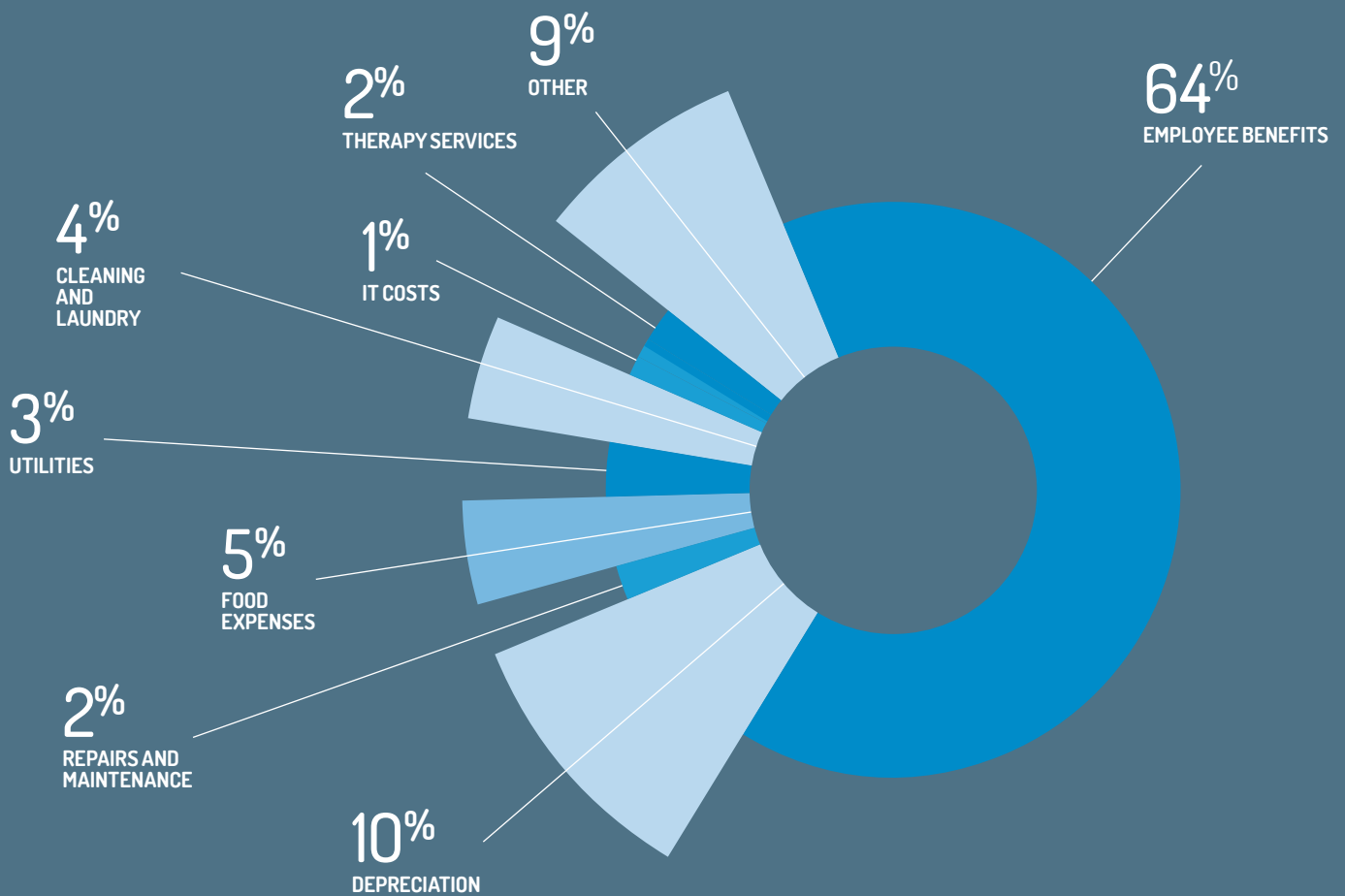
This is a summary of the financial report of Emmy Monash Aged Care Inc. and Controlled Entities. A copy of the full financial report is available upon request.



REVENUE: \$15 MILLION



EXPENSES: \$16.8 MILLION





EMMY  
SUPPORTERS



# The people who champion our mission

At Emmy Monash, we are blessed to have many loyal donors champion our cause. With their support, we are able to deliver the highest standard of care every day.

