

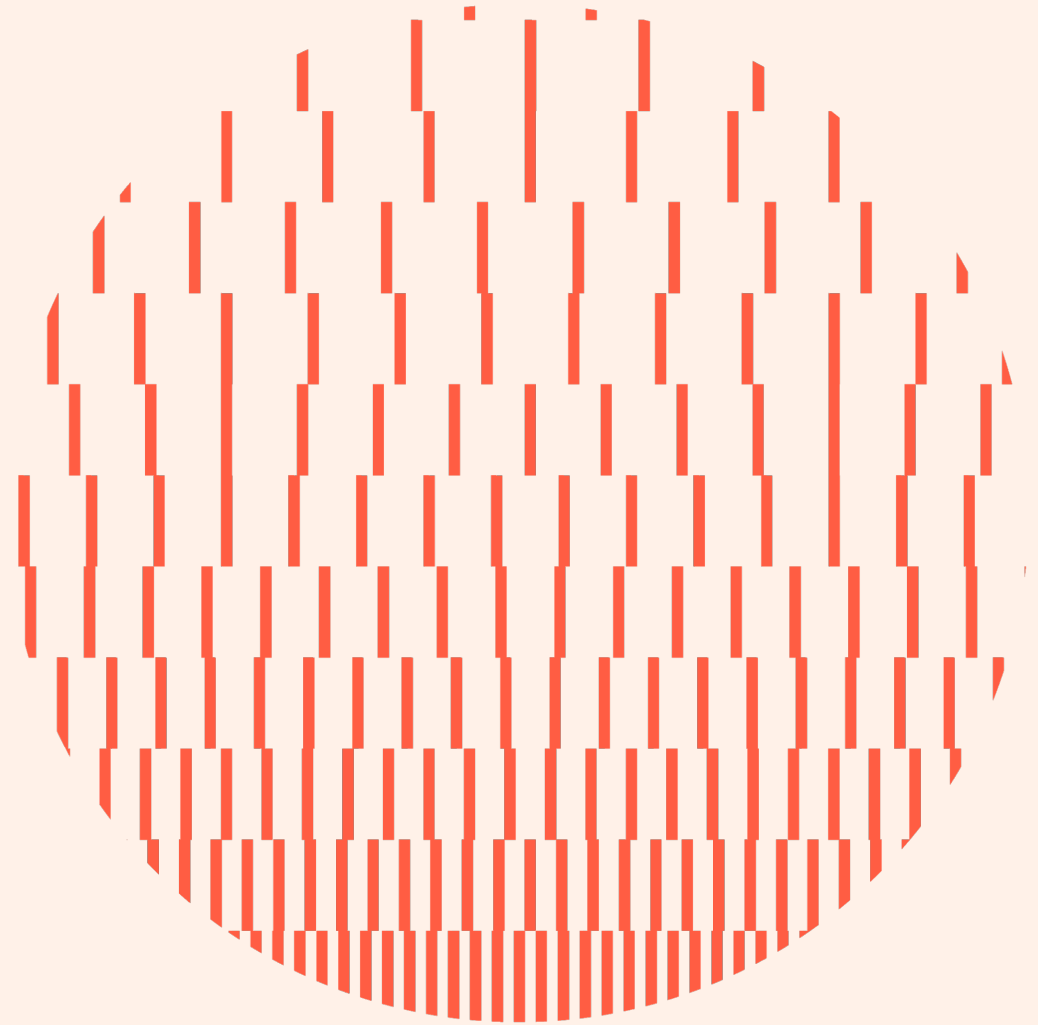
■ CLIENT  
SOUTH EASTERN MELBOURNE  
PHN

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# A Community-Driven Approach to Wellbeing for the Jewish Community

## Final Commissioning Report – Supplementary Report

# IMPACT CO.



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# 01

# CONSULTATION INSIGHTS

Pages 4 to 9 capture the key insights gathered during the consultation process. The insights have been categorised according to the building blocks described in the Wellbeing Framework.

# LEADERSHIP, COORDINATION AND GOVERNANCE

**Definition:** Capacity building initiatives, actions and decision-making are coordinated and integrated as a result of clear leadership and governance

**Objectives:** Strengthen existing leadership and governance mechanisms within Jewish organisations to support greater collaboration, role clarity and capability.

## Current state

*The following represents insights from stakeholders about the current state:*

- There are existing formal coordination mechanisms in the Jewish community (i.e., JCCM, JCCV and CSG). Beyond these mechanisms, coordination and communication is driven by informal networks and relationships.
- There are several organisations that deliver wellbeing supports to the Jewish community during crisis. However, these responses can be delivered in a way that is fragmented, contributing to duplication of effort and lack of role clarity.
- There is a lack of formalised governance and oversight of organisations delivering different supports and services relating to wellbeing and capacity building.
- There is burnout amongst leadership of Jewish community organisations to stay reactive to the changing environment, manage demand for services and support staff.

## Future state

*The following represents insights from stakeholders about what is viewed as important for the future:*

- A well-resourced coordinated leadership and governance structure would be useful to strengthen and formalise existing connections, ways of working and networks within the Jewish community to steer initiatives and decision-making.
- Well-resourced and coordinated responses that drive capacity building within organisations to ensure that all organisations that speak to the diverse parts of the Jewish community are engaged.
- Coordination between Jewish and non-Jewish organisations to enhance capacity building of internal staff to facilitate knowledge exchange.
- Leadership across community organisations are equipped with the skills and knowledge to participate in coordination and governance effectively and sustainably.

- Strengthen and resource existing mechanisms dedicated to coordination, leadership and governance for crisis response.
- Use evidence to clarify guidelines and parameters for roles and responsibilities of Jewish organisations participating in community capacity building based on strengths and expertise.

*“The challenge is that there is duplication and ad hoc efforts... There is a need to sign from the same song sheet so that people aren’t tripping over each other ”*

*“[Need] better more cohesive responses... there may be 10 great organisations but there isn’t a formal coordination mechanism and clear roles and responsibilities”*

# WORKFORCE CAPABILITY, CULTURAL SAFETY AND TRAUMA-INFORMED PRACTICE

**Definition:** Skills, knowledge, support required for the workforce – across Jewish and non-Jewish organisations – to effectively and safely respond to the impacts of antisemitism on the mental health and wellbeing of the Jewish community.

**Objectives:** Strengthen cultural safety and trauma-informed practice across organisations and institutions that the Jewish community engages with (currently and in the future).

## Current state

*The following represents insights from stakeholders about the current state:*

- Culturally safe supports within the Jewish community and from non-Jewish providers can be fragmented and inconsistent.
- There are some services that provide support that is anchored in the Jewish context, but this is often only available during crises.
- There is a lack of confidence amongst non-Jