



## JEWISH CARE POLICY AND PROCEDURES

### Preamble

Jewish Care Sydney (Jewish Care) is the major provider of non-residential support and care services to the ACT Jewish Community Inc (ACTJC) through a designated liaison person (community worker) under a formal agreement between the parties.

The community worker is employed by Jewish Care but based in Canberra. He or she is accountable and responsible directly to Jewish Care and to the ACTJC Jewish Care Coordinating Committee and must follow professional best practice at all times.

Under the agreement between Jewish Care and the ACTJC, the community receives a wide range of services in response to the needs of the aged, children, people with a disability, families and youth in crisis, and people with mental health issues.

Under the umbrella of Jewish Care, the ACTJC originally established the Jewish Care Coordinating Committee to provide a more formal structure for the provision of care and support for members of the Jewish community and their families in Canberra and the surrounding region.

The primary aim of the Jewish Care Coordinating Committee is to provide regular contact through the community worker with people in the community with health and social needs.

### Jewish Care Coordinating Committee

The Terms of Reference of the Jewish Care Coordinating Committee are set out in **Attachment A**.

The Jewish Care Coordinating Committee meets as necessary. A non-specific report is given to the Committee by the community worker at meetings. Other matters relating to Jewish Care in Canberra may also be discussed.

The Committee organises Lunch and Lectures and supports the Rabbi and community worker as appropriate.

As at February 2016, the Committee Chair is Anita Shroot and the Committee members are Alan Shroot, Bill Arnold, Peter Wise, Yvette Goode, Glenda Jeffery, Janet Berger and Rabbi Alon Meltzer.

The community worker (currently Arava Klein) is an *ex officio* member of the Committee.



The ACT Jewish Community is a member of the JCA family of organisations

## **Procedures**

Jewish Care Procedures are set out in **Attachment B**.

The Chair of the Jewish Care Coordinating Committee and the ACTJC President maintain regular contact with the community worker and the Rabbi.

Under the Jewish Care Procedures in **Attachment B** the community worker and approved volunteers visit people in hospital, in their homes and in nursing homes to provide support and connection to the community.

The crisis line available 24/7 for immediate assistance is tel: (02) 6295 2298.

The community worker identifies, establishes and builds relationships with individuals and families who need support, tends to new enquiries for assistance and provides assistance advice with all health related matters.

The community worker advises people in need of the relevant services provided by Jewish Care in Sydney, as well as information about the available services in Canberra. The latter service is a 'warm referral' to people in need.

The community worker may also advocate on behalf of community members should the need arise. Both the Rabbi and community worker regularly contact individuals and families in need over the phone and in person. Their needs are discussed to see what level of support and assistance might be needed.

The Jewish Care Coordinating Committee also supervises the visits of a suitably-qualified person to prisons in the ACT and southern NSW region in liaison with Jewish Care.

All parties must respect the privacy of the people concerned at all times.

### **Systems used for documentation and storing of information**

Personal information concerning individuals receiving support is stored on the community worker's computer. The files are protected by a password. The password is kept securely in the centre under lock and key.

### **Information sharing and documentation**

Community members who come across a situation where a person may need and wish for assistance are encouraged to check with the individual whether support is wanted and work with that person to facilitate contact with the community worker.

Members of the Jewish Care Coordinating Committee also contact the community worker and Rabbi if they feel an individual may need support due to a change in circumstances.

### **Crisis interventions and when specialist support is required**

In crisis situations a community member is encouraged to contact the community worker. ACTJC office staff may be the first point of contact in an emergency and should refer the

matter immediately to either the Rabbi or the community worker. Such situations may involve abuse or neglect, safety risks or imminent / actual hospitalisation.

The community worker must follow professional best practice to ensure that the situation is respectfully, swiftly and professionally resolved. A suitably qualified professional will be involved in following-up the outcome with the appropriate ACT or NSW service.

### **Accountabilities and responsibilities**

The Jewish Care Coordinating Committee is a sub committee of the ACTJC Board of Management and is responsible and accountable to the Board.

The community worker is accountable and responsible directly to Jewish Care and to the Jewish Care Coordinating Committee and, through the Committee, to the Board.

The Chair of the Jewish Care Coordinating Committee must report to the Board on an exception basis.

The community worker must report to Jewish Care on a regular basis (at least weekly or fortnightly) and to the Jewish Care Coordinating Committee as required.

### **Duties of the community worker**

The community worker must follow professional best practice at all times.

