



Emmy Monash
Aged Care

*Little things
matter*

ANNUAL REPORT 2017-2018





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

Emmy Monash has enjoyed a stand-out year of growth and achievement. We have strengthened community bonds and enhanced our respectful, compassionate culture. But above all, we've created a better quality of life for our residents – while staying true to our Jewish heritage.

Growing demands on aged care and an increase in dementia cases is becoming a reality, and yet we continue to evolve and enhance the lives of more than 140 Jewish seniors in our community.

This year has seen the completion of the Emmy Monash building program, Stage Two. Through careful planning and the cooperation of many, our Dandenong Road facilities have been refurbished and are fully operational. By improving our facilities, we have created superior accommodation and enhanced the holistic care we have been delivering.

In 2013, we set out on a bold and daring journey. One that would give rise to countless challenges; but also endless rewards. As we reflect on the year that was, we are proud to have achieved the goals set out in our 2013–2018 Strategic Plan – while upholding the Jewish traditions and values we cherish.

Although 2018 marks the end of our five-year strategic plan, I believe the best is yet to come. I have been working closely with my Board, staff and our community to set new goals, continue our growth and forge an even brighter future.

This new Strategic Plan, 2018–2022, articulates the future direction of Emmy Monash. It represents a considered approach to the further development of our facilities, the ongoing improvement of the lives of our residents and the provision of the best possible environment for our staff. Under the stewardship of CEO Tanya Abramzon and Emmy's Executive team, the Strategic Plan will be implemented.

We welcome the Government's recent decision to establish a Royal Commission into the aged care sector. There are many challenges facing the industry and we see the announcement as an opportunity



for a comprehensive review of industry workforce challenges and the lack of funding, which limits the range and quality of services we are able to provide.

We continue to be an industry leader that drives best practice at every opportunity; and an employer of choice that attracts and retains the industry's best. From minimising risk to driving innovation, the Board and Executive teams will continue to uphold good governance – and ensure our residents feel respected, secure and nurtured at all times.

Please join us as we embark on a new, exciting adventure over the next five years.

Joe Krampel AM President

CEO'S MESSAGE

This year we have achieved tremendous results during a time of significant change and growth. With the completion of Stage Two of the building project and an increase of 60 residential beds, the benefits realised for our Jewish seniors are impressive.

This period of navigating a rapid growth in facility, beds, resident care needs and staff has not been without its challenges, however a challenging journey often leads to an exciting and rewarding destination – now we can do even more for our residents, their families and the wider Jewish community through our many new spaces, programs and partnerships.

The Bierman-Sajet Dementia Unit and Victor Smorgon Charitable Fund High Dependency Unit are now equipped with contemporary accommodation, new therapy rooms, private dining spaces and inviting communal areas for socialising. The Emmy Monash Apartments (EMA) and Lounge have also been fully refurbished with contemporary designs.

This year we have formed new alliances with like-minded organisations. We launched a joint initiative with Monash University which gives final-year Master of Counselling students the opportunity to undertake extended placements at Emmy Monash. While students use this opportunity to deepen their learning, our residents benefit from additional therapeutic outlets and forming new bonds.

Similarly, we initiated a partnership with Calvary Health Care Bethlehem that enables us to further advance our palliative care approach of providing best practice, up-to-date palliation when needed.

This year, we made our mark in Australia and around the world, achieving Finalist status in multiple categories at the 6th Asia Pacific Eldercare Innovation Awards and the Australian Healthcare Week Awards. What do these recognitions mean for us? That our compassionate, cohesive community sets us apart – and that our resident-centric approach is a winning strategy.

Our 2018–2022 Strategic and Business Plans clearly define our key objectives and methods for delivering high-calibre clinical care, outstanding community experiences and deep, cross-generational relationships



with the support of strong governance and dedicated staff. We are well placed to deliver positive outcomes for our community.

Thank you to all staff for your loyalty and professionalism – your positivity and commitment inspires us further towards our shared vision.

I am extremely grateful to President, Joe Krampel AM and Board members for their expertise, guidance and trust as we steer Emmy Monash towards new horizons.

I extend a heartfelt thank you to all our donors, staff, volunteers, partners, residents and families for your ongoing support and contribution.

Tanya Abramzon CEO

A HOME WITH SO MUCH HEART

From diverse lifestyle programs to exceptional clinical care, the community at Emmy Monash is always smiling. As Patron, I'm delighted by the immense joy I witness here – year after year.

I recently had the pleasure of attending a surprise celebratory breakfast held in honour of our President Joe Krampel – who received the esteemed Member of the Order (AM) Award in the General Division. Many familiar faces came to pay tribute to Joe, including his family, staff and Board members (past and present), and Rabbi Michael Stern.

Joe is a visionary leader, mensch and close friend of the Jewish community. He goes above and beyond to meet the evolving needs of every resident.

Working closely together, Joe and our CEO Tanya continually strive to transform the ageing experience and deliver the best quality of life for all residents.

Throughout the year, our community has enjoyed many endearing moments through a range of notable initiatives, including the Duldig Art Studio and Bridging the Gap programs. Residents smile from ear-to-ear as they sculpt, chat and laugh with people from all generations.

Residents also enjoyed the different ensembles provided by the Melbourne Recital Centre. With so much talent performing, there's always something to look forward to at Emmy Monash.



Another highlight was Chanukah Family Day – the perfect opportunity to bring the community together and relax with loved ones. By involving family and friends in our cultural celebrations, Emmy Monash gives residents a greater sense of comfort and belonging, enhancing the holistic care we're known for.

I'm glad to see our community enjoying these programs to the fullest. It's clear that Emmy Monash is committed to helping residents create lasting friendships across generations – and fostering a strong sense of unity.

I've been part of this tight-knit family for a long time, and I can confidently say that it just keeps getting better. We've grown so much this year alone, and given residents, families and staff the added care, comfort and stimulation they deserve.

A big thank you to all the wonderful people that make Emmy Monash a home with so much heart. I can't wait to see what the future holds for us.

Pauline Gandel Patron



"It's clear that Emmy Monash is committed to helping residents create lasting friendships across generations."

PAULINE GANDEL, PATRON



OPERATIONAL ADVANCES

An integrated approach to holistic care is our shared objective at Emmy Monash. In order to deliver resident-centric services in a seamless and informed manner, the Operations Team was created in October 2017.

The direct collaboration of Clinical Care; Culture, Community and Wellbeing; Admissions; Social Counsellor; Catering and Hospitality; Maintenance and Cleaning Services has resulted in a more unified and person-centred approach with clearly defined strategic objectives.

Judy Fetter was appointed General Manager, Operations, to lead this team. Professional involvement in the development of the 2018–2022 strategic and business plans has enabled a direct action list of procedures and programs to benefit our residents, their families, staff and volunteers.

We are one thriving community, and our Operational Team together with the Executive Team is redefining and developing staff practices to deliver outstanding care and services to make a tangible difference in the residential experience.

The Living Longer Living Better government focus for aged care services is highlighted across all residential care units and EMA independent apartments at Emmy Monash. Our organisational development is significant, covering complex residential care units, dementia care, respite care and independent living. We cater for individuals and couples and offer flexibility and options to best meet individual needs.

OUR INTERNAL AUDITS EXCEEDED BENCHMARK RATINGS ACROSS:

- SLEEP PATTERNS
- INDEPENDENCE
- REGULATORY COMPLIANCE
- CATERING SERVICES
- BEHAVIOUR MANAGEMENT
- CULTURAL AND SPIRITUAL LIFE
- LAUNDRY SERVICES



We are the only Jewish aged care provider in Melbourne to provide this array of services in one location. The proportion of seniors in our community is rapidly rising and this has implications for every aspect of Operations. These changes offer opportunities as well as challenges. New partnerships with medical, tertiary, synagogues and professional providers expand our reach and strengthen the operational focus to provide best practice services. These not only closely align with the new Aged Care Quality Standards, but offer a personalised and exemplary experience.

"We are the only Jewish aged care provider in Melbourne to provide this array of services in one location."

JUDY FETTER, GM, OPERATIONS



The Operations Team Managers.

IDEAL SPACES TO LIVE, CONNECT AND UNWIND

At Emmy Monash, we strive to create the best quality of life for our residents. We know this is only possible through genuine care – and modern, purpose-built spaces.

Our refurbished facilities on Dandenong Rd have brought endless benefits to our community since they opened in October 2017.

Comfort and security

The beautifully renovated residential rooms in the Emmy Monash Apartments (EMA) and Smorgon and Bierman-Sajet Units have given our residents added comfort and security.

Everyday luxuries and conveniences

Our new gym, café, salon and other amenities have made it easier for our residents to enjoy a little more luxury and convenience in their everyday lives.

Wider program offering

Thanks to our renovations, we're now able to offer a wider range of services and richer wellness programs to engage our residents on a deeper, more holistic level.



Quality time with family and friends

Our spacious lounges, lush green alfresco areas and private dining rooms make it even easier for our residents to spend quality time with their loved ones.

Designed with our staff in mind

With refurbished administration areas, a new staff precinct and carpark, we've made Emmy Monash a more appealing and rewarding place to work.

RESIDENTIAL CARE OPTIONS

Emmy Monash provides the following residential care accommodation options for Independent Living, Low Dependency, High Dependency, Dementia and Respite:

- Emmy Monash Apartments (EMA)
- Colin and Gillian Mandel Family Unit – Gandel House
- Tatarka Family Floor – Gandel House
- Second Floor – Gandel House
- Hilda Loewy Floor – Gandel House
- Bierman-Sajet Dementia Unit
- Victor Smorgon Charitable Fund High Dependency Unit



FINALIST: BEST SILVER ARCHITECTURE ASIA-PACIFIC ELDERCARE INNOVATION AWARDS 2018



Incorporating smart architectural design, Gandel House has been praised for enhancing interest-based activities – and helping residents build meaningful relationships.



☆ AN OUTSTANDING EXPERIENCE

A SAFE, CARING PLACE TO CALL HOME

Our residents and Jewish heritage shape everything we do. That's why Emmy Monash continues to deliver exceptional, resident-centric care – and modern accommodation our people are happy to call home.

Permanent residents

Emmy Monash offers 151 spacious residential rooms and suites which blend accent colours, neutral tones and an abundance of natural light. With many facilities – including our own Synagogue – residents and their families don't have to venture far to socialise, watch a movie, celebrate Shabbat or observe a Jewish festival.

This financial year, we welcomed 35 permanent residents.

Respite residents

Our respite services have provided Jewish seniors and their carers with the short-term support they need, *whenever they need it*.

Offering both low and high-level care options, respite is the perfect way for seniors to experience the personalised care, close community and diverse lifestyle programs at Emmy Monash.

This financial year, 35 people came for respite. Of these 35, 20 were new to Emmy Monash and several returned for repeat stays. Four have since chosen to make Emmy Monash their permanent home.

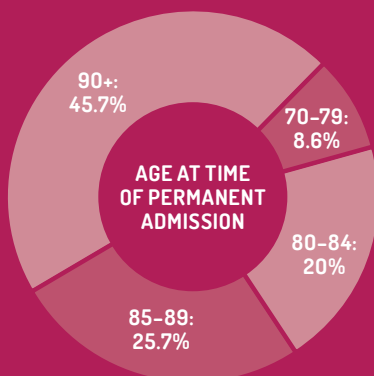
Independent living

Emmy Monash Apartments (EMA) give active seniors the opportunity to embrace an independent lifestyle – with the added peace of mind that comes from on-call clinical care and 24/7 security.

Now with designer finishes, new kitchens, Wi-Fi and smart TVs, our recently refurbished apartments make it easier for residents to plan their days freely – while enjoying a strong sense of community.

"Considering residential aged care for a loved one can feel overwhelming. I work very closely with the Clinical Team and our Social Counsellor to keep families informed. It's important that people know there is always someone they can go to with a concern."

SHARON PROJEKT, PLACEMENT
ADMISSIONS SERVICES COORDINATOR



★ AN OUTSTANDING EXPERIENCE



88%

Residents rated our in-house catering service as 'very good' or 'excellent'.

FOOD FOR THE BODY & SOUL

Our community spoke. We listened. That's why we introduced some big changes to our menu and catering services this year – raising the bar at Emmy Monash and in the Aged Care sector overall.

This year Emmy coordinated 54 private events, including 14 Yom Tov meals across Rosh Hashanah and Pesach.

Residents and their loved ones marked special occasions in private dining rooms and larger occasions were celebrated in the Alter Family Function Room. Private events covered Shabbat dinners and milestone birthdays, bar mitzvah and post wedding celebrations and a Mother's Day brunch, among others.

83%

Residents rated our food variety as 'good', 'very good' or 'excellent' after bringing our catering in house.



DIETICIAN CONSULTING

We're working closely with dietitians to create more seasonal and nutritional menus to suit all eating abilities.



