

Emmy Monash
Aged Care



ANNUAL REPORT
2019-2020



*Redefining the
aged care experience...*

Our vision

Excellence in care. Living life to its fullest.

Our mission

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

Our philosophy

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

HOW TO USE THIS INTERACTIVE PDF

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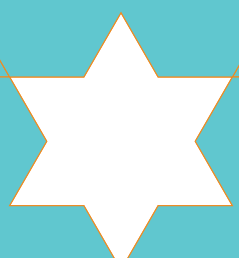


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Note: Many photos in this Annual Report were taken prior to COVID-19 restrictions.





Joe Krampel AM

President's message

Excellence in care has always been at the forefront of operations at Emmy Monash. This year it has truly been tested. Thankfully, our strong leadership team, loyal staff and trusting community have helped us maintain the high standards we are known for.

COVID-19 has brought massive challenges to the aged care industry and its impact has been widespread and devastating. It is important to acknowledge how the Emmy team, under Tanya's leadership has reacted. I feel immense pride when I see how quickly they responded to the constantly changing landscape and we should never underestimate their contribution.

Our Leadership Team adopted a conservative approach from the beginning of the pandemic. This, in my opinion, has been the main reason we have remained infection-free thus far. We are in an enviable position; however, we must maintain our continued efforts to ensure this remains the case.

Emmy Monash is fortunate to have an incredible network of community partnerships providing inter-generational programs, palliative care support, training, streaming of religious services and much more. Their contribution is so important to the wellbeing of our residents.

COVID-19 has created many unanticipated costs which have been largely met by Emmy's loyal and generous donors. They have provided unprecedented support during this period enabling us to maintain our exceptionally high standards. You are all a vital lifeline to Emmy's present and future success. Thank you.

The Emmy Board has used this period to improve the way we operate. We have strengthened our governance practices, IT infrastructure and enhanced Board training. We have driven continuous improvement across departments, allowing us to maintain the excellent standards for which we are highly regarded.

As Vice President and Chair of the Governance Committee, Rod Nirens has taken an active role in ensuring our ongoing operational success. His knowledge, experience and drive, as always, have been invaluable.

Our CEO Tanya Abramzon has led our incredible team with confidence and agility. She has a very capable leadership team supporting her, and I thank them for their commitment.

To my Board of Directors — thank you for your continued dedication and guidance, especially in such challenging times as these. Thank you to our Patron, Pauline Gandel AC, whose support is unwavering.

I also wish to thank our residents' families for placing their trust in us. This has not been an easy situation to navigate — and I thank them for understanding that our decisions are made with the wellbeing of their loved ones as our primary concern. Without this alliance, the situation would have been very different.

Emmy Monash operates in an industry that is going through the most difficult period in its history. The chronic underfunding for almost a decade has left it under-resourced and resulted in outcomes that would have been unimaginable many years ago. Without serious reforms the industry will not be able to deliver the quality of care that the community has a right to expect.

Together we should all look forward to a robust response from the government after the Royal Commission hands down its final report next year. We hope to see substantial additional funding from the government, greater availability of suitably qualified staff through better training programs and an overhaul of governance and oversight.

The support of our community has never been more essential, and I am sure that together, we will always strive to offer the very best of care.

I maintain my hope that the future will be filled with many positive milestones. It is reassuring to know that we truly are all in this together.



Tanya Abramzon

CEO's message

In my time at Emmy I have never experienced a year quite like this one. While this roller-coaster we have been riding has not yet ended, there is no doubt we will emerge stronger as a result.

For the first half of the year it was full steam ahead with Emmy taking its place as a vibrant community centre. Whether it be through our Family Chanukah Day, a visit from the Harvard Krokodiloes or our intergenerational Safta Program — community engagement thrives at Emmy.

These 'normal' times were short lived as COVID-19 became a reality in Victoria from January this year. No one could ever have anticipated the challenges that lay ahead for us and yet we met them head on and proved that we are ready to take on anything that comes our way.

Through all that 2020 has thrown us, I am profoundly touched by the resilience and strength shown by our team and our close-knit community. This is what Emmy is made of — dedicated, compassionate professionals who do not shy away from a stressful situation. Instead they roll up their sleeves and exceed expectations, continuing to place Emmy Monash at the forefront of the residential aged care industry.

This year in particular, I have seen and heard amazing stories from family members, residents and other staff about the efforts of our team. Whether the staff used their personal phones to connect residents and families on a video call, comforted a lonely resident after their shift finished or supported a colleague who was having a tough day — each team member is to be congratulated for their care and reliability.

Equally touching is the abundance of letters of gratitude we have received from family members, thankful for how we have protected their loved ones from a highly infectious global virus. I trust those families know how much their messages and phone calls mean to everyone at Emmy.

As the landscape continuously changed, our team remained agile. At times this meant traditional roles had to morph to accommodate restrictions. Despite every change and new hurdle, everyone remained positive and developed creative solutions.

For instance, residents led festival services when the Rabbi was unable to visit.

Our catering team baked the challah each week when residents couldn't meet in large groups to make it themselves.

Our Culture Community and Wellbeing team changed the program to ensure activities were accessible to all.

And volunteers visited virtually to continue their regular programs.

Staff recognition will always remain a key focus, and last year I was pleased to introduce the CEO Award as part of our Emmy Awards night.

We will continue to seek new ways to recognise the efforts of the Emmy team. I am overwhelmed by the strength this loyal and dedicated group of professionals have shown this year.

I take this opportunity to thank our President, Joe Krampel AM, and the Board of Directors for their guidance, expertise and faith in my leadership. Operationally, the Leadership Team have shown incredible initiative and direction and I thank them for their continued support.

Emmy families and residents have trusted us to make the right decisions. I am very grateful for this support through such difficult times.

To the Emmy team who have continued to come to work each day with a smile, thank you for keeping us all safe.