The community worker must use existing ACT and NSW support and care services whenever practicable.

The community worker must at all times maintain appropriate networks and the specialist knowledge required to facilitate access by ACTJC members to Federal and Territory support services and home and community care services in Sydney and Canberra.

The community worker must inform the Rabbi, Chair of the Jewish Care Coordinating Committee and the ACTJC President as soon as practicable of *any* crisis situation brought to his or her attention.

### **Review**

The Board will review this policy from time to time.

### **Authorisation**

Merrilyn Sernack  
Secretary  
ACT Jewish Community Inc  
3 May 2016

<b>Policy number</b>	9/2013 26/2016	<b>Version</b>	v01 v02
<b>Drafted by</b>	Merrilyn Sernack	<b>Approved by Board on</b>	3 May 2016
<b>Responsible person</b>	Secretary	<b>Scheduled review date</b>	May 2019

**JEWISH CARE COORDINATING COMMITTEE**

**TERMS OF REFERENCE**

1. Provide professional and managerial supervision of the community worker in promoting access by ACT Jewish Community (ACTJC) members to Jewish Care Sydney (Jewish Care) services.
2. Provide information and advice to ACTJC members for referral to Jewish Care including through promoting Jewish Care's 1300 133 660 phone number.
3. Facilitate access as required by ACTJC members to Jewish Care services, and to Federal and Territory support services and home and community care services in Sydney and Canberra.
4. Identify and address emerging community issues relating to the following target groups:
  - (a) the ageing living at home
  - (b) children
  - (c) students
  - (d) single people
  - (e) families
  - (f) people with a disability
  - (g) people with a mental illness.
5. Contribute information relating to Jewish Care to ACTJC newsletters.
6. Encourage ACTJC members to volunteer on behalf of Jewish Care or the Jewish Care Coordinating Committee.
7. Encourage ACTJC members to attend Jewish Care forums and workshops.

**JEWISH CARE PROCEDURES**

**BACKGROUND**

In September 2013, the Boards of Jewish Care Sydney (Jewish Care) and the ACT Jewish Community Inc (ACTJC) signed an Agreement under which Jewish Care will assist ACTJC in the following ways:

- (a) Promote Jewish Care’s 1300 133 660 phone number and provide information, advice and referrals to callers.
- (b) Where appropriate, refer callers to a Jewish Care worker who will provide phone and email support.
- (c) Directly assist eligible survivors to access Claims Conference and restitution funding.
- (d) Assist to identify emerging community issues and advise the ACT Jewish Care Co-ordinating Committee.
- (e) Contribute information to ACTJC newsletters.
- (f) Assist with corporate services support in the area of Finance and Human Resources.
- (g) Make available templates and documents to assist in the management of volunteers.
- (h) Invite members of the ACTJC to attend forums and workshops of interest.

The overall aim of the Agreement is to provide Jewish residents in the ACT with easy and seamless access to the services provided by Jewish Care and to assist them to access local Federal and Territory health, aged care and community services as required. This approach is considered a “warm referral”.

These Procedures have been written to provide details on the operational aspects of the Agreement for the information of Jewish Care and ACTJC staff.

The phone, email and web portals through which ACTJC members can access Jewish Care services under the Agreement are:

1300 133 660  
[firstcall@jewishcare.com.au](mailto:firstcall@jewishcare.com.au)  
[www.jewishcare.com.au](http://www.jewishcare.com.au)

The crisis line available 24/7 for immediate assistance is tel: (02) 6295 2298.

**A. GENERAL**

**Jewish Care assistance to ACTJC members**

Community members can contact the Jewish Care Intake officer who will listen to their concerns and issues.

The Jewish Care intake officer may then refer the ACTJC member to a Jewish Care health professional who can provide more specific information and advice by phone or email.

The intake officer or a Jewish Care health professional can also provide face-to-face advice through Skype at the ACTJC office. The Jewish Care Coordinating Committee will address the provision of a facility to meet privacy needs.

The above processes are to enable ACTJC members to access ACT health and community support mainstream services.

The main target groups for the provision of services are:

- (a) the ageing living at home
- (b) children
- (c) students
- (d) single people
- (e) families
- (f) people with a disability
- (g) people with a mental illness.

### **Privacy**

Jewish Care requests all clients to complete consent to share information with other relevant services. The consent of any ACTJC member is obtained as a matter of course before any information is shared with other providers such as the ACTJC community worker. Information is not shared if the client withholds consent.

The consent form is set out in **Appendix 1**.