FESTIVE MENUS

Residents and the wider community can enjoy menus that reflect Jewish festivals celebrated at Emmy Monash.

HONOURING OUR PASSIONATE PEOPLE

Dedicated, professional and diverse. We're thankful for the difference our team makes in the lives of our residents. That's why we take every opportunity to invest in their professional development, build their confidence – and celebrate their success.

Commemorating our people

Employees and Board members came together for the Staff Recognition Awards dinner in August 2017 to celebrate the hard work and passion of our people.

On the night, we enjoyed Leanne Faraday-Brash's inspiring 'Dream Teams' presentation. We also had the pleasure of presenting Employee of Excellence, Mensch and Long Service awards to outstanding staff members.

Staff Wellbeing Program

Fostering a positive workplace culture has always been a focus at Emmy. The 2017 Staff Wellbeing Program offered employees a range of opportunities to promote resilience and healthy minds and bodies.

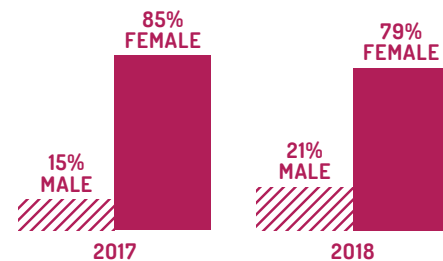
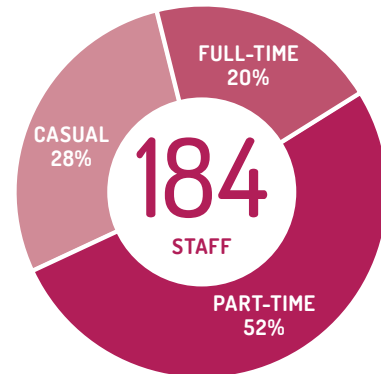
The program aims to remind staff that a balanced lifestyle and time out for self-care are important aspects of social, physical and mental wellbeing.

The bigger picture

Our loyal contractors are integral to the smooth running of Emmy Monash. Behind the scenes, Focused Facilities Management (FFM) competently work to optimise the comfort and experience of the residents as well as maximise operational efficiency.

Cleaning and laundry services are capably managed by Midnight Express, with dedicated staff performing their work to the high standards expected at Emmy Monash. Showing residents the utmost care and respect at all times, Midnight Express are diligent in their work to maintain a clean and hygienic environment and also to minimise the spread of infection.

These partnerships illustrate our shared goals to provide exceptional resident experiences and promote a culture of teamwork.



60%

Staff vaccinated against flu this year.



STAFF WELLBEING INITIATIVES

Free fruit platters

Massages

Tai Chi session

Tea Tasting Station

Lunchtime walk to Caulfield Park

Yoga session





ALWAYS EVOLVING, ALWAYS INNOVATING

Nearly 50% of our residents are over 90 years old, so we're always evolving to meet their complex and changing needs. That's how Emmy Monash is paving the way when it comes to delivering exceptional clinical care.

Structuring for success

We've introduced a number of staffing changes to meet our rapid growth and the ever-changing needs of our residents. This year, we welcomed two new Clinical Care Coordinators to further strengthen our clinical team – and to ensure we're even better placed to meet those needs in the future.

Dealing with dementia

Dementia is a rising illness in Australia – and a key focus at Emmy Monash.

That's why we work closely with industry partners such as Dementia Australia to ensure all our practices are current and of the highest standard.

Our Bierman-Sajet Dementia Unit is also operating smoothly in its refurbished space. Bright, communal areas cater for resident-centred lifestyle programs, one of which focusses on identifying residents' skills from their pasts. By engaging them in once familiar activities such as winding a ball of wool, memories from their past lifestyles are evoked, bringing comfort to dementia residents.

Pioneers in palliative care

This year our Clinical Care Manager Monica Arango initiated a game-changing palliative care program.

Focusing on identifying clinical indicators earlier, this new program ensures our carers are able to provide up-to-date, best practice care during this sensitive time. This includes working holistically with families and educating them through training sessions and one-to-one meetings.

To prepare for this new program, several members of staff undertook specialised training with Calvary Health Care Bethlehem in nursing, counselling and more.

Emmy Monash is one of only two Australian aged care providers to offer a palliative care program of this calibre.

