

JEWISHCARE'S MISSION

support and strengthen the resilience and independence of community members in need

JEWISHCARE'S UNIQUE VALUE AND OFFERING

JewishCare is a high quality, professionally managed social services and welfare organisation operated by the Jewish Community of NSW

- JewishCare provides welfare safety net services and other specific services to Jewish clients in need
- Jewish values are integral to our organisational values and services

JEWISHCARE'S UNIQUE VALUE AND OFFERING

JewishCare offers services to a wide cross section of the community:

- the aged
- people with a disability
- families and children
- those with mental health issues

We support by:

- giving information, advice and referrals based on assessment and planning
- providing practical support and assistance
- helping people acquire skills to deal with challenges they face
- developing and building social connections

	GOALS	STRATEGIC INITIATIVES
<p>We place our clients front and centre of the work we do</p> <p>PERSON CENTRED APPROACH</p>	<p>G1. Clients are partners of JewishCare and collaborate with staff in identifying their needs and wants, and developing customised solutions and objectives</p> <p>G2. JewishCare operates as a whole of organisation to meet clients' needs</p>	<ul style="list-style-type: none"> • Develop joint service plans with clients which holistically consider clients' circumstances (adapt to changing family units, carers) • Develop and articulate clarity around our core activities • Develop a framework to assess and filter current and future programs (assess against community need, cost, value proposition, alignment with key strategic areas, fee for services potential) • JewishCare is the employer of choice for professionals in the sector • Provide access to a comprehensive range of services across and outside the organisation (direct delivery or referral) • Develop a client/carer satisfaction survey & process for implementation
<p>We are the trusted provider of choice for our community</p> <p>COMMUNITY ENGAGEMENT</p>	<p>G3. JewishCare is recognised as the principal community organisation, socially investing in and acting as a safety net for the Jewish Community</p> <p>G4. As funding models change, where appropriate JewishCare will be the provider of choice to the wider community</p> <p>G5. JewishCare espouses Jewish values through its work and interactions with all clients</p> <p>G6. Staff and volunteers can clearly articulate why JewishCare is the provider of choice to all clients</p>	<ul style="list-style-type: none"> • Identify effective partners & build alliances with other community organisations • Identify community champions who will help position JewishCare as the provider of choice • Develop a marketing strategy • Develop a community survey • Identify and develop a statement on our unique value & offering to the community • Train staff in community engagement and presentation skills
<p>We are financially stable and sustainable</p> <p>FUNDING</p>	<p>G7. Earned income is increased through privately purchased services</p> <p>G8. The value of other grants/funding and number of government funded packages is increased</p> <p>G9. JewishCare has optimal client mix and service pricing to ensure financial sustainability and social impact</p>	<ul style="list-style-type: none"> • Cost service plans and identify where community funding appropriate • Develop a system to differentiate clients who can/cannot pay • Develop a model of optimal client mix based on cost of services, value/availability of community funding and service pricing • Attract and retain clients with capacity to pay for services • Educate clients and staff of cost structure and options to pay • Identify opportunities to generate income • Identify supports, resources/ activities needed to attain more government funded packages for individuals
<p>We have the systems to support our Person Centred approach</p> <p>INFRASTRUCTURE</p>	<p>G10. Clients are supported through effective case management, facilitated across the organisation through primary case managers</p> <p>G11. Processes are transparent; JewishCare's accountability to clients is supported by effective information management</p> <p>G12. Measurement and evaluation is undertaken of client and other stakeholder outcomes, programs, program areas and the organisation as a whole</p>	<ul style="list-style-type: none"> • Organisation wide training on Person Centred approach • Develop an effective case management system to be used across the organisation • Consistent system across the organisation with standardised intake, templates and assessment process • Regular reporting by primary case manager to clients ensuring trust, transparency and accountability • Develop a measurement and evaluation framework for all activities and outcomes