OUR MISSION

Emmy Monash Aged Care endorses its firm commitment to enrich the lives of our Seniors in a traditional Jewish community environment, by providing the finest quality care and lifestyle choices. Best practice, continuity of traditions and involvement with family are paramount to our ideology.

OUR VISION

We are committed to a sustainable and advanced position as an Aged Care service industry leader with an exceptional offering of high quality services demonstrating innovation, respect, excellence and compassion consistent with the values of our Jewish heritage.

OUR PHILOSOPHY

We foster a culture of respect with all our residents, their families, volunteers, members and the Jewish community. We believe that our Seniors have the right to live with respect, independence, well-being and dignity in a safe nurturing environment. We believe that the rights of our Seniors and their families are fundamental. We foster the continuation of our Seniors’ involvement with traditions and practices of Judaism. We provide cutting edge lifestyle and wellness programs with cherished volunteer and community support to stimulate and enhance our Seniors’ lives. We treasure our highly skilled staff and provide an environment where they are inspired and their input and professional development is stimulated, encouraged and promoted. We greatly appreciate the contribution and support of donors, service providers and the wider community.
Residential Care Options

Emmy Monash provides the following residential care options:

- Emmy Monash Apartments (EMA)
- Low Dependency Residential Rooms — Don and Sonia Marejn Low Care Unit
- High Dependency Residential Rooms — Victor Smorgon Charitable Fund High Care Unit
- High Dependency Extra Services
- Memory Support Residential Rooms — Bierman-Sajet Unit
- Respite Care Low Dependency Residential Rooms

92% of families indicate Emmy genuinely cares for residents.
WHO’S WHO AT EMMY

BOARD

Front (L-R): Karen Wayne, Frank Tisher OAM, Susan Hearst Vice President, Joe Krampel President, Mark Hammerschlag Treasurer / Secretary, Lyn Borowski.

Absent: George Greenberg, Peter Lewinsky, Alan Synman.

MANAGEMENT TEAM
Back (L-R): Naomi Bala Clinical Care Coordinator, Alex Stinerman Maintenance Supervisor, Maureen Shulsinger Community / Volunteer Liaison Manager, Margaret Gelberg Quality Manager, Pamela Bruder Lifestyle / Life Enrichment Project Coordinator, Cynthia Tait Chef / Food Safety Manager.

Front (L-R): Melissa Cossor ACFI / Projects Coordinator, Judy Fetter Donor Relations Manager, Tanya Abramzon CEO, Josh Wonder Finance / Administration Manager, Monica Arango Unit Manager, Shelley Katz Social Counsellor / Placement Services Coordinator.

Absent: Steve Aivaliotis Human Resources Consultant, Susan Rahim EMA Manager / Administrative Supervisor.
Today, 5,000 centenarians live in Australia. By 2055, the Inter-generational Report predicts 40,000 centenarians and rising! As a community we must reposition our services and facilities to meet these increased demands, and I believe Emmy Monash’s strategic planning is reaping rewards for our community as we move forward together.

I am delighted that the dream of Gandel House at Emmy Monash is becoming a reality and the construction phase is progressing so well. This facility will offer the growing number of seniors beautiful new facilities to redefine the style of residential Aged Care and become a community hub across generations.

We must remember, however, the major strength of Emmy Monash is its people, and the services they provide to the seniors of our community. Both John and I are driven by our desire to create a positive and lasting difference in people’s lives, and clearly the combination of outstanding facilities, clinical care and Lifestyle programs will deliver this goal.

In April, I had the pleasure of attending Uszer Kozlowski’s 98th birthday celebration in the EMA Lounge. This included the participation of 20 senior students from Mount Scopus who had developed a friendship with Uszer over the past three years in the Emmy ‘Bridging the Gap’ inter-generational program. The inclusion of students, family, friends and staff in such a dignified and respectful manner was very moving to experience.

This is what makes Emmy so special to me. Jewish traditional values, holistic approach and genuine care of every resident are the keys to success.

Emmy Monash was awarded the 2014 Australian Better Practice Award in Resident Lifestyle Category for ‘The Narrow Bridge’ project. This is in addition to being short-listed as a finalist in the Asia Pacific 2015 Eldercare Innovation Awards for Best Dementia Care Program ‘Art and Memory Through the Senses’. These awards endorse the innovative work undertaken by focused staff and volunteers who collaborate with leading organisations, such as NGV and Melbourne Recital Centre to constantly review programs to improve the quality of life for residents.

Centenarians today were born during World War One and the Russian Revolution. Their lives span the Great Depression, Holocaust, creation of the State of Israel, Menzies, Hawke, Rabin and Howard eras. The opening of Gandel House at Emmy Monash in 2016 strongly reflects my family’s confidence in all that has been achieved at Emmy since 1948 and the repositioning of Emmy to cater for a new generation of seniors.

I am a passionate supporter of Emmy Monash and congratulate the Board of Directors, Management, staff and volunteers on working seamlessly together to achieve exceptional service delivery for the seniors of Jewish Melbourne.

Pauline Gandel, Patron
The emergence of Gandel House at Emmy Monash on Hawthorn Road represents much more than the expansion of accommodation for seniors of our community. The building is the culmination of extensive consultation with the community, staff, health care professionals, families and residents. It reflects cutting edge design from leading architects, engineers, Aged Care specialists and supporters to create a facility which best caters for seniors’ needs for today and tomorrow. Our detailed plans are becoming a reality at the perfect time for our community.

Over this period the Board of Directors, Senior Management and supporters have remained steadfast in our belief that the heart and soul of Emmy is its people. Our mission of offering, ‘innovation, respect, excellence and compassion for all seniors, consistent with the values of our Jewish heritage’, is as relevant today as ever. We will always remember this central focus whilst recognising opportunities for growth and reinvesting in what matters most to reflect trends in an ageing community.

Many of us have friends or family in their 80’s and 90’s. Life expectancy is rising at a steady pace. The Federal Government Inter-generational Report published in March 2015, indicates by 2055 men can expect to live to 95.1 years and women to 96.6 years. Emmy recognised and planned for these trends as earlier highlighted in the Gen08 Jewish population survey and reinforced by the key findings of the 2011 Census on Jewish population demographics in Australia.

We are now ideally placed to cater for this increased demand and new profile of seniors as they seek Jewish residential Aged Care services.

I am particularly grateful to all Board members, the Management Team and generous loyal donors who together are supporting the innovative services and quality care offered at Emmy. Their commitment, compassion, generosity and understanding of Aged Care dynamics is extraordinary and highly valued. The past year has been one of challenges and opportunities, and I am extremely optimistic about our future and immensely proud of the care we provide and the relationships we build across the community.

Jack Gringlas OAM, worked tirelessly over the past year as Capital Appeal Chairman, with purpose and passion to ensure we achieved our dream. Together with the focused Capital Appeal Committee we achieved great success based on the shared belief in the benefits of the Gandel House at Emmy Monash development, and our message has been embraced by generous, loyal donors across our community.

Pauline Gandel, Patron and John Gandel AO have been inspiring in their genuine interest, support and empathy for our community over many years. Their positive encouragement of Emmy programs, partnerships and involvement with Gandel House at Emmy Monash is much admired and appreciated. They are highly valued members of the Emmy family, and together we eagerly look forward to the opening of Gandel House at Emmy Monash in 2016.

Tanya Abramzon CEO, successfully leads our team of professionals and ensures Emmy Monash remains at the forefront of delivering exceptional Aged Care services which honour the diverse, full lives of seniors. Long term visions and strategic plans are only effective with responsible and proactive leadership. Tanya and the Management Team continually push boundaries for the benefit of our residents.

At Emmy Monash we strive to create an environment of pride and tradition for all residents, staff, volunteers and stakeholders. We are applying our strong values and adapting them to the new demands of an ageing population. Our vision for the future of Aged Care is fast becoming a reality.

Joe Krampel, President
CEO’S MESSAGE

Times are changing at Emmy Monash. We recognise the increased demands of an ageing population and as our resident’s needs and expectations change, we deliver revised practices and programs to respond effectively. The past year has seen advances in the construction phase of Gandel House at Emmy Monash, specialist involvement of focused Emmy steering committees, increased community participation and My Aged Care industry reforms which all represent huge strides forward for the Emmy community.

We are one Emmy Monash, and the entire Emmy family will benefit from greater space and facilities which Gandel House at Emmy Monash will provide to complement our award winning care. Feedback from the Shaping Tomorrow survey emphasised the desire for private spaces and enhanced communal spaces to form a community hub for family and friends. In addition, the qualities of empathy, dignity, caring and support are associated with quality clinical care and more than 25% of respondents rated music, art, cultural festivals and learning as very important. Creatively and rigorously we are transforming Aged Care to meet the demands of today and the baby boomers of tomorrow.

Dedicated and focused Board members are committed to reviewing and adapting strong governance to best provide for the current and future needs of seniors in our community, I thank all Board members for their support, professionalism and vision throughout the year.

The Building Steering Committee members, in particular, have contributed enormously in time and expertise to the successful building program undertaken for Gandel House, and this level of dedication is both appreciated and recognised as exceptional.

I am again honoured to be working with President, Joe Krampel who offers advice, wise counsel and direction and has directly assisted across all matters related to the sustainable growth of the facility. Implementing advanced staff structures to best respond to our growth has been a major focus this year, including expanded management portfolios, and I thank all the Board for their vision and professional advice in these areas.

Our philosophy treasures highly skilled staff where they are inspired by strong mentors and enriched through regular professional development. The devoted Management Team lead by example, planning effectively, identifying opportunities for improvement, connecting with residents and offering services with a holistic benefit. Their staff work as a team, respectful and prepared to deliver exemplary care and programs.

Community involvement and fostering a culture of respect with residents, their families, volunteers and staff is central to all we achieve. People make Emmy. The involvement of over 100 volunteers and growing inter-generational involvement represents a sense of vibrancy and positive living which is the envy of other Aged Care providers. Residents are our main beneficiaries and adapting programs and care plans to respond to their needs and interests remain our key motivator.

Prominent industry partners include Alzheimer’s Australia (Victoria), Melbourne Recital Centre, National Gallery of Victoria, Mount Scopus College and a significant group of Educational, Health, Judaic and Research professionals. These bonds have provided mutual insights and benefits for our residents, and offered opportunities to extend interests whilst redefining the perception of seniors to younger generations.

International and National industry recognition reflects Emmy’s prominence as a specialist in Aged Care in Australia and Asia Pacific. Our motivator is clearly to provide the finest quality care and lifestyle choices in a traditional Jewish environment. To receive industry recognition for what we do naturally, every day, is indeed special. In the past year, we received the 2014 Australian Better Practice Award in Resident Lifestyle Category: ‘The Narrow Bridge’. In April 2015, at the Third Asia Pacific Eldercare Innovation Awards, Emmy Monash was a finalist in the Best Dementia Care Program: ‘Art and Memory Through the Senses’. Our prominence in Aged Care Industry awards speaks volumes about the dedication, focus and professionalism of our staff cohort and influence of our industry partners.

My Aged Care Federal Government reforms have been implemented successfully this year to fulfil all industry standards regarding Aged Care services and placements. Significant demands on providers to ensure compliance was undertaken by dedicated Emmy staff from February to June 2015 to ensure a seamless transition to the My Aged Care criteria which became live on 1 July 2015.

The importance of influencing people positively, inspiring their purpose and encouraging extraordinary performance is my shared mission with Management and I am very pleased with the outcomes over the past year. The ‘3 P’s at Emmy’, People, Purpose and Performance, are central to our philosophy and key to our success. Together, we are transforming Aged Care to meet the demands of today and the baby boomers of tomorrow.

Tanya Abramzon, CEO
During the past year we have built on the dreams of our founders and expanded our horizons. Following extensive community consultation, research, evaluation and analysis of data, the Shaping Tomorrow Today theme became central to our 2014 Capital Appeal. The new direction of Emmy Monash was clearly defined and the construction of Gandel House at Emmy Monash transformed from dream to reality.

The success of our Capital Appeal in the 2014–2015 financial year has been excellent, and attracted major commitments from a dedicated group of loyal friends, some connected to Emmy Monash since its establishment in 1948.

Gandel House at Emmy Monash will become a community hub in Caulfield North. It will boast an expansive conference and function room, new synagogue, intimate lounges and dining rooms on every level and offer 83 beautifully appointed residential rooms and 14 suites. Specially designed rooms for Arts, Music, Media, IT, Hair and Beauty, Masterchef Kitchen and welcoming courtyards will enhance the quality of life and choices available for our residents and their families. A new provincial style café will become a vibrant meeting point for Emmy residents and friends.

The Building Steering Committee members: Tom Gorog, Bruce Joske, Alan Synman, Tanya Abramzon, Joe Krampel, Rob Fisher (Aurecon), and Kevin Masci, (Bates Smart), have been committed to outstanding craftsmanship across every facet of the exterior and interior of the building to achieve a refined and welcoming facility for our community. Bates Smart Architects and Icon Builders have worked tirelessly to ensure the highest levels in build quality and style are achieved. Gandel House at Emmy Monash is on time and on budget, with an expected opening date of mid 2016.

The progress from excavation to prominent concrete structure has been achieved from August 2014 to June 2015. The entire Emmy Monash family is looking forward to the advantages of new communal spaces, personalised lounges, landscaped gardens and stylised residential rooms to complement our existing facilities.
CLINICAL CARE
People Make Emmy

Emmy Monash provides best practice clinical care delivered by an expert team of health professionals. Our quality service was highly rated in the Australian Aged Care Quality Agency Audit and impressive results in Emmy Monash resident and family satisfaction surveys reinforced these findings. With an overall satisfaction rating above the industry mean at almost 90%, we are enviably positioned as a premium Aged Care provider on a national level.

A SUPREME APPROACH TO CARE PLANNING
The Emmy philosophy is reflected in our holistic approach to resident health and well-being. Using person-centred principles, our multi-skilled and experienced clinicians work closely with Lifestyle staff to design Supreme Care Plans that specifically tailor to individual needs. These personalised plans build an inclusive clinical and lifestyle biography, gathering information on a resident’s medical status, life experiences, personality, key interests and any other specific needs. We capture and regularly review their Supreme Care Plan to best respond to changes in often complex health issues.

CARE HIGHLIGHTS AT EMMY
- Our Specialist Memory Support Unit provides broad spectrum clinical care and social enrichment throughout varying stages of dementia. Team members receive training in ‘Dementia Care Mapping’, a method to observe people with dementia and evaluate their level of well-being. Emmy Monash recognises the number of seniors with dementia in Australia is on the rise, often with other complex health conditions. Around 345,000 people in Australia are affected by dementia at present, and Alzheimer’s Australia predicts this could increase to an alarming one million by 2045. Emmy Monash is strategically planning to allocate additional beds to our Memory Support Unit when the capacity of our facility is expanded in 2016 to respond to an increased demand in our community.
- Our Falls Prevention program implements focused strategies to minimise residents risk of injury, as preventing falls is crucial to preserving the stable health of our Seniors. Statistics are monitored on a monthly basis and are consistently low, reflecting some residents are becoming less mobile as they become more fragile. The Quality of Medicine Audit on Risk and Falls Medications is closely analysed to ensure those ‘at risk’ are protected by best practice in this area.
Champions for Skin Integrity practices are regularly monitored to assess the outcomes of latest techniques in wound control and keep a strict review of any skin related issues amongst residents. Skin tears decreased over the past year which correlates with the lower number of falls.

Our Pain Management program is designed to support residents facing the challenge of chronic pain, equipping them with strategies to manage it more effectively and improve quality of life through physical therapy and dedicated counselling. Physiotherapists have been more widely consulted as a result of this focus.

Physiotherapy and podiatry services have been more significantly utilised during the year with strong increases in associated care satisfaction measures.

DEXA scanning amongst residents has continued to improve awareness, identification and treatment of osteoporosis. The mobile van with a sophisticated scan machine offers opportunity in preventative diagnosis.

Consultant pharmacists assess medications effectively and provide education to our clinicians on best practice medication management.

Hearing Australia offer regular on site assessment and review of our residents.

Start the Conversation was the focus of a dedicated awareness week on Palliative Care, launched in October 2014. The information sessions, presented by highly trained Palliative Care nurses, enabled supportive, sensitive and practical discussions with residents and families. Consistent with our ageing in place focus, residents receive individualised end-of-life care with family involvement and support. Our Palliative Care Team includes two nurses with specialised training in the Program of Experience in the Palliative Care Approach (PEPA).
EMMY MONASH AGED CARE

RESPITE AND ADMISSIONS: A NEW BEGINNING

Emmy Monash continues to attract strong demand for Respite and Permanent Admissions. Our Admissions Team includes a fully qualified counsellor, and fosters a welcoming culture and seamless transition for new residents and families. They adopt a personalised approach throughout the resident journey with planning that is individual, responsive and sensitive.

The recognised benefits of Respite has resulted in increased demand over the past year for permanent placements at Emmy and wait-list registration for Gandel House at Emmy Monash, opening in mid 2016. Respite offers seniors time to experience the advantages of residential Aged Care at Emmy, the Lifestyle programs, socialisation, nutritious meals and individualised health care.

The Medications Audit during 2014–2015 achieved best outcomes in administrating medications as determined by resident’s needs by increasing the percentage of used PRN’s and rationalising or reducing unused PRN’s.

Emmy Monash has ranked best performing compared with 122 Aged Care facilities and 7,600 residents serviced by DMI Pharmacy Consultants for two consecutive years.

Quality Performance Benchmarking (QPS) recommended Emmy Monash as a model for other Aged Care facilities to aspire. QPS recognises Emmy as an excellent performer in the Quality Use of Medications. Data is collected and analysed by Angel Trend and the Emmy Pharmacy and Therapeutics Committee audits our medication systems and benchmarks regularly against other facilities.

The level of cooperation and feedback between Emmy staff, medical practitioners and pharmacists, their focus on individual case conferences and personhood approach have all contributed to this outstanding result. Residents benefit from extremely low incidents of error regarding medication administration and pharmacy.

RESIDENT ADMISSIONS IN 2014–2015

RESPITE PLACEMENTS IN 2014–2015

EMMY TOURS CONDUCTED IN 2014–2015

ENQUIRIES FOR RESIDENTIAL CARE IN 2014–2015

| 18 | RESIDENT ADMISSIONS IN 2014–2015 |
| 48 | RESPITE PLACEMENTS IN 2014–2015 |
| 138 | EMMY TOURS CONDUCTED IN 2014–2015 |
| 200 | ENQUIRIES FOR RESIDENTIAL CARE IN 2014–2015 |
AWARD-WINNING PROGRAMS
AT EMMY

- ElderCare Asia Pacific Innovation Awards for Best Dementia Care Program: ‘Art and Memory Through the Senses’, short-listed from hundreds of entries as one of six finalists for this prestigious accolade.

- Australian Aged Care Quality Agency Better Practice Award: ‘The Narrow Bridge’, an art and drama program that linked local students with residents to write, produce and act in a film.

- Best National Corporate Video at the Australian Video Producers Association Awards for our Shaping Tomorrow Today promotional video prepared for the Gandel House Capital Appeal Launch.
JULY 2014
Excavation begins for Gandel House at Emmy Monash

AUGUST 2014
Well-being session by Canadian Dr Bernie Warren

SEPTEMBER 2014
KDS visit strengthens Evelyn Sharp’s family connection to Emmy

OCTOBER 2014
Shabbat Project Challah Bake included Stephanie Kallenbach, Riva & Michelle Harris

NOVEMBER 2014
Volunteer Award recipients Phil & Ruth Symons

DECEMBER 2014
Chanukah Family Day enjoyed by Hazel & Stan Goldman
JANUARY 2015
Maccabi Community Day attracted 50 youth & residents including Esther Wise

FEBRUARY 2015
World Interfaith Harmony Day participant Ita Benchaim

MARCH 2015
Coco’s Lunch from the Melbourne Recital Centre performs in Lewinsky Plaza

APRIL 2015
ANZAC Centenary speaker Lt Jeremy Fetter with Rabbi Ralph Genende

MAY 2015
iPad Connect program Launch

JUNE 2015
Gandel House at Emmy Monash taking shape
Emmy Monash maintains a diverse and dynamic Lifestyle program across all levels of care. Our mission to provide best practice, continuity of traditions and involvement with family is paramount to our ideology and reflected in all Lifestyle and Life Enhancement programs. Modelled on the Montessori approach, we help guide people to maintain or regain both physical and mental capacity through continuing the activities of daily living, particularly those with cognitive or memory issues. This approach recognises the self-worth, empowerment and value of the individual.

LIFESTYLE PROGRAMS

Our dynamic Lifestyle programs encourage social, physical and intellectual involvement that keeps our Seniors engaged and inspired.

This year’s Lifestyle programs included:

- **Morning Melodies** singing group attracts residents from EMA and Low Dependency in Lewinsky Plaza. Devoted volunteers lead the session on piano while songs are sung in Yiddish, English, Hebrew and French.
- **Current Affairs** discussions.
- **Garden and horticulture club.**
- **Zumba sessions** with wellness and relaxation emphasis.
- **Sunday concerts.**
- **Emmy Private Mini Bus** offering visits to Port Phillip Bay suburbs, Malvern Central, NGV and individual outings. The mini bus was kindly donated by Leon and the late Judy Goldman.
- Two violinists from the **Australian Chamber Orchestra** performed at Emmy Monash in June to inspire our residents and staff. This concert was generously funded by Gandel Philanthropy.
- **iPad Connect program** encouraging residents to stay connected with family, friends and interests by developing skills on iPads.

LIFE ENRICHMENT PROGRAMS

Through strong community connections, our high-calibre Life Enrichment programs provide stimulation through sensory enrichment using creative, expressive arts-based activities at all levels of care. Evidence suggests that expressive arts have a positive impact on therapeutic outcomes.

This year’s Life Enrichment programs included:

- **Art and Memory Through the Senses program** created at Emmy for our residents was recognised at the Eldercare Asia Pacific awards as a top six finalist in April 2015. This was a major achievement for Emmy this year. ‘Art and Memory Through the Senses’ involves multi-sensory immersion with works of art as a focal point. In collaboration with the NGV, during planned visits our Seniors choose a painting and re-create it using various materials and forms of expression, including poetry, music and art. Inter-generational involvement with students from Wooranna Park Primary School enhances the total experience. The finalist award recognises that Emmy Monash utilises innovation to improve the way seniors age, as recognised as best practice in the Asia Pacific region.
- **The Narrow Bridge Film program** which was awarded the Australian Aged Care and Quality Agency Better Practice Award 2014. As only 37 awards were given from a pool of 3,000 agencies nationally, this is indeed impressive for Emmy. ‘The Narrow Bridge’ is a story based on the life of children and elders through the shared, contrasting experience of childhood. Our Seniors inspired children from Wooranna Park Primary School with their life experiences and utilising art and film redefined common themes across generations.
- **The Melbourne Recital Centre** strengthened their partnership with Emmy Monash through the **Share More Music program.** This encourages residents to attend world-class music matinee concerts at the Recital Centre and thus reconnect actively with the wider community. In addition, it encourages professional artists to perform for our residents at Emmy.
A Cappella group, Coco’s Lunch from the Melbourne Recital Centre, performed captivating harmonies in two concerts in the Lewinsky Plaza. Wooranna Park Primary School students also joined our Seniors for the performance, a huge hit for all.

Our weekly painting group recreates the full art studio experience to stimulate and engage our Seniors. The art program is particularly valuable for those in our Memory Support Unit, and is designed in collaboration with NGV.
HEART & SOUL OF EMMY
Volunteers, Community & Culture

VOLUNTEERS
There is a long history of volunteer involvement at Emmy. This vibrant volunteer culture is an identified unique strength of Emmy Monash. A group of over 100 and growing, they contribute to many Lifestyle activities and daily care services. Volunteers of all ages are inspirational as they illuminate the lives of our residents with their warm, dynamic approach.

Volunteers support a growing range of programs and services across the organisation:

- **Administrative support** is provided by several dedicated volunteers, who have extensive office management, organisational and IT skills and contribute enormously to the Emmy community.

- **Books Out Loud** focuses on sharing literature over a broad range of topics and is organised by dedicated volunteers on a weekly basis.

- **Bridging the Gap** are inter-generational programs that create new opportunities for youth and seniors to connect through shared interests. Our inter-generational focus with regular Mount Scopus College and Bialik College students offers residents involvement in music, the arts and current affairs programs and redefines the student’s perception of seniors as a result.

- **Busy Bodies** is a weekly exercise class initiative with a holistic approach, encouraging ongoing movement to build the fitness and ultimate well-being of our residents led by a volunteer with physiotherapy background.

- **emMYkids** is a new inter-generational toddlers program bringing mother’s and their young children to a play session at Emmy, coordinated by dedicated volunteers.

- **iPad Connect program supported by Gandel Philanthropy** involves personalised training sessions to demonstrate iPads as a tool for seeking information of interest and connecting with family and friends, assisted by professional IT trained volunteers. The Telstra Ambassadors have also contributed to the success of this program over the past year.

- **Meet and Greet** is a monthly, volunteer-hosted ‘warm welcome’ morning tea for new residents. Those in respite and those with ongoing complex needs benefit from this special support. This creates special bonds, friendships and meaningful connections for people new to Emmy Monash.

- **Mini Bus driving and training sessions** undertaken by experienced volunteers.
Morning Melodies is a much-loved musical activity led by dedicated volunteers. Popular and well attended across all Emmy care units, Judaic and contemporary-themed music is enjoyed to unite everyone in song, creating an inclusive, positive and engaging experience for all.

Walkie Talkie is a new initiative which encourages residents to exercise with our volunteers for a session of ‘walking and talking’. This offers the opportunity to improve fitness, enjoy the outdoors and connect with a social chat.
JEWISH LIFE

Jewish identity, traditions and values are central to our holistic approach to care at Emmy. The importance of Jewish festivals and life cycle events, in addition to inter-generational activities with Jewish Day School students, ensure the vibrancy of Jewish life continues everyday.

Shabbat services and all Jewish festivals are celebrated in the Goldschlager Family Synagogue. Rabbi Stern, our devoted resident rabbi, ensures participation from interested residents and welcomes families to join them at services. He is involved in pastoral care visits across all units to offer emotional and spiritual support to the entire Emmy family.

Proud affiliation with Israel and Jewish people across the world is encouraged at Emmy. Continuity of Jewish life encompasses traditional food, discussion sessions and current affairs with Jewish themes. Over the past year, Rabbi Ralph Genende, Sam Moshinsky OAM and Helen Light AM have lead regular discussions to weave together Jewish themes and practices across generations.

Volunteers have participated in Jewish News readings and discussions with residents on a weekly basis. Residents, volunteers and the Emmy community participated in the Challah Bake and Mitzvah Days to actively engage in these key community days on the Australian Jewish calendar. Residents have welcomed students from Mount Scopus College, Bialik College, Yavneh College and Beth Rivkah Ladies College to reinforce resident’s Jewish identity and ensure all Emmy residents stay connected to the rhythm of Jewish life in Melbourne.
CLUB L’CHAIM

Club L’Chaim offers a new lease on life for seniors of the extensive Emmy Monash community. It encourages people who live independently to interact socially and participate in interest based activities and expand their horizons.