CLINICAL CARE SERVICES TEAM

MONICA ARANGO
Clinical Care Manager

CAROLINE CHAMISA
Clinical Care Coordinator

INNA SNETKOVA
Clinical Care Coordinator

LISA BARNETT
HELEN BUITRAGO
DESTA EDEE
DEBBIE FREDERICKS
CHERYL LIGAYO-GARZIA
CAROL MCDONALD-YORK
JULIA MIKHMAN
Team Leaders



*'Extremely positive
in every sector'*

Assessment given by the
Australian Aged Care Quality Agency
after an unannounced visit on
6th November 2017.

Accreditation Standards 1.6
Human Resources and 4.4 Living
Environment were audited.



CHERISHING OUR COMMUNITY'S GIVING SPIRIT

Our volunteers devote more than just their time. They also bring unique personalities, heart-warming stories and valued skills to entertain, inspire and support our residents.

Celebrating big hearts

Our annual volunteer recognition event celebrated the incredible commitment of our volunteers and the long-term friendships they've formed with our residents.

Supporting our Bingo and Welcome Afternoon Tea programs for many years, we were proud to give the Heart of Emmy Awards to:

- Jacqui Dinor
- Margaret Heselev
- Jenny Meltzer
- Marianne Schwarz

A decade of service

At the Glen Eira City Council Volunteer Recognition Night, the following volunteers were presented with long service awards to commemorate 10 years of unwavering loyalty:

- **Marcia Krampel:** Thank you to Marcia for working hard to enhance our culture and resident wellbeing through our Book Reading Program.
- **Margaret Heselev:** Thank you to Margaret for contributing to our volunteer roster process and supporting our Bingo Program.
- **Tomer Shachar:** Thank you to Tomer for his commitment and service to the Emmy Monash Lifestyle Program (through the Carpet Bowls Program), and for his language and cultural support.

182

VOLUNTEERS
IN 2017-18

COMPARED WITH
152 IN 2016-17

56

NEW VOLUNTEERS
IN 2017-18

AGE OF OUR
VOLUNTEERS:

18% UNDER
20 YEARS

15% 20-40
YEARS

17% 40-60
YEARS

50% OVER 60
YEARS



Heart of Emmy
award recipients.

CREATING PURPOSE, ENRICHING LIVES

Celebrating a Jewish holiday, relishing an ensemble performance, connecting with younger generations. At Emmy Monash, you'll find residents, families and friends enjoying our exceptional range of lifestyle programs – day after day.

Our programs add meaning to our residents' lives by:

- Promoting physical, emotional and cognitive wellness
- Connecting them with the greater community
- Allowing for spiritual and artistic expression
- Strengthening Jewish traditions and values
- Fostering cross-generational relationships



FINALIST: BEST ACTIVE AGING PROGRAM

6TH ASIA-PACIFIC ELDERCARE INNOVATION AWARDS 2018



'Still Firing – Journeys through Sculpture and Clay' was commended for providing an outlet for creative expression, while fostering cross-generational connections.



WHAT WE OFFER

- Art Down Memory Lane
- Australian Chamber Orchestra Concerts
- Australian Jewish News Readings
- Beth Rivkah Bat Mitzvah program
- Bingo
- Birthday celebrations
- Boker Tov Morning Sessions
- Books Out Loud
- Brain Gym word games
- Bridge Club
- Bridging the Gap intergenerational programs with Mount Scopus College
- Busy Bodies fitness class
- Challah baking
- Cinema Movie Evenings
- Current Affairs Sessions
- Darchei Shalom with Caulfield Shule
- Duldig Studio: Still Firing Program and Exhibition
- Eat Up
- Emmy Corner Store
- Emmy Courtesy Bus – Connecting with the community
- emMYkids playgroup
- emMYpaws Lort Smith Pet Therapy
- iPad Connect Sessions
- Kabbalat Shabbat Party
- Keynote Speakers
- Lifelong Learning – Jewish History series
- Lifelong Learning – Jewish Music Appreciation
- Meet and Greet Program
- Melbourne Recital Centre Concerts
- Mitzvah Day
- Morning Melodies
- Opera Club
- PJ Library Book Stations
- Relaxation and Meditation wellbeing sessions
- Safta Program with Gandel Besen House
- Secret Mens Business
- Shabbat Shalom intergenerational program with Bialik College
- Sunday Concerts
- Sunday Night Swooning
- The Shabbat Project
- Travelling Tunes Musician
- Twelve & Thirteen programs
- Walkie Talkie exercise and social engagement
- Yoga sessions

OUR COMMUNITY FAVOURITES

Although we offer a variety of exciting lifestyle programs at Emmy Monash, we have a few that are particularly loved and valued.

The Safta Program

The success of the Safta Program began with one resident making a weekly visit to Mount Scopus' Gandel-Besen House in November last year. It has grown into a much-loved program that sees three residents visiting the kinder classrooms every week. The 'saftas' are building strong and mutual friendships with the children and educators and their wellbeing is improving as a consequence. This important program fills a space for both children without senior role models and residents who are without family close by.

Still Firing: Journeys through Sculpture and Clay

Partnering with Duldig Studio, this spotlight program engages our community on a deeper level by offering residents:

- An outlet for creative expression
- A channel to learn new artistic skills
- A place to form meaningful friendships with school students
- An opportunity to appreciate the magnificent sculptures at Duldig Studio
- The chance to engage with Eva de Jong Duldig, daughter of famous sculptor Karl Duldig



The Safta Program provides a valuable sense of belonging.

Melbourne Recital Centre (MRC) Concerts

As part of the MRC Learning and Access program, our residents get to experience the joy of live music.

This year we've had visits from jazz vocalist Hetty Kate, the Melbourne Guitar Quartet, acapella group Coco's Lunch and the Inventi Ensemble.



THIS YEAR WE HOSTED MORE THAN:

49

MUSIC CONCERTS

53

SCHOOL VISITS

36

CULTURAL AND COMMUNITY EXPERIENCES

3

INTERNATIONAL GUESTS

♥ COMMUNITY CONNECTION

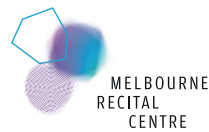
EMMY PARTNERS

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



SPIRIT GROW

AUSTRALIAN FRIENDS OF
THE HEBREW UNIVERSITY
OF JERUSALEM



EAT UP



B'NAI B'RITH FOUNDATION



OHEL CHANA



LEADERSHIP AND INNOVATION

From minimising risk to driving innovation, the Board and Executive teams will continue to uphold good governance and ensure that we can always offer a diversity of contemporary accommodation and care for the changing needs of our Jewish seniors.

The Learning Seat LMS

In March 2018 we launched Learning Seat LMS – a new online training platform that offers a variety of professional development topics to choose from. Staff can now update their skills and industry knowledge with ease, which also ensures we remain compliant at all times.

Since launching, we have offered 386 courses, and our staff have completed 792 hours of training.

MOA Benchmarking Software

We introduced MOA Benchmarking Software this financial year to monitor continuous improvement across all areas of Emmy Monash. MOA Benchmarking is about enabling aged care professionals to take control of their quality improvement programs.

Key staff members have been trained to use the software, meaning we now have the systems, technology and capabilities to quantify outcomes, mitigate risks and perform self-audits.

LASA Tri-State Conference 2018

In March, Culture Community and Wellbeing Manager Maureen Shulsinger spoke at the LASA Tri-State Conference (LASA is the national peak body for representing and supporting Australian aged care providers).

Presenting on 'The Power of Youth', Maureen discussed our Bridging the Gap program and its recipe for success.

This program fosters strong friendships between seniors and youth, and enriches the quality of life for Emmy Monash residents.



BOARD MEMBERS

Back row from left:

SELWYN GREENBERG
DANNY LUSTIG
ROD NIRENS
JONATHAN KRAMERSH
TOM GOROG
DR KAREN WAYNE OAM
ALAN SYNMAN OAM

Front row from left:

TANYA ABRAMZON
RITA PERELBERG
JOE KRAMPPEL AM
FRANK TISHER OAM
LYN BOROWSKI
BRUCE JOSKE

Absent:

GEORGE GREENBERG
PETER LEWINSKY
DR STEPHEN SZENTAL

EXECUTIVE TEAM



TANYA ABRAMZON
Chief Executive
Officer



STEVE AIVALIOTIS
Quality, Risk and
Innovation Manager



JUDY FETTER
General Manager
Operations



JOSH WONDER
Finance and
Administration
Manager



KERRI STUART
Human Resource
Manager



**FINALIST: BEST SILVER
INTERIOR DESIGN**
6TH ASIA-PACIFIC
ELDERCARE INNOVATION
AWARDS 2018



Gandel House blends an ideal lifestyle with exceptional clinical care. As a facility that promotes wellness in all areas, it also offers spaces for residents to embrace Jewish life.



Maureen Shulsinger spoke at the LASA Tri-State Conference in March.

**FINALIST: BEST AGED
CARE FACILITY**
AUSTRALIAN
HEALTHCARE WEEK
AWARDS 2018



From innovating with technology to design-enabled socialisation, Gandel House was recognised for making great contributions to resident wellbeing.



**FINALIST: AGED CARE
CEO OF THE YEAR**
AUSTRALIAN
HEALTHCARE WEEK
AWARDS 2018



Inspiring and empathetic, our CEO Tanya Abramzon has had a strong impact on our community and culture for over 10 years. She has played a key role in transforming Emmy Monash into the innovative facility it is today.

TREASURER'S REPORT

It is my privilege to present my first Treasurer's Report for Emmy Monash Aged Care Inc.

Initially I would like to thank my predecessor Mark Hammerschlag for his commitment and effort in helping me transition to my new role.

2018 was our first full year of operations at Gandel House and the upgraded facilities in Dandenong Road. Opening new facilities always presents challenges and uncertainties, however I am pleased to say that Tanya and her capable Operations Team met their challenges and we were able to achieve all occupancy targets ahead of budgeted expectations.

From a financial perspective, budgeting the first full year of operations is never easy and it is a credit to our Finance Department that our variances to budgeted expectations were very low. At this point I would also like to mention that our Finance team has a new Manager, Lauren Fluxman who took over this role in July 2018, and comes with many years of professional experience in the financial area of aged care.

Running a state of the art aged care facility that provides the best of care comes with the responsibility of maintaining a realistic cost structure. With the pressure of increasing costs in such areas as care personnel, catering costs and utilities, we have indeed a challenge in the forthcoming year.

In this regard our Finance Committee will be working very hard to undertake new strategies that ensure the quality of care at Emmy is maintained without compromise.

Whilst the financial statement for 2018 indicates a loss for the year (\$2.86 million), it should be noted that well over half the loss is a result of book depreciation on our buildings. It is also important to remind stakeholders that it is an accounting requirement that all donations received are to be treated as operating income even when the donations may be intended for capital improvements and not recurring expenditure.

In closing, I wish to thank the staff, volunteers and the Emmy Monash Board of Directors for their continued support and dedication. Their support assisted us in overcoming many of the initial challenges of 2018, and accordingly we look forward to 2019 as a year of consolidation and financial stability.

Selwyn Greenberg Treasurer

FINANCIALS

Summarised Consolidated Statement of Profit or Loss and Other Comprehensive Income for the year ended 30 June 2018

	CONSOLIDATED 2018 \$	CONSOLIDATED 2017 \$
Revenue	15,074,152	15,076,281
Employee benefits expense	(10,271,629)	(8,436,017)
Depreciation expense	(1,528,864)	(1,274,091)
Repairs and maintenance expenses	(467,217)	(292,904)
Subcontracting expenses	(531,873)	(379,945)
Food expenses	(2,119,683)	(1,374,570)
Electricity and water expenses	(493,138)	(316,367)
Laundry and dry cleaning expenses	(167,150)	(157,332)
Medical supply expenses	(342,178)	(313,422)
Other expenses	(1,873,851)	(1,465,016)
Finance costs	(146,987)	(86,359)
(DEFICIT)/SURPLUS FOR THE YEAR	(2,868,418)	980,258
TOTAL COMPREHENSIVE (LOSS)/INCOME FOR THE YEAR	(2,868,418)	980,258