This year's events have shown the resilience of our community and the strength of its foundations. We are a robust organisation and will continue to grow and redefine aged care. This experience has strengthened our resolve and we are full of positivity for what lies ahead. Our future is bright.



Pauline Gandel AC

Patron's message

Pride and gratitude. That's what I feel when I think of the work Emmy Monash does for its residents. The team goes to immeasurable lengths to ensure the comfort of our Jewish seniors. I can't express how appreciative I am to be part of such a caring community.

Emmy Monash is a truly special place. I know I'm not alone when I say that we, as a community, are incredibly fortunate to have a prestigious aged care facility on our doorstep.

In my eyes, Emmy Monash isn't just a beloved organisation because of the plethora of programs, high-quality facilities and exceptional care. As home to two of my close relatives, it also holds very personal meaning.

My family members live fulfilling lives, which is all thanks to the calibre, professionalism and compassion of the Emmy team. I sleep peacefully at night knowing that they — just like all other residents — are in the best hands possible.

I am lucky enough to be involved in many of the organisation's events and programs, all of which contribute to our strong culture of camaraderie, inclusion and community. A standout example was the wonderful Chanukah Family Day, which was full of warmth and spirit. It is this type of fellowship that Emmy is so well known for.

Likewise, as a supporter of the Duldig Studio program, it was incredibly rewarding to see the outcomes of this initiative firsthand when my husband John and I visited in December. The joy and meaning it brings residents are invaluable.

My continued faith in Emmy is also reinforced by the organisation's commendable response to the pandemic.

I have been in awe seeing everyone come together in the face of such an incredible challenge. I wish to applaud our CEO, Tanya Abramzon, for stepping up to the task and leading her staff and volunteers in a commendable fashion.

We also recognised the need to increase the level of support we provide. Particularly in times such as these, it's vital that Emmy Monash has the resources available to protect and care for its residents and staff — and we personally wanted to ensure it remains a safe haven for Jewish seniors.

I encourage every member of the community to continue showing your support in any way you can, because every act of compassion and caring makes a difference.

The generosity of donors following our 2020 Annual Appeal was wonderful to see. It is beyond gratifying to know that so many of you were able to do your part in bringing a smile to those at Emmy Monash. And I can't wait to see us all continue to do so, well into the future.

Emmy Monash is a truly special place. I know I'm not alone when I say that we, as a community, are incredibly fortunate to have a prestigious aged care facility on our doorstep.





Strength and unity in uncertain times

At the start of 2020, COVID-19 shook everyone’s world. Yet, proactive and prepared as always, the Emmy Monash team wasted no time in responding. With facility-wide government training, continual updates on visitor and community restrictions, regular communication with families and other stakeholders — we are responding at every level. A united Emmy community encourages and strengthens us, while demonstrating that we can overcome any challenge.

Our staff went above and beyond

Every team member across every department stepped up in every way they could. Our marketing team worked tirelessly to respond to over 2,000 emails and calls over the space of three months, answering family queries about COVID-19.

We set up an Infection Control Response Team who met weekly to remain abreast of changing requirements and establish new policies.

Our clinical team leveraged entirely new skillsets. Whether it was assisting with hairdressing, styling or make up, they ensured residents felt their best when seeing loved ones face-to-face, during video calls or even just when visiting the café.

Adapting our celebrations

Despite being unable to celebrate birthdays and other milestones in our usual fashion, we still ensured our residents and their families could create memorable moments. Instead of hugs and kisses, residents Chana and Lotti (who both turned 100) received balloons, gifts and hand-drawn cards from their families. The fanfare of music, laughter, cakes, mazal tovs and prayers from Rabbi Stern (plus organised window visits from residents’ families) have been an equally special way to mark events.

A much-needed message amid lockdown

CCW members Andy Guss and Wayne Eldridge blessed our community with a truly heart-warming surprise. With some behind-the-scenes planning and clever secrecy, the pair organised a colourful poster project where our residents used their creativity to send

a heartfelt message to their loved ones. The piece was magnificent — and the initiative brought a smile to the faces of the entire Emmy family.

The impact is felt across generations

We maintained our intergenerational programs as best we could — and we cannot thank the schools and kindergartens enough for their efforts to continue connecting with our residents. For instance, Safta Lesley missed seeing the Mount Scopus kinder children. So they rallied together and created a beautiful, handmade card which Lesley now proudly hangs in her room.



Even with COVID-19 restrictions in place, our residents have remained connected to their families.

COVID-19 TIMELINE

● 5 MAR	All large gatherings at Emmy are cancelled Restricted access and screening process in place for all visitors Infection Control Response Team established
● 16 MAR	Victoria declares State of Emergency
● 19 MAR	Australia closes its borders
● 24 MAR	Emmy Monash implements Precautionary Lockdown and facilitates video calls for residents to connect with loved ones
● 26 MAR	Staff screening implemented prior to shifts
● 28 MAR	Stage 3 restrictions commence
● 6 APR	Booking system implemented for video calls and window visits
● 1 MAY	Introduction of mandatory flu vaccination for all staff and visitors to aged care
● 11 MAY	Emmy Monash reintroduces face-to-face visits (15 minutes)
● 31 MAY	State of Emergency extended
● 9 JUN	First day of no new cases in Victoria
● 19 JUN	Federal Government introduced limited access for all aged care facilities
● 22 JUN	Reintroduction of in-room visits
● 30 JUN-	Additional precautionary measures in place as Victoria experienced a second wave of COVID-19 cases

FROM MARCH TO JUNE, WE FACILITATED:



FACE-TO-FACE VISITS



VIDEO CALLS



WINDOW VISITS

An outstanding experience



“We want to sincerely thank you for the excellent work you have performed looking after our mum’s needs both physically and emotionally. We see Emmy Monash as a wonderful home for our mum and you are all responsible in some way for creating this warm, comfortable place for her.”