A myriad of activities were held over the past year including:

- Chanukah celebration with food and music
- Jewish Museum visit to the Andy Warhol exhibition
- Country day at Alara Estate Flinders
- Prominent speaker session reflecting 100 years of ANZAC’s
- Australian Chamber Orchestra performance at Melbourne Hebrew Congregation
- Mother’s Day Lunch held at Central Shule Hall
- Princess Theatre outing to ‘Anything Goes’

Club L’Chaim encourages new friendships and social bonds. A club atmosphere, sense of belonging and planning ahead for forthcoming events, offers a positive outlook for all participants and as a result, members of Club L’Chaim has grown steadily over the past year.
A GREAT PLACE TO WORK

Our staff enjoy working at Emmy Monash and are valued members of the Emmy family. The 2014 Employee Satisfaction Survey indicated 93% of staff agreed that they were proud to work at Emmy. Staff retention is high and the loyalty of our staff members is reflected in longer average tenure and minimal use of agency staff. This translates to better outcomes for our residents. Continuity and quality of care is maximised as the same staff members develop in-depth knowledge of resident care requirements and offer a personalised holistic approach.

Staff professional development is targeted and frequent for staff to upskill and remain at the forefront of new techniques and processes to assist our residents. Emmy staff work with residents not for the residents. The difference is an effective partnership based on empathy and best practice, which is the envy of other Aged Care providers.

STAFF EDUCATION (HOURS)

A SIGNIFICANT INCREASE IN STAFF PROFESSIONAL DEVELOPMENT

<table>
<thead>
<tr>
<th>Year</th>
<th>Hours (HRS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014–2015</td>
<td>2,350</td>
</tr>
<tr>
<td>2008–2009</td>
<td>551</td>
</tr>
</tbody>
</table>

EMMY STAFF LOYALTY (HOURS)

A DECREASE IN AGENCY STAFF REFLECTS A LOYAL & COMMITTED WORKFORCE

<table>
<thead>
<tr>
<th>Year</th>
<th>Hours (HRS)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2014–2015</td>
<td>772</td>
</tr>
<tr>
<td>2008–2009</td>
<td>1,380</td>
</tr>
</tbody>
</table>
FOOD AT EMMY

Food creates a zest for life at Emmy. Fresh, appetising and creative food is linked to boosting emotional and physical health. A variety of food is passionately made in-house where approximately 2,000 meals are cooked and served to over 90 residents every week. We carefully prepare and customise meals for specific dietary requirements to best cater for each resident. We regularly engage nutritionists for specialist dietary input and tailor meal solutions with nutritional supplements as required.

Regular Food Focus Groups review all menus and value resident and family feedback. Data from the 2014 Relatives Satisfaction Index on the Meals and Dining indicator scored over 80% over all care units at Emmy. This is significantly higher than industry standards. The introduction of Enhanced Dining Experience has refined meal service over the past year.

Partners

Emmy Monash partners open a world of university research, innovation and inter-generational relationships. We gratefully acknowledge:

- Alzheimer’s Australia (Victoria)
- Beth Rivkah Ladies College
- Bialik College
- B’nai B’rith Foundation
- Jewish Community Council of Victoria
- Jewish Holocaust Centre
- Melbourne Recital Centre
- Monash University
- Mount Scopus Memorial College
- National Council of Jewish Women of Australia (Victoria)
- National Gallery of Victoria (NGV)
- Ohel Chana
- Rabbinical College of Australia and New Zealand
- Sholem Aleichem College
- St Vincent’s Hospital Community Art Gallery
- Swinburne University of Technology
- The King David School
- The University of Melbourne
- Wooranna Park Primary School
- Yeshivah College
It is with great pleasure that I again present the Treasurer’s Report of Emmy Monash Aged Care Inc. for the financial year 30 June 2015.

It is a great credit to Tanya Abramzon and her team that I am able to once again report a financial surplus for this past year. In what has been a year that has seen the strategising, planning and design of our new facility literally ‘come out of the ground’, I cannot emphasise enough the input and energy that Tanya and her team have had to put into all aspects of the ongoing business of Emmy, as well as the redevelopment, to make it all work and provide the level of care everyone has come to expect.

Over the past year the Finance Team have completed the financial arrangements with the Bank of Melbourne to ensure that we have the facilities in place to fund the redevelopment and draw on our finance facility as and when required. At the same time, we have ensured that we have retained our occupancy levels and the high level of care we provide to our residents and also continually manage our costs and processes to maintain a financial surplus so as to ensure that we can uphold our commitment to our residents.

I also compliment the dedication of our Foundation Directors in ensuring that the Capital Appeal achieved its fundraising objective and the Development Office in following up with the collection of the commitments. I again have to highlight the support of the community. It is encouraging and in fact a compliment to be able to serve a community that supports its community organisations the way ours does.

I remind our stakeholders that it is an accounting requirement that all donations received be treated as operating income, even when these donations may be intended for capital improvements and not for recurring expenditure.

In closing, I wish to thank the staff, volunteers and Board of Emmy Monash for their continued support and dedication. This commitment ensures Emmy Monash is seen as a leader in the Aged Care industry and remains a home away from home.