The requirement for consent will first be discussed between Jewish Care and the client on the phone. The consent form can then be emailed or posted to the client for signature and return.

The signed form will be filed on the Jewish Care client file.

## **B. COMMUNITY AGED SERVICES**

### **Home support services**

Home-based support services are available to eligible seniors.

If a resident of the ACT is a survivor of The Shoah (holocaust ) and meets the eligibility guidelines set by The Claims Conference, New York, he or she may receive services under current funding grants through Jewish Care in Sydney. These services can include Home Support as set out below, and payment of emergency medical products such as medicines and aids and appliances.

If the client is not a survivor or does not meet The Claims Conference eligibility guidelines, he or she may be referred to the Australian Government scheme package.

While Jewish Care holds a number of these packages, they can only be used by NSW residents. Jewish Care Home Support staff can assist with information and referrals regarding ACT services.

For further information, please phone 1300 133 660 and ask for the Senior Manager, Community Aged Services.

The aim of the Home Support program is to:

- (a) Assist frail aged individuals who wish to remain in their own homes to achieve this goal
- (b) Support the client to be more independent at home and in the community by sourcing appropriate care support
- (c) Provide assistance for aged clients to maintain their dignity and an achievable level of independence whilst they remain in the community
- (d) Assist the client for as long as possible to remain in their own environment/community
- (e) Assist the client to then move to residential care if this is required.

Home Support clients are assessed as having low or high level care needs as defined by the Aged Care Assessment Teams (ACAT.)

Low care:

- (a) Low to moderate care needs
- (b) Would receive residential care at low care level (hostel)
- (c) Prefers to live at home
- (d) Is able to live at home with support.

Services are designed around activities of daily living:

- (a) Personal care and hygiene
- (b) Dressing and undressing
- (c) Mobility
- (d) Transport and appointments
- (e) Shopping and errands
- (f) Assistance with cooking and meals
- (g) Assistance with sensory aids
- (h) Laundry and domestic help
- (i) Short-term illness services.

High level care:

- (a) As above
- (b) May also have a range medical conditions requiring nursing attention
- (c) Would receive residential care at high level

Additional clinical care provided through EACH or EACH-D packages may include:

- (a) Care under the supervision of a registered nurse
- (b) Pain assessment and management
- (c) Care and maintenance of tubes, enteral feeding and naso-gastric tubes
- (d) Urinary catheter care and/or stoma care
- (e) Complex wound management and skin integrity
- (f) Enema/suppository administration
- (g) Suctioning of airways and tracheotomy
- (h) Oxygen therapy
- (i) Medication management

- (j) On-call access to nursing services
- (k) Continence management and aids
- (l) Provision of mechanical devices for lifting, aids and equipment.

EACH-D package is dementia-specific.

To be eligible for the program, the client must be at the low/medium level care or high care levels as defined by ACAT.

For further information, please phone 1300 133 660 and ask for the Program Manager Home Support.

**Appendix 2** provides information regarding agencies supplying home-based care in the ACT, along with information on agencies providing government-funded packages and programs.

### **Restitution services**

Jewish Care also helps Holocaust survivors obtain Restitution funds from The Claims Conference and other organisations. We are a liaison service between the client and the agency. Payments go directly from the agency to the client when a claim is successful.

### **What we do**

- (a) Assist clients to fill in the appropriate form
- (b) Offer advice as to whether a client is eligible for a particular fund
- (c) Provide information regarding the different funds and their eligibility criteria
- (d) Package and mail the application to the appropriate funding body
- (e) Track the progress of a claim
- (f) Inform the client of any changes that occur regarding eligibility criteria
- (g) Interpret German language documents in some circumstances.

Jewish Care help clients with applications to a number of different funds including Article 2, Hardship, the Ghetto Pension (ZRBG) and the BADV fund. Each fund has different eligibility criteria.

For further information regarding restitution funds, see **Appendix 3**.

### **Casework**

Casework is designed to:

- (a) Provide quality case management to frail aged members of the Jewish community by a team of dedicated staff
- (b) Enable referred clients to continue to live independently in their own home/community by the coordinated management and coordination of the services required to maintain that client in their community
- (c) Provide all services within the culture of 'person centred care' taking into account their physical, emotional, psychological, spiritual and practical needs
- (d) Provide appropriate culturally and linguistically diverse (CALD) services.