LARRY LIGHT AND SUZANNE HAIN, SON AND DAUGHTER OF RESIDENT



TOTAL ADMISSIONS
2019/20



INCREASE FROM
2018/19



AVERAGE AGE AT
ADMISSION

That warm, heimish feeling

Emmy Monash is more than a place for residents to rest their heads at night. It's a community hub in which they can live a meaningful life. Offering the highest quality care, Emmy Monash is nurturing, dignified and above all, *heimish*.

Residential care

Our residents thrive in the generous, aesthetic spaces of Emmy Monash. Access to modern amenities, state-of-the-art technology and extensive onsite facilities means residents have everything they need to live a fulfilled Jewish life.

This year, we were honoured to welcome another 37 permanent residents to our community.

Apartment living

Our emMYapartments offer the perfect solution for active seniors to remain connected to the Jewish community.

With 24/7 security, on-call clinical care and high-quality amenities, residents enjoy the ideal balance of independent living, convenience and peace of mind.

Respite

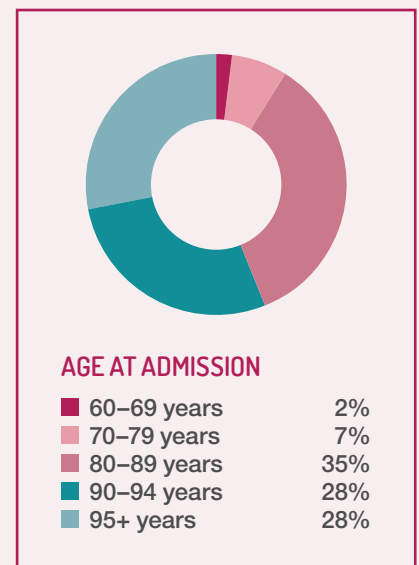
The perfect taste of life at Emmy Monash, respite is ideal for transitioning into our community. With both low and high-level care options available, we meet each person's care needs to ensure an outstanding experience. Because finding a new home isn't a one-size-fits-all approach.

This year, over 20 of our respite residents moved to permanent care.

Our accommodation options

We offer residents a range of comfortable living options:

- Don and Sonia Marejn assisted living apartments
- Colin and Gillian Mandel Family Unit
- Tatarka Family Floor
- Louise and Jack Machlin Family Floor
- Hilda Loewy Floor
- Bierman-Sajet Dementia Unit
- Victor Smorgon Charitable Fund High Dependency Unit



"100% of residents feel they receive the care they need."

— Resident survey, June 2020



Festive meals and programs allow residents to experience meaningful cultural moments through food.



MEALS PREPARED
2019/20



PRIVATE DINING AND
FAMILY SIMCHA EVENTS

OVER THE PAST 12
MONTHS WE CONSUMED:



CHALLAH LOAVES



CAKES

Good food for life

For Emmy Monash residents, like the wider community, food is more than just fuel for the body. It is a representation of our history, our culture and the vibrancy of our religion and community.

Whether it be through new meal initiatives or bringing our community together, we believe food is integral to invoking joy among our residents and their families.

Innovation and continual improvement

With a focus on finetuning and improving our catering, we've been upskilling our kitchen staff and implementing meal reviews. During these reviews, staff evaluate various resident lunches and provide their feedback. We then refine our recipes and food choices wherever needed.

Facing challenges

We have had to change many of our traditional practices around food due to the restrictions in place this year. Before lockdown, residents used to make their own challah. With COVID-19, our catering team took on this tradition so that residents still enjoyed homemade, freshly baked challah each week. The staff have also expressed pride in being able to contribute to residents' wellbeing in a meaningful way.

What's more, in preparation for Passover, Rabbi Stern was able to supervise our kitchen preparation via video, ensuring we met all kashrut requirements.

Tackling wastage in our kitchen

This year's Food Waste audit helped us improve our purchasing habits and make more informed economic decisions to combat wastage.

The results have prompted us to:

- Implement better menu planning
- Refine our food production levels
- Closely monitor what our residents are enjoying
- Improve recipes based on feedback
- Gain an understanding of resident's varied needs (e.g. eating abilities and specific requirements)

Continue living – and eating – as you would before

There is no question that food sits at the core of the Jewish family experience. That's why we offer numerous opportunities for families to come to Emmy Monash to share private and special meals – including shabbat dinners, simchas and Jewish festivals.

Our consulting dietician, Lisa Sossen, works with the catering team to produce culturally recognised dishes that taste as if they've been prepared in our residents' very own family kitchens.

The ever-popular Felder Family Café

Felder Family Café is the go-to place for residents, visitors and staff. It's just as suited to socialising as it is to taking some time out. But more importantly, the café is a special space for families and loved ones to connect.

Even amid COVID-19 restrictions, the café is still an ongoing meeting point – bringing joy, freshly baked treats and familiarity to many.



Banding together — through the ups and downs

Without a doubt, this has been a very different year for our staff.

While we were able to celebrate our team's contributions in the first half of the financial year, we quickly had to turn our efforts elsewhere — namely, implementing new infection control training and practices.

A shift in our training

Each year, our staff members partake in various professional training programs. However, once the pandemic hit and physical distancing measures were in place, we had to modify the types of training we offered, as well as our delivery modes.

We directed our focus towards infection control training — and held all sessions via video conference or interactive online learning instead of face-to-face.

Some face-to-face training has since resumed where possible — while still following physical distancing guidelines.

HR initiatives to maintain strength from within

To address the challenges brought on by the pandemic, we've focused on ensuring the optimal wellbeing of each and every employee. At all times, the wellbeing of our staff is a top priority — but now, it's more important than ever.

Some of the key HR initiatives we introduced to protect all staff, residents and visitors included:

- Limiting visitors and implementing new training programs on infection control, COVID-19 risk management and hand hygiene.
- Establishing leadership and planning strategies in the case of a COVID-19 outbreak.
- Closely monitoring teams and referring members on to our Social Counsellor if they needed additional support.
- Maintaining our partnerships with training organisations and continuing to accept placement students under strict screening guidelines.
- Ensuring all staff had a current flu vaccination, and managing visitors' flu vaccination records.

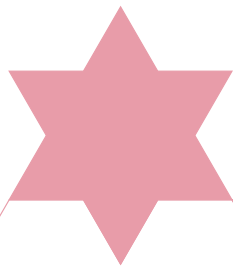
Keeping everyone healthy and happy

With the continually changing circumstances of the pandemic, each day brought something new. However, right from day one, we had tight screening and testing processes in place.

Once lockdown arrived, we:

- Provided greater flexibility in working arrangements for staff with school-aged children and those caring for elderly family members.
- Offered employees in vulnerable groups (e.g. due to pregnancy, age or an underlying health condition) the option to access their annual leave so they could stay safe at home.
- Facilitated our staff in working from home where feasible.

No member of the team was overlooked. For those on visas, unable to access JobKeeper, we provided as much work as possible. We even kept jobs open for staff who were stranded overseas or experiencing issues with their visa.



We are incredibly fortunate to have a team that works incredibly well together and can adapt quickly to change.

Introducing... the Emmy Awards

This year we combined our Staff Recognition Awards with the End of Year Celebration. We named this new, amalgamated event the 'Emmy Awards'.

The perfect way to wrap up 2019, the night was filled with food, dancing and good times. It centred around recognising and celebrating our standout team members who made an exceptional contribution to Emmy.

Well done to our entire team — your hard work is deeply appreciated. A big congratulations goes to all the finalists and award recipients.

Award recipients

Most Valued Team Member

- Tomasz Tokarzewski
Catering Assistant

Resident Choice Mensch Award

- Michelle Domingo
Personal Care Assistant

CEO Award

- Inna Snetkova
Clinical Care Coordinator

Service awards

25 years

- Luba Makagon

20 years

- Christianah Adepoju

15 years

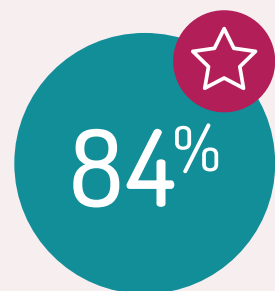
- Frederick Aboge
- Jorge Arevalo
- Michelle Domingo
- Inna Snetkova
- Georgina Thompson

10 years

- James Brito
- Adilia Ganieva
- Shegitu Gudeta
- Shanit Manandhar
- Julia Mikhman
- Joemary Mina
- Joy Panong
- Natalia Protchakova
- Mylene Rayo
- Chitra Singh
- Deborah Westeinde



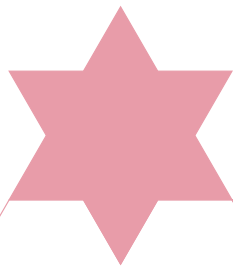
TEAM MEMBERS



STAFF EXPERIENCE RATING (ABOVE BENCHMARK)



From services and wellbeing programs to food and festivals, we ensure every resident has the opportunity to maintain a strong individual connection to their Jewish roots.



Upholding our Jewish way of life

Jewish values are ingrained in every aspect of Emmy life.

Immersing our staff in the principles we hold close

Within our mission statement, we commit to enrich the lives of residents at Emmy Monash by connecting their Jewish values with those of their community. In doing so, all new staff members undergo Jewish education. This allows them to learn the values that our residents hold dear and understand what is important to our Jewish seniors.

Community celebration

Throughout the year, we've held many celebrations to bring the community together.

Our resident Rabbi, Rabbi Stern, holds a special place in the heart of Emmy residents. He runs regular synagogue services, offers rabbinical support — and even tailors his assistance to the recipient's circumstances. While unable to visit during lockdown periods, he maintained a connection with residents via phone and video calls, as well as recorded messages which we broadcast on the TVs before shabbat each week.

Our pop-up St Kilda Shule shabbat services harbour a sense of unity like no other. Attended by community members across multiple generations, these services are full of laughter, music and dancing. Throughout COVID-19, we continued this program via live streaming.

We cater to a broad range of Jewish beliefs – from orthodox to progressive. For the latter, our Temple Beth Israel (TBI) services let children, grandchildren and great-grandchildren come together to pray, sing, rejoice and commemorate. Once again, we were able to transition to live streaming during COVID-19 to ensure our residents could stay connected to their community and faith.

We also highly value our ongoing partnerships with other neighbouring synagogues, including Caulfield Shule, Central Shule and the Ark Centre. Thank you to the community groups who have worked hard to ensure our residents can still maintain a connection to their Jewish identity.

Good food – and even better times

When it comes to Jewish events, food and festivals go hand in hand. We make the effort to incorporate traditional foods in all our celebrations — like ponchkes for Chanukah, blintzes for Shavuot and hamantaschen for Purim. Then, when volunteers run cooking sessions and students come in to cook with our residents, the experience feels just as it would when our residents were still at home.

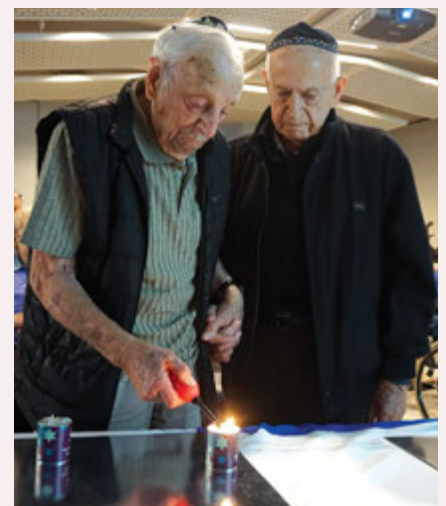
This year, a resident from each floor led the Seder on the first two nights. This evoked a traditional family feeling among the residents — and a sense of accomplishment for the leader of the service. It was just another way we upheld some of our Jewish festival celebrations despite COVID-19.