## PATRON OF EMMY MONASH

Pauline Gandel AC

## LIFE MEMBERS

Betty Dreyfus  
Mary Dunn  
Frieda Epstein  
Ilse Epstein  
Eva Erdi  
Les Erdi OAM  
Ilse Felder  
Peter Felder  
Tom Gorog  
George Greenberg  
Selwyn Greenberg  
Ron Felder  
Mark Hammerschlag  
Susan Hearst  
Joe Hellen  
Judy Hellen  
Bruce Joske  
Joe Krampel AM  
Michele Lasky  
Marianne Lewinsky OAM  
Peter Lewinsky  
Betty Lipton BEM  
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Mark Munzer  
Edith Peer  
Rita Perelberg  
Irene Popper  
Stephen Szental  
Frank Tisher OAM  
Karen Wayne OAM  
Hilde Wilde

## PATRON DONOR

Ellen Bando  
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The Estate of Hilda Loewy  
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## PLATINUM DONOR

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Henry & Dinah Krongold  
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& family  
Abe & Marlene Zelwer

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Harry & Rita Perelberg  
The Estate of  
George Hans Reinisch  
Andrew & Judy Rogers  
& family  
Alan Synman Family  
Charitable Trust  
Wiener family

.....

I want to help Emmy Monash grow and develop to help future residents, their families and the community to feel comfortable and to know that their friend or family members is in a safe and caring place.

ARIELLA BENPORATH

.....

.....

Our father was passionate about art and design throughout his life. He was also grateful for the care his moth Halina Klingbajl received as a resident at Emmy Monash. We are very proud to have a program in his name and that people at Emmy will enjoy the benefits of art therapy.

GEORGE KLINE'S FAMILY

.....

## SILVER DONOR

Anonymous (4)  
P & S Bassat Foundation  
John & Rina Birner  
Family of the late Velvel & Judy Borowski  
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Gertie Dodge  
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Ken & Carol Klooger  
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Julie & Simon Kessel  
Shaya & Ziva Kramer  
Jonathan & Terri Kramersh  
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Karen & Victor Wayne & family  
Blanka Wise & family  
David & Sue Zyngier & family

## BRONZE DONOR

Anonymous (3)  
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Ursula Becher & family  
Lewis Bell  
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Family of the late Arie Kalman  
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Bradley & Tami Wein  
Family of the late Adele Zamek



## MAJOR DONOR

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John & Monica Shalit  
John & Irene Sutton  
Izrael & Gerda Urbach  
Sam & Sonia Wajcman & family  
Family of the late Malvine Worth

## 2018-19 NAMING RIGHTS

Barbara and Barry Landau  
Families Terrace — Level 2  
Gandel House

## 2018-19 SPONSORSHIPS

### CULTURE, COMMUNITY AND WELLBEING PROGRAM

George Kline  
Art Therapy Program

### ACTIVE LIVING PROGRAM

The Orah Project

### MUSIC PROGRAM

David & Michelle Pinkus  
and Ron & Vera Harris

### SIMCHA DONATIONS

Ellen Bando birthday  
Ariella Benporath bat mitzvah  
Adrienne Kraus birthday  
Evelyn Sharp birthday  
Ruth Symons birthday

### SHABBAT KIDDUSH

Abe & Marlene Zelwer

### ART DONATION

Sue & Tom Blashki

### ART COLLECTION ON LOAN

The Australian Haggadah Collection  
on loan from  
Helen & Bori Liberman



## PRESERVING OUR PAST, CELEBRATING OUR LEGACY.

In December 2018, we held a morning tea to unveil our Presidents' Lounge — which honours over 70 years of leadership.

Located on the Hilda Loewy Floor of Gandel House, our Presidents' Lounge is a journey into the rich history of Emmy Monash. It chronicles the contributions of all our presidents, from our first Mrs Margarete Arnhold to our latest Mr Joe Krampel AM.

Attended by the descendants of these past leaders, the event was a moment to reminisce over how Emmy Monash has grown — and celebrate our achievements so far.

It was fitting that the official ribbon cutting was performed by Dr Peter Felder, a past president himself and whose mother, Ilse Felder was a member of the Board of Management of The Mutual Help from 1963.

Today, our residents and their loved ones can visit the lounge to learn more about the generosity and perseverance of our presidents, which have endured generation after generation.

.....  
“The Presidents' Lounge is a journey into our organisation's rich heritage, and a tribute to the values we have upheld since day one.”

PAULINE GANDEL AC, PATRON  
.....







# Emmy partners

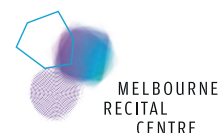
Emmy Monash partners open a world of advancement, opportunity, innovation and inter-generational friendships. We gratefully acknowledge:



EAT UP



DARCHEI SHALOM



THE KING DAVID SCHOOL







.....

We wish to acknowledge the following organisations that have provided goods and services in kind:

HWL Ebsworth Lawyers  
Tisher Liner FC Law

.....

OHEL CHANA



THE UNIVERSITY OF  
MELBOURNE



SOUTH CAULFIELD  
HEBREW  
CONGREGATION





**Emmy Monash**  
Aged Care

518–526 Dandenong Road  
Caulfield North VIC 3161

**P** 03 8508 9300  
[info@emmymonash.asn.au](mailto:info@emmymonash.asn.au)

[www.emmymonash.asn.au](http://www.emmymonash.asn.au)

Main Reception: Gandel House  
7 Hawthorn Road  
Caulfield North VIC 3161

ABN 64 022 404 782