## **Objectives**

1. To enable clients who wish to remain at home in the community to do so through accessing appropriate community services/resources and volunteers
2. To provide a coordinating case management role where a number of agencies are involved with assisting a client
3. To work in partnership with other programmes where a client will benefit from a seamless service across programs
4. To assist clients who wish to move into a residential option, to make the wisest choices for themselves.

For further information, please phone 1300 133 660 and ask for the Casework Manager.

## **Languages**

Jewish Care employs staff who can speak, read and write fluently in other languages. For further information, please phone 1300 133 660 and ask for a staff member fluent in your language.

## **Disability services**

Jewish Care employs caseworkers who can speak with families who have a child with an intellectual disability.

The caseworkers can assist with applications for Government funding and referrals to local agencies.

Jewish Care operates a Flexible Funding Program where families can apply for up to \$5,000 to purchase respite care and to pay for therapies and other support. The program is means tested for amounts over \$3,000. Application can be made through the caseworkers.

From time to time, Jewish Care runs workshops for families on issues such future planning, financial management and Disability Trusts. ACT families are welcome to attend.

Jewish Care will include information on these workshops in ACTJC newsletters.

For people with a physical disability, the Child Family and Community Services team can provide a casework service to ensure that people are accessing the support from mainstream agencies for which they eligible.

## **D. CHILD, FAMILY, AND COMMUNITY SERVICES**

Jewish Care has a number of caseworkers who support families experiencing difficulties. Issues include family breakdown, domestic violence; parenting assistance, and emergency meals.

ACT families may benefit from contact with the caseworkers to talk through concerns and issues.

**E. MENTAL HEALTH SERVICES**

Jewish Care has a team of caseworkers who support people with a mental illness and their families. Jewish Care also arranges a variety of activities to encourage community participation and social connections.

Jewish Care caseworkers will assist individuals and families in this area, including arranging for them to liaise with Jewish Care's health professionals.

**Financial relief**

Jewish Care has access to emergency relief funds for people in need. Such relief is for short-term support and generally comprises Coles vouchers. Eligibility is based on means testing. ACT residents can discuss their needs with Jewish Care and apply as appropriate.

**Volunteering with Jewish Care**

Jewish Care's Volunteer Manager (under the oversight of the Senior Manager, Child Family and Community Services) can provide information on volunteering for Jewish Care, including a copy of our policies.

Jewish Care conducts a police-check of all volunteers. It also conducts a Working with Children Check as required under relevant legislation.

It is envisaged that if Jewish Care assesses ACT-based clients as benefitting from support from ACTJC volunteers, Jewish Care would assist the ACTJC to sponsor a pool of volunteers who are recruited, trained and supervised by the ACTJC.

Note: information current as at 30 March 2016.

**JEWISH CARE EXCHANGE OF INFORMATION FORM**

I,  
.....

hereby authorise Jewish Care to release information to:

.....

Signed:  
Date:

Witness:  
Date:

I,  
.....

give permission for Jewish Care to obtain information about:

.....

from doctors, clinics, hospitals, schools, therapists.

Signed:  
Date:

Witness:  
Date:

**ACT HOME & COMMUNITY CARE**

**Seniors Support Services, Home and Community Care Services,  
Concessions Information and Programs in the ACT**

[ACT Assistance - Support, Advice, Concession and Rebate Information](#)

[My Aged Care](#)

[Carers ACT](#)

[Commonwealth Respite and Carelink Program](#)

[DPS Guide to Aged Care Department of Veterans' Affairs Health Directorate - Aged Care and Rehabilitation](#)

[Home Help ACT](#)

[Australian Red Cross - Community Care Programs Anglicare Baptist Community Services](#)

[CatholicCare - Aged Care Communities at Work - Home and Community Care](#)

[Goodwin Community IRT In-Home Care](#)

[Uniting Care Ageing](#)

[RSL LifeCare@Home Canberra](#)

[Alzheimer's Australia ACT](#)

[Parentlink - Grandparenting](#)

[Family Relationships Online - Grandparenting](#)

[Women ACT](#)

[Support Asian Women's Friendship Association Inc \(SAWs\)](#)

[Companion Card Translating and Interpreting Service The Salvation Army St Vincent de Paul Society](#)

[Arthritis ACT MS Australia ACT Palliative Care Society](#)

[Respecting Patient Choices - Advance Care Planning](#)

[LifeCircle](#)

[Arranging a Funeral](#)

[Bereavement Services](#)

[ACT Chinese Aged Care Information Service](#)

[Community Multicultural Community Forum](#)

[Positive Ageing in the Company of Animals](#)

Note: information current as at 30 March 2016.

## RESTITUTION

There is no fee to apply for compensation from the Claims Conference, German Ghetto funds and Polish Pension funds. You do not need to pay anyone for application forms and you are not required to obtain assistance in completing and/or submitting application forms.

### **Claims Conference Restitution Funds – Article 2, Hardship and Child Survivor Funds**

#### **Article 2 Fund - Eligibility**

Eligibility under the Article 2 Fund is limited to Jewish Holocaust survivors who:

- were incarcerated in a concentration camp\* as defined in accordance with the German Federal Indemnification Law (BEG) or in a camp or labour battalion; (It is important to note that the persecution must have taken place during specific time periods for the survivor to be eligible) or
- were imprisoned for at least 3 months in a ghetto as defined by the German government; or
- were in hiding for at least 6 months, under inhumane conditions, without access to the outside world in German Nazi occupied territory; or
- were in hiding for at least 12 months under inhumane conditions, without access to the outside world, in Nazi satellite states (Nazi instigation); or
- lived illegally under false identity or with false papers for at least 6 months under inhumane conditions in German Nazi occupied territory; or
- lived illegally under false identity or with false papers for at least 12 months under inhumane conditions in Nazi satellite states (Nazi instigation).

See attached list for latest Jewish Nazi Victim Definition (2013).

This fund is means tested.

Successful applicants for this fund will receive a quarterly payment of €960.

#### **Hardship Fund—Eligibility**

Persecution for the purposes of eligibility in the Hardship Fund include, amongst others:

- deprivation of liberty; or
- flight from the Nazi regime; or
- “restriction of liberty” as defined by the BEG; and/or
- restriction of movement like curfew, compulsory registration with limitation of residence, wearing the Star of David etc.

See attached list for latest Jewish Nazi Victim Definition (2013).

Successful applicants for this fund will receive a one off payment of €2500.

## **Child Survivor Fund**

Applications have been mailed to survivors who the Claims Conference believes may be eligible for the Child Survivor Fund. The Claims Conference gathered information about these survivors from other compensation programs.

Application forms are available for those survivors who did not get a form from the Claims Conference who are eligible

If successful the fund will issue one-time payments of €2,500.

### **ELIGIBILITY**

This fund is open to Jewish Nazi victims who were persecuted as Jews and were born January 1, 1928 or later AND who suffered one of the following types of persecution:

- Were in a concentration camp; or
- Were in a ghetto (or similar place of incarceration in accordance with the German Slave Labor Program); or
- Were in hiding or living under false identity/illegality for a period of at least 6 months in Nazi-occupied or Axis countries; or
- Were a fetus during time that their mother suffered persecution as described above.

The fund is intended to acknowledge the suffering of Holocaust survivors who endured unimaginable trauma in their childhoods, encompassing a range of experiences that included separation from parents, living in hiding with the terror of being caught, privation and abuse in ghettos and even the horrors of concentration camps, where very few children survived.

## **German Ghetto Funds**

### **ZRBG Ghetto Fund:**

The ZRBG fund consists of a monthly pension and in some cases includes a back payment.

The amount paid differs for each applicant

Anyone who was in a ghetto under German control is eligible to apply regardless of the length of time they were held there.

This fund is not means tested.

### **Eligibility**

Current eligibility for the **ZRBG fund** includes the following criteria:

- Applicants must have been paid for the work ie money; food; clothing; accommodation
- The work must have found the work themselves or volunteered to work. Applicants must not have been forced to work
- Applicants must be of 'working' age eg.12 or 13 years and above

- There is no time limit to time spent in the ghetto.

Applicants may also apply for a widow or widower's pension if their deceased spouse was in a ghetto.

### **BADV Ghetto Fund**

Applicants who worked in a ghetto may apply for both the ZRBG pension and the BADV one-off payment of €2000.

Please note: The ZRBG and BADV funds are NOT restitution funds but rather a Pension paid for working in a Ghetto

### **POLISH PENSION**

The polish Government is now paying a pension in Australia to those Holocaust survivors who were born in Poland. If successful this pension is paid quarterly and is approximately \$145.28 per month.

For more information please phone or email Cathy Laurence at Jewish Care (from Monday – Thursday):

Tel: (02) 8305 8026

Email: [c.laurence@jewishcare.com.au](mailto:c.laurence@jewishcare.com.au)

<http://www.claimscon.org/what-we-do/compensation/>

Note: information current as at April 2016.