Creating traditions

An uplifting way to foster intergenerational connections, the Bialik College program saw students volunteer their time at Emmy Monash each Friday (before COVID-19 restrictions).

They would arrange flowers in vases with residents, serve challah and engage in learning and history activities. To keep ties with Bialik College strong once social distancing restrictions were in place, we maintained our connection with the students remotely.

We look forward to when students can visit again in-person.



Excellence in clinical care



“Many thanks to everyone at Emmy Monash for their quality of care, compassion and support – particularly during this difficult time. As the daughter of a high care resident in Smorgon, I take great comfort in the knowledge that my mother is being cared for and respected during her later years.”

SYLVIA, RESIDENT'S DAUGHTER

Always improving, always progressing

At Emmy Monash, we strive to deliver the best possible care and quality of life for our residents. We're committed to continual research into best-practice healthcare, ensuring new advances guide our work. And with ongoing reviews and improvements to our initiatives, we are committed to continually developing excellence – each and every day.

Success stories and new initiatives



Hearing loss prevention

With the support of bloom™ hearing specialists, this year saw us introduce regular hearing test services.

We also provided in-house training to help our staff understand the impact of hearing loss on our residents.



International Dysphagia Diet Standardisation

With changes to the international industry standard, we worked across catering, clinical, communication and administration departments to ensure we didn't just meet the benchmark, we exceeded it.

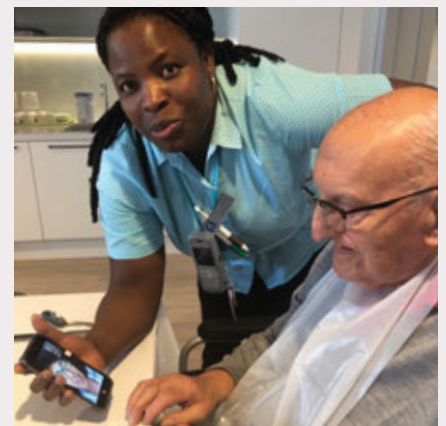
We also held a family information session to ensure the Emmy community was aware of these changes.



Fall Risk Prevention Team

This team is comprised of clinical staff, a pharmacy consultant, a Total Health Physio representative and the Quality, Risk and Innovation Manager.

Together, they work to identify residents with a high risk of falls – and create strategies to minimise this possibility.





We're committed to continual research into best-practice healthcare, ensuring new advances guide our work.



COUNSELLING
SESSIONS CONDUCTED
EACH WEEK



DAYS A WEEK
PHYSIOTHERAPISTS
VISIT

New industry standards we met

- Psychotropic needs
- Antibiotic stewardship
- Fall risk treatment

A multidisciplinary approach means holistic care

We continue to collaborate with other departments to deliver holistic care that centres on the resident. In particular, we work closely with the Culture, Community and Wellbeing (CCW) team to establish lifestyle and wellbeing programs for specific residents. For instance, we may promote behaviour-based solutions to enhance a resident's mood via regular walks in the sunshine. These types of programs are identified at our regular Resident of the Day meetings. In line with our multidisciplinary approach, our clinical team conducts these in conjunction with the CCW team.

Likewise, our clinical and catering teams remain in close communication. This ensures we can meet any changing dietary needs of individual residents without delay.

We also have physiotherapists from Total Health Physio visit five days a week. They manage residents' physiotherapy-related health issues, conduct exercise sessions, promote mobility and assist with pain management strategies.

Achieving optimal wellbeing

Our Social Counsellor Shelley Katz is an invaluable member of our clinical and admission teams. Shelley supports residents throughout their entire journey at Emmy Monash.

Often the first point of contact for new families, she provides ongoing guidance throughout, and helps our residents and their families during difficult times, including palliative care. She also provides counselling to our staff so they can feel their best too — and continue providing quality care as a result.

Partnering with the best

We continue to grow our professional clinical partnerships. These partnerships provide additional resources, professional support and integrated care to our residents. This year's partners include:

- bloom™ hearing specialists
- Caulfield Hospital's geriatrician services
- Calvary Health Care Bethlehem palliative care
- Dementia Behaviour Management Advisory Service (DBMAS)
- Lisa Sossen, dietician
- Leora Benjamin, speech pathologist

Resilience in the face of adversity


With the pandemic dominating most of 2020, we knew from the outset how crucial it was to ensure optimal mental wellbeing among our residents and staff.

To achieve this, we offered ongoing support and counselling to everyone through HR and our Social Counsellor.

What's more, given that we had to put a hold on most visitors, volunteers and events, we augmented our lifestyle programs to ensure our residents were mentally stimulated and maintained important social connections in other ways.

This is what differentiates Emmy from other aged care providers. While many may be able to rise to the challenge of COVID-19 from a clinical and safety perspective, we are proud to have also maintained optimal mental and emotional wellbeing among our residents and staff.

Community connection



“These times have shown how important relationships are – not just to the residents but to the volunteers themselves. Many of them have expressed that they miss visiting Emmy. Although physically distancing, we have found new ways to connect, which is a testament to the strength and importance of these symbiotic relationships.”

TORY KRAUS, VOLUNTEER COORDINATOR

Programs that enrich lives

We place an incredible amount of thought into our Culture, Community and Wellbeing (CCW) initiatives – to ensure we cater to every taste. We are indebted to our dedicated volunteers and team members who work tirelessly to manage these programs.

The Krokodiloes concert

In July, we hosted the delightfully entertaining acapella group, the Harvard Krokodiloes. Blessing us with their soothing harmonies and witty humour, the performance brought smiles and a strong sense of connection and inclusion.

Blooming Garden Project

This uplifting initiative was a revamped version of our Bulb Lasagne Partnership Program. Funded by Glen Eira City Council, residents collaborated with students from Caulfield Junior College to decorate planter pots and plant flower bulbs. With the arrival of the pandemic, our staff took the place of students, working with the residents to plant close to 500 tulip, jonquil and daffodil bulbs. While the bulbs bloomed well before spring, the true gift was the camaraderie and positivity the program invoked in everyone.