Summarised Consolidated Statement of Financial Position as at 30 June 2018

	2018 \$	2017 \$
ASSETS		
CURRENT ASSETS		
Cash and cash equivalents	10,174,577	9,545,094
Trade and other receivables	1,126,615	1,678,993
Other assets	14,905	64,673
TOTAL CURRENT ASSETS	11,316,097	11,288,760
NON CURRENT ASSETS		
Property, plant and equipment	78,097,653	74,801,365
Investment property	9,848,825	9,910,645
Intangible assets	5,385,000	5,385,000
TOTAL NON CURRENT ASSETS	93,331,478	90,097,010
TOTAL ASSETS	104,647,575	101,385,770
LIABILITIES		
CURRENT LIABILITIES		
Trade and other payables	80,509,727	68,537,863
Employee benefits	1,295,574	751,949
TOTAL CURRENT LIABILITIES	81,805,301	69,289,812
NON CURRENT LIABILITIES		
Borrowings	-	6,314,993
Employee benefits	251,673	321,946
TOTAL NON CURRENT LIABILITIES	251,673	6,636,939
TOTAL LIABILITIES	82,056,974	75,926,751
NET ASSETS	22,590,601	25,459,019
EQUITY		
Settled sum	100	100
Reserves	10,849,478	10,849,478
Retained surplus	11,741,023	14,609,441
TOTAL EQUITY	22,590,601	25,459,019

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

Emmy Monash Aged Care Inc.

ABN: 64 022 404 782

Independent Auditor's Report to the Members of Emmy Monash Aged Care Inc.**Report on the Summarised Financial Statements*****Opinion***

The accompanying summarised consolidated financial statements of Emmy Monash Aged Care Inc., which comprise the summarised consolidated statement of financial position as at 30 June 2018 and the summarised consolidated statement of profit or loss and other comprehensive income for the year ended on that date, are derived from the audited financial report of Emmy Monash Aged Care Inc. for the year ended 30 June 2018.

In our opinion, the summarised consolidated financial statements derived from the audited financial report of Emmy Monash Aged Care Inc. for the year ended 30 June 2018 are consistent, in all material respects, with the audited consolidated financial report.

Summarised Financial statements

The summarised consolidated financial statements do not contain all the disclosures required by Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations), the *Associations Incorporation Reform Act 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*. Reading the summarised consolidated financial statements, therefore, is not a substitute for reading the audited financial report of Emmy Monash Aged Care Inc. and the auditor's report thereon.

The Audited Financial Report and Our Report Thereon

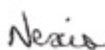
We expressed an unmodified audit opinion on that consolidated financial report in our report dated 3 October 2018.

Directors' Responsibility for the Summarised Financial Statements

The directors of the association are responsible for the preparation and fair presentation of the summarised consolidated financial statements in accordance with Australian Accounting Standards – Reduced Disclosure Requirements (including the Australian Accounting Interpretations), the *Associations Incorporation Reform Act 2012* and the *Australian Charities and Not-for-profits Commission Act 2012*.

Auditor's Responsibility

Our responsibility is to express an opinion on whether the summarised consolidated financial statements are consistent, in all material respects, with the audited financial report based on our procedures, which were conducted in accordance with Auditing Standard ASA 810 *Engagements to Report on Summary Financial Statements*.



Nexia Melbourne Audit Pty Ltd
Melbourne



Andrew S. Wehrens
Director

Dated this 3rd day of October 2018

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At Emmy Monash, we're thankful for the generosity of our loyal donors. Their support allows us to step further and achieve more as a leader in aged care.

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on loan from Helen & Bori Liberman
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Andrew Majzner

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- In honour of the engagement of Steven Gandel & Jo-Anne Hurwitz
- In honour of the engagement of Jacqui Berman & Mark Liberman
- In honour of the engagement of Adam Gandel & Amira Jacobson

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Alter Family Function Room

Bando & Sharp Families Hair & Beauty Salon

Besen Family Music Harmony Room, in honour of Sylvia Gelman AM MBE

Hilda Loewy Floor – Level Three

Felder Family Café, in memory of Adi & Henry Felder, Dunera Boys, whose love of family & cooking is remembered in this café

David & Linda Goldberg & Friends Lift

Goldschlager Family Synagogue

Gringlas Family Courtyard

Bruce & Fay Joske Garden

Kline Family Executive Office Suite, in honour of Halina & Henry Klingbajl

Krampel-Mote Memory Garden

Helen and Bori Liberman Creative Art Therapy Room, in memory of Dorcia & Shlamek Rath

Colin and Gillian Mandel Family Unit

Moshe and Miri Meydan Cinema & Media Room

Tilly Nadler Social & Reading Nook

Perelberg Family Lift

Andrew & Judy Rogers Family Staff Meeting Room

Greg & Anne Rosshandler Foyer

Alan Synman Family Aqua Bath Treatment Room

Tatarka Family Floor – Level One

Tisher Family Lounge

Zelwer Family Conference Room, in loving memory of their beloved parents Chaskiel & Mania Zelwer Z”L & Leon Elbaum Z”L





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