Mark Hammerschlag, Treasurer
### FINANCIAL REPORT

#### SUMMARISED CONSOLIDATED STATEMENT OF PROFIT OR LOSS AND OTHER COMPREHENSIVE INCOME FOR THE YEAR ENDED 30 JUNE 2015

<table>
<thead>
<tr>
<th>Description</th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue</td>
<td>11,724,196</td>
<td>10,580,629</td>
</tr>
<tr>
<td>Employee benefits expense</td>
<td>(6,664,412)</td>
<td>(6,445,156)</td>
</tr>
<tr>
<td>Depreciation and amortisation</td>
<td>(874,407)</td>
<td>(863,680)</td>
</tr>
<tr>
<td>Repairs and maintenance expenses</td>
<td>(231,634)</td>
<td>(251,512)</td>
</tr>
<tr>
<td>Subcontracting expenses</td>
<td>(334,642)</td>
<td>(311,270)</td>
</tr>
<tr>
<td>Food expenses</td>
<td>(351,764)</td>
<td>(320,667)</td>
</tr>
<tr>
<td>Electricity and water expenses</td>
<td>(116,044)</td>
<td>(129,775)</td>
</tr>
<tr>
<td>Laundry and dry cleaning expenses</td>
<td>(109,582)</td>
<td>(108,251)</td>
</tr>
<tr>
<td>Medical supply expenses</td>
<td>(226,095)</td>
<td>(206,308)</td>
</tr>
<tr>
<td>Other expenses</td>
<td>(952,891)</td>
<td>(1,090,310)</td>
</tr>
<tr>
<td>Finance costs</td>
<td>(68,112)</td>
<td>(142,065)</td>
</tr>
<tr>
<td><strong>Profit for the year</strong></td>
<td>1,794,613</td>
<td>711,635</td>
</tr>
<tr>
<td><strong>TOTAL COMPREHENSIVE INCOME FOR THE YEAR</strong></td>
<td>1,794,613</td>
<td>711,635</td>
</tr>
</tbody>
</table>

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.

#### SUMMARISED CONSOLIDATED STATEMENT OF FINANCIAL POSITION AS AT 30 JUNE 2015

<table>
<thead>
<tr>
<th>Description</th>
<th>2015 $</th>
<th>2014 $</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash and cash equivalents</td>
<td>17,822,973</td>
<td>25,764,824</td>
</tr>
<tr>
<td>Trade and other receivables</td>
<td>2,099,990</td>
<td>1,636,758</td>
</tr>
<tr>
<td>Other assets</td>
<td>39,582</td>
<td>36,023</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT ASSETS</strong></td>
<td>19,962,545</td>
<td>27,437,605</td>
</tr>
<tr>
<td>Property, plant and equipment</td>
<td>9,576,269</td>
<td>10,297,304</td>
</tr>
<tr>
<td>Investment property</td>
<td>34,730,893</td>
<td>19,702,227</td>
</tr>
<tr>
<td>Intangible assets</td>
<td>3,600,000</td>
<td>3,600,000</td>
</tr>
<tr>
<td><strong>TOTAL NON-CURRENT ASSETS</strong></td>
<td>47,907,162</td>
<td>33,599,531</td>
</tr>
<tr>
<td><strong>TOTAL ASSETS</strong></td>
<td>67,869,707</td>
<td>61,037,136</td>
</tr>
<tr>
<td>Trade and other payables</td>
<td>42,580,581</td>
<td>37,684,264</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>718,594</td>
<td>629,119</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>43,299,175</td>
<td>38,313,383</td>
</tr>
<tr>
<td>Employee benefits</td>
<td>295,392</td>
<td>243,226</td>
</tr>
<tr>
<td><strong>TOTAL NON-CURRENT LIABILITIES</strong></td>
<td>295,392</td>
<td>243,226</td>
</tr>
<tr>
<td><strong>TOTAL LIABILITIES</strong></td>
<td>43,594,567</td>
<td>38,556,609</td>
</tr>
<tr>
<td><strong>NET ASSETS</strong></td>
<td>24,275,140</td>
<td>22,480,527</td>
</tr>
<tr>
<td>Settled sum</td>
<td>100</td>
<td>100</td>
</tr>
<tr>
<td>Reserves</td>
<td>10,849,478</td>
<td>10,849,478</td>
</tr>
<tr>
<td>Retained earnings</td>
<td>13,425,562</td>
<td>11,630,949</td>
</tr>
<tr>
<td><strong>TOTAL EQUITY</strong></td>
<td>24,275,140</td>
<td>22,480,527</td>
</tr>
</tbody>
</table>
EMMY SUPPORTERS

People Make Emmy

WE PROUDLY ACKNOWLEDGE OUR GENEROUS SUPPORTERS WHO ARE CONTINUING THE MISSION AND VISION OF EMMY MONASH INTO THE FUTURE.

PATRON OF EMMY MONASH
Pauline Gandel

LIFE MEMBERS
Betty Dreyfus  Mary Dunn
Frieda Epstein  Ilse Epstein
Eva Erdi  Les Erdi OAM
Ilse Felder  Peter Felder
Ron Felder  Joe Hellen
Judy Hellen  Bruce Joske
Joe Krampel  Michele Lasky
Marianne Lewinsky OAM  Peter Lewinsky
Betty Lipton  Dina Munzer
Mark Munzer  Dina Munzer
Irene Popper  Susan Hearst
Karen Wayne  Hilde Weill

PATRON DONOR
Ellen Bando
Bierman Charitable Trust
Eva & Les Erdi OAM
The Gandel Family
Josef & Judith Hellen
The Estate of Hilda Loewy
Dina & Mark Munzer
Evelyn & Ron Sharp
Victor Smorgon Charitable Fund

GOLD DONOR
Anonymous (2)
Bloomfield Foundation
Bursch Family
Cemal & Perinay
Cowan Family
Deb & John Young
Deborah & John Wombell
Dr. & Mrs. David & Patricia Yellin
Edith & Henry Fields
Edith & Barry Green
Eliezer & Flora Ginzber
Elizabeth & Sidney Gordon
Elise Harry Fischer
Ephraim & Susie Ehrmann
Zelman & Diana Elton & Family
Leo & Mina Fink Fund
Felder Family
Eva & Tab Fried
Jennifer & Tom Gorog
Gringlas Family Charitable Trust
Heselev Family
Agota Ivany
Kastelan & Castelan & Leighton Family
George & Patricia Kline & Family
Kramapel Family
Eve & Jascha Landman & Family
Rae & Simon Leivenzon
David Mandle Family
Moshe & Miri Meydan
Harry & Rita Perelberg
The Estate of George Hans Reinisch

SILVER DONOR
Anonymous (2)
AG Construction Group
P & S Bassat Foundation
The Jack Brockhoff Foundation
Henri & Eva De Jong
Gertie Dodge
Dubs Family
Linda & David Goldberg
Susan & Gary Hearst
Joske/Frey Family
Julie & Simon Kessel
Michele & Graham Lasky
Lyn & Michael Lawrence & Family
Lord Mayor’s Charitable Fund
Majlis Family
Dennis & Fairlie Nassau
The Pratt Foundation
The Estate of Eva Reich
Lyn & Irvin Rockman CBE
Andrew & Judy Rogers & Family
The Estate of Wolf Rubin
Yoko & Adam Ryan
Judge Nubert Stabey & Rosa Stabey
Alan Synman Family Charitable Trust
Wiener Family
Abe & Marlene Zelwer

PLATINUM DONOR
Eric Bauer
The Estate of Elise Harry Fischer
Judy & Leon Goldman
Family Goldschlager
The Estate of Francis Feri Goodman
Max & Lucyna Kestin & Family
Henry & Dinah Krongold & Family
The Family of Leib & Ruth Lewi
Helen & Bori Liberman Family
Frank & Valerie Lobell
Colin & Gillian Mandel
Sonia & Don Marejn
Aurthur & Edith Myrants
Greg Rosshandler & Family
Silberscher Family
The Estate of Pawel Sztylerman
Ronny & Sarah Tatarka & Family
Miriam & Frank Tisher OAM & Family
BRONZE DONOR
Anonymous (4)
Cheryl & David Baer
Ursula Becher & Family
Lewis Bell
John & Rina Birner
The B’nai B’rith Foundation
Family of the late Wolf Borowski
Sir Zelman & Lady Anna Cowen
Ilse & Fred Epstein
Robert & Ruth Epstein
Anne & Alan Fainman
Children of the late Mack & Rachel Firer
Gandur & Harris Families
Rodney & Deena Goldbloom & Family
Deborah & Graham Goldsmith
Grosman Family Foundation
Danny & Renay Hammerschlag & Family
Mark & Brenda Hammerschlag
Family of the late Arie Kalman
Stella Grave & Jenny Klepfisz
Riva & Mory Kiper
Bindy & David Koadlow
Mira & David Kolieb & Family
Kiger Partners
The Estate of Edith Langsam
Helen & Jeffrey Mahemoff AO & Family
Nadler Family
The Estate of Pejsach Nudelberg
Sam & Ruth Parasol & Family
Gary Peer & Associates
Sandra & Ian Raizon
Julius Rath
William & Rita Rogers Charitable Foundation
Daphne & Harold Saltzman
Greg Shalit & Miriam Faine
Arthur & Musia Shafir
Gerald & Lorraine Shapiro
Family of the late Alma Slawik
Sam Smorgon AO & Minnie Smorgon
Spotlight Foundation
Family of the late Rose Stach
The Estate of George & Georgette Steinic
Kevin & Suzanne Slomoi
Debbie & Stephen Szental Family
Sarah Szental
Szykman Charitable Foundation
Karen & Victor Wayne & Family
Sam & Raymonde Webb
Bradley & Tami Wein
Family of the late Adele Zamek
David & Sue Zygier & Family
MAJOR DONOR
Anonymous (5)
Aged Persons Welfare Foundation
Jack & Yvonne Alterwein
Bachrach Charitable Trust
Herbert Baer
G Brooke Hutchings Bequest,
managed by Perpetual Trustees
Gerry Bullon & Susie Ashkenazi
Henry Carew
G & F Castan Families Charitable
Foundation
Harry Cohnen
John & Rene Eisner & Family
Yehuda & Klara Fishman
Reuben Glass & Ann Cebon-Glass
The Estate of Alfred Goldschlager
Selwyn & Hannah Greenberg
Gross Waddell Pty Ltd
The Estate of William David Herr
Alice Halasz
Isobel Hill Brown Trust,
managed by Perpetual Trustees
Felix & Dora Hiller
Charles & Leah Justin
Gillian Kaplan
Carol Kennett
Arthur & Marianne Klepfisz
Ken & Carol Klooger
Barbara & Barry Landau
Family of late Hans & Lore Lange
Stephen & Eva Layton
Ruth & Grahame Leonard AM
Lowe Lippman Chartered
Accountants
Helen Macpherson Smith Trust
Dani & Arnold Mahernoff
Leon Pakin & Family
Pla Family
Norman F Pollack
Harry & Marion Raitman
River Capital Foundation
John & Monica Shalit
Izrael & Gerda Urbach
Sam & Sonia Wajcman & Family
Family of the late Malvine Worth
BEQUESTS
Estate of Leslie Myers
Estate of Sophia Salamon
Highlighted names recognise those who made a significant
Capital Appeal contribution to Gandel House at Emmy Monash.
PEOPLE MAKE EMMY

Emmy Monash Aged Care Inc.
ABN 64 022 404 782
518–526 Dandenong Road, Caulfield North VIC 3161
P 03 8508 9300  F 03 9509 6176  E info@emmymonash.asn.au
www.emmymonash.asn.au

Designed by Ckaos