Duldig Studio program

The highly popular Duldig Studio program, 'Still Firing: Sculpture Journeys in Clay' returned to Emmy Monash in 2019. As always, this program encouraged creativity and sensory stimulation among our residents.

This year, we also engaged the Club L'Chaim community members and Bialik students. We saw friendships blossom and a deep sense of connection develop among participants.

After several sessions of clay sculpting, the works of all participants were displayed in an exhibition. It was evident that residents, community members and students all shared a sense of pride and accomplishment.

Our intergenerational programs

Our intergenerational programs are aimed at connecting our residents with younger community members, particularly those of school age.

This year, our partnerships with Mount Scopus Memorial College and Bialik College saw students of all ages partake in regular activities as well as Purim celebrations and Duldig Studio clay sessions. We love the youthful energy the students bring to Emmy.

We also forged a stronger partnership with community organisation B'nai B'rith by running a series of yoga sessions through Club L'Chaim. As advocates of active ageing, we saw these sessions as an inclusive way to support the wellbeing of people within and beyond the Emmy community.

A TRULY EMMY RESPONSE TO THE BUSHFIRES

After the horrific bushfires ravaged across Australia in early 2020, the Emmy community didn't hesitate to roll up their sleeves and do what they do best – support others. We collaborated with charities, schools and foundations to collect practical items to send to those in need. It was heart-warming to see so many people giving whatever they could, especially their time. Thanks to the commitment and hard work of staff, volunteers and residents' families, we were able to create a real impact.



PACKS DELIVERED



PEOPLE CONTRIBUTED



KM'S TRAVELLED
FOR DELIVERY



PEOPLE POSITIVELY
IMPACTED



Purpose and connection — our valuable volunteers

Volunteers are invaluable to Emmy Monash. Supporting our staff, befriending our residents and strengthening connections within our community, we simply couldn't do it without them.

Overcoming the challenges of social distancing

From late March, we were no longer able to accept volunteers into our building, losing over 600 volunteer hours each month. Thankfully however, many of our volunteers found ways to convert their programs into a virtual format or stay in touch in alternative ways. Examples include:

- **Kabbalat Shabbat:** Each week, volunteers connect with residents on an iPad via a Zoom meeting. Participants sing in Hebrew and Yiddish and their joyful tunes can be heard emanating from Bierman Lounge.
- **Pet therapy:** Flynn the dog and his owner, Marilyn, would usually visit those in the Smorgon Unit. As an alternative, pet therapy was moved online during COVID-19. The residents instead got to see the pair via video calls — allowing them to continue enjoying pet therapy even during lockdown.

- **Ongoing communications:** While they can't visit in person, many volunteers have been staying in touch with our residents — either through letters, emails, phone calls or video calls. They love seeing familiar faces online and the feeling of connection during this difficult time.

New ways to bring people together

This year, we started a book club in the apartments lounge as an initiative to connect residents who share a love of short stories. Participants read together before engaging in a discussion about the story.

This venture has successfully forged new connections among residents — and reignited the joy of storytelling to all involved.

Transitioning from study to the Emmy Monash team

Our partnerships with many prestigious tertiary institutions allow us to take on a range of adept and caring students. A truly symbiotic relationship, students gain practical experience at a leading aged care facility and Emmy Monash benefits from the extra support these talented individuals provide.

Many placement students also join our team after completing their studies. Recently, we've had students secure permanent roles as Culture, Community and Wellbeing Assistants and as Counsellors, supporting our admission and counselling teams.

We also have two new art therapy students set to join the team in the future. We intend to continue various other recruitment ventures with a range of universities and TAFEs.



And while we continually forge new partnerships, we also continually invest in our existing ones.

A hold on events – but not on acknowledgements

Our Annual Heart of Emmy awards were postponed due to the pandemic. But it wasn't any less important to recognise the work of our generous volunteers. The Glen Eira Volunteer Recognition Program awarded Certificates of Appreciation to the following charitable locals:

- Sam Moshinsky
10 years of service
- Martin Israel
1,000 hours of service
- Sol Rosenweig
10 years of service
- Judy Winikoff
500 hours of service



CCW STAFF



VOLUNTEERS



NEW VOLUNTEERS
THIS FINANCIAL YEAR

Good governance

“At Emmy Monash, we place a large emphasis on robust governance – because we recognise that best practice starts at the top. Resultantly, we’re able to achieve such a high calibre of care because our leaders are proactive, dedicated – and diligent in their efforts towards ensuring Emmy continues to set the standards in aged care.”

**ROD NIRENS, VICE PRESIDENT AND CHAIR
OF GOVERNANCE COMMITTEE**



Achievement and progression — in every aspect

As part of our underlying philosophy, we provide so much more than clinical care. And that means going beyond the bare minimum of simply remaining compliant and following protocol. We exceed every standard, pass every review — and proudly uphold the highest level of quality control. Because our residents and their families deserve nothing less.

Due diligence in response to the pandemic

From a quality control perspective, Emmy Monash is proud to have kept our organisation COVID-19 free.

We've achieved this by taking a proactive approach to the pandemic — including:

- We formulated an Infection Control Response Team to manage all matters relating to the pandemic — including visitor restrictions, infection risks, PPE, staffing numbers and information sharing
- We have been consulting regularly with industry bodies and leading experts
- We rolled out comprehensive COVID-19 training for all staff
- We developed our own Response Plan in the event of a COVID-19 outbreak
- We prepared a decommissioned building to care for any residents who test positive to COVID-19, should we need it
- We continually circulated information to stakeholders, staff, residents and their families

Passing standards with flying colours

After coming into effect on 1 July 2019, the Aged Care Quality Standards are now firmly embedded at Emmy Monash with a range of new policies, procedures and practices.

When we were reassessed under these new standards — only the second Australian facility to do so — the appraisal showed we passed with flying colours.

And even while juggling increased pressure from the COVID-19 restrictions in 2020, we still upheld the highest quality compliance across all areas of our organisation.

IT Committee achievements

Thanks to our Vice President and Chair of IT Committee, Rod Nirens, we made significant progress in the realm of IT this year.

- Prior to COVID-19, we fortuitously rolled out Office 365 across the organisation. This made the transition to remote working seamless and stress-free for relevant staff.
- We implemented a more intuitive and secure collaboration platform, which also made working from home easier when the time came.
- We continued ongoing reviews of our cybersecurity and business continuity plans.



Board of Directors

Our Board of Directors strives to achieve our vision, mission and philosophy. And thanks to the exceptional calibre of each individual, Emmy Monash has been able to go from strength to strength.



Joe Krampel AM
President



Rod Nirens
Vice President



Selwyn Greenberg
Treasurer/Secretary



Tanya Abramzon
Chief Executive Officer



Joel Beebe



Lyn Borowski



Tom Gorog



George Greenberg



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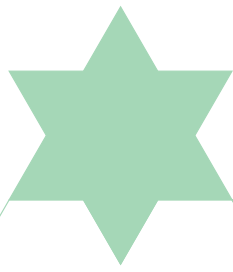
Alan Synman OAM



Dr Stephen Szentel



Dr Karen Wayne OAM



Leadership team

There are a number of drivers for our success at Emmy Monash. And it all starts with our leaders, who demonstrate exceptional teamwork and commitment. The pooled talent of the group ensures Emmy Monash remains a provider of outstanding care.



From left:

Monica Arango
Clinical Care Manager

Tanya Abramzon
Chief Executive Officer

Mark Hammerschlag
Finance Manager

Rochelle Daboush
Marketing and Fundraising Manager

Shelley Katz
Social Counsellor

Diane Videky
Quality, Risk and Innovation Manager

Kerri Stuart
Human Resources Manager

Chris Markovic
Catering Supervisor

Maureen Shulsinger
Culture, Community and Wellbeing
Manager

Absent:

Steve Aivaliotis
General Manager Operations

Indy Paliakkara
Engineering Manager

“We have had to weather a storm for part of this year, but the cohesiveness and collaboration throughout the organisation has been exceptional. We have ensured consistency in our level of care and exceeded expectations.”

**MARK HAMMERSCHLAG,
FINANCE MANAGER**



Selwyn Greenberg

Treasurer’s report

The 2019-2020 financial year has been a challenge. The year began as we absorbed the Royal Commission into Aged Care Quality and Safety interim reports. Like many providers who experienced limited growth in government funding, we struggled with the surge in operating costs that are essential to maintain community expectations in standard of care.

COVID-19 presented an even more complex path to navigate — through associated additional costs and the depleted revenues that are an unfortunate fallout from this pandemic.

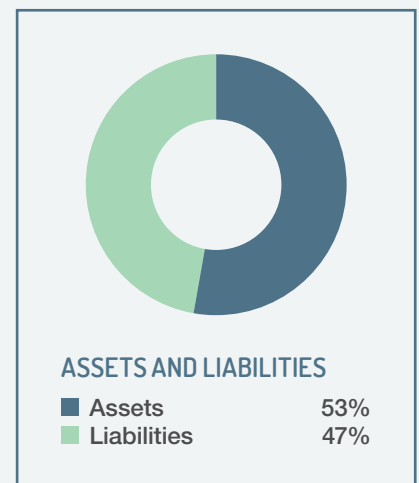
Despite these hurdles, our financial management team and supporting committees have ensured that Emmy Monash has the financial resources to confidently maintain its reputation for providing a very high standard of care. The team has been unflinching in its collaborative and intelligent approach to these challenges.

This judicious approach has required a great deal of planning, hard work and careful cost control — all of which have enabled us to contain our operating losses (as depicted in the accompanying charts). We are also grateful for the government’s JobKeeper program, and above all, for the ongoing support of our generous donors.

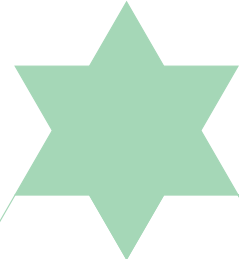
As we continue through these uncertain times, our Finance team is committed to astute and prudent strategies to ensure our financial security — which is essential for providing quality services to the community.

In closing, I sincerely thank our Finance team headed by Mark Hammerschlag, our Finance Committee, Fundraising team and volunteers for their tireless and continued support. A special vote of thanks must go the professional legal staff at Arnold Bloch Leibler for their pro-bono advice during these complicated times.

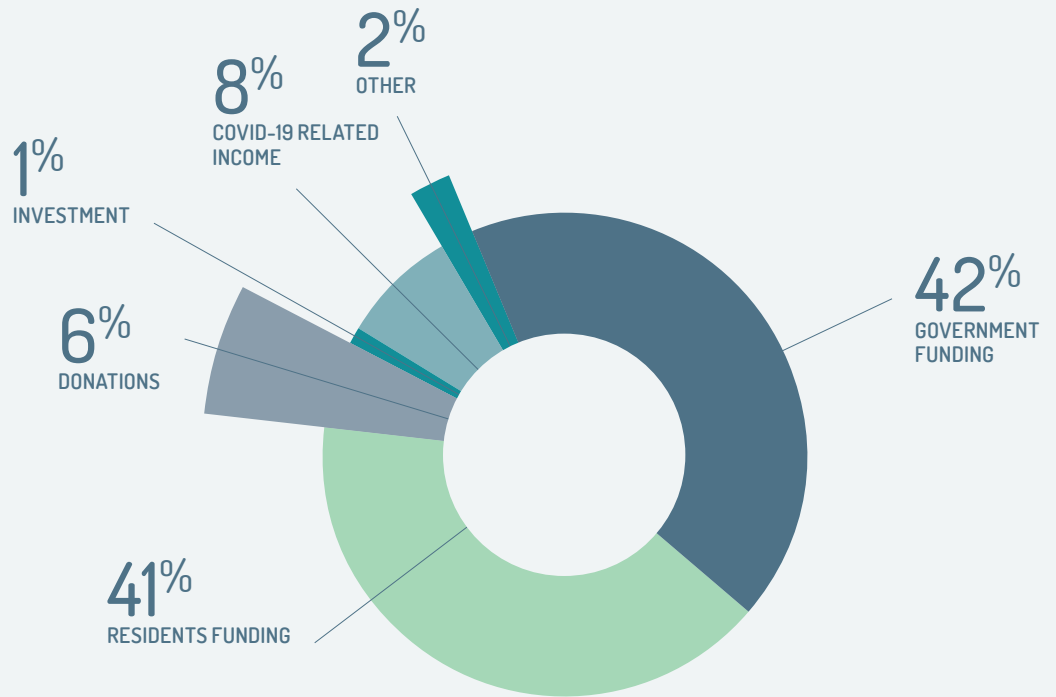
In light of my comments, we look forward to the coming year during which our organisation will do its best to maximise the return on its first-class assets and secure a sustainable future.



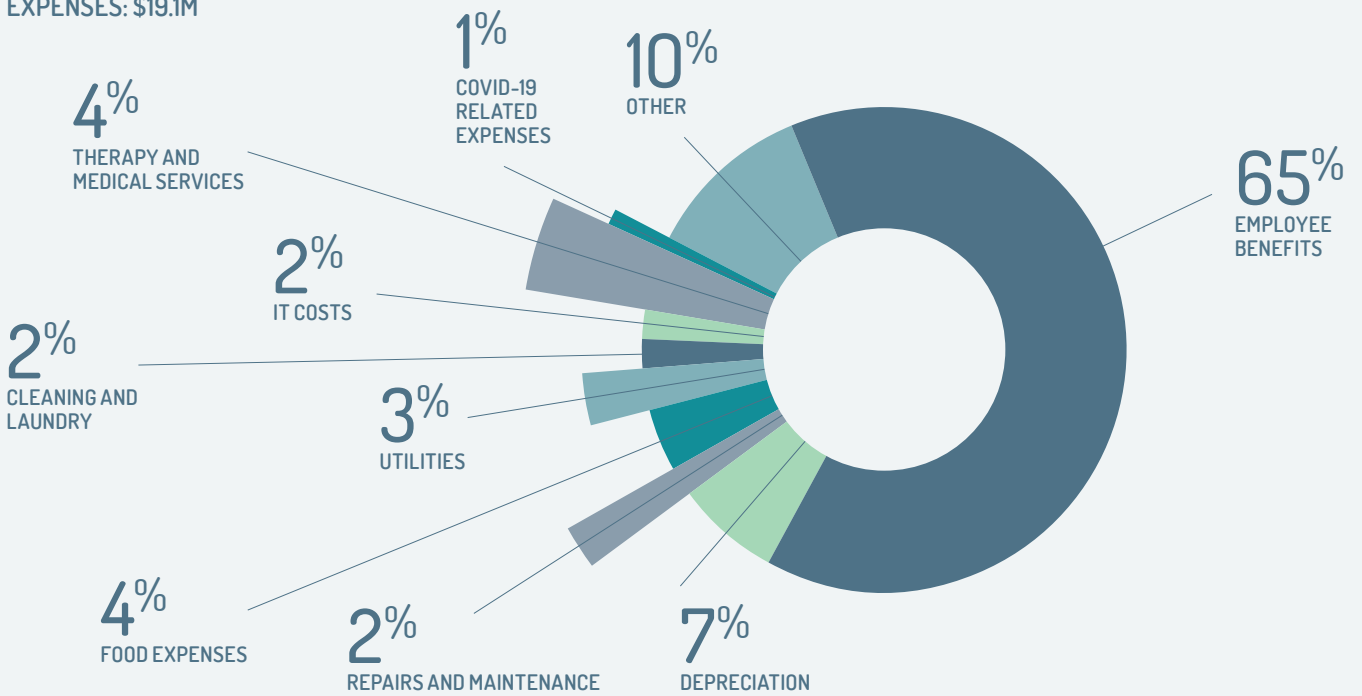
This is a summary of the financial report of Emmy Monash Aged Care Inc. and Controlled Entities. A copy of the full financial report is available upon request.



REVENUE: \$17.9M



EXPENSES: \$19.1M



Emmy supporters



“The services, programs and facilities at Emmy are above and beyond what we expected from an aged care facility. As a result, we wanted to donate to ensure they can continue their good work”.

EUGENE AND ALEX, DONORS

Supporters of our cause, advocates of our mission

To those who have helped Emmy through their own benevolence, we are forever grateful. You hold a special place in our hearts — and in the hearts of those whose lives you have touched at Emmy.

Patron of Emmy Monash

Pauline Gandel AC

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Eva Erdi
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 Louise and Jack Machlin
 Family Floor — Level 2 Gandel House

 Musia Shafir Family
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Active Living Program
 The Orah Project

Community Grants
 Bulb Lasagne Partnership Project with Caulfield Junior College

Culture, Community and Wellbeing Program
 George Kline Art Therapy Program

Music Program
 David & Michelle Pinkus and Ron & Vera Harris

Shabbat Kiddush
 Abe & Marlene Zelwer

Art Donation
 Sue & Tom Blashki

Art Collection on Loan
 The Australian Haggadah Collection on loan from Helen & Bori Liberman
 Illustrations by Victor Majzner
 Calligraphic illustrations by Andrew Majzner

Emmy partners

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





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

Arnold Bloch Leibler Lawyers and Advisers

HWL Ebsworth Lawyers

Tisher Liner FC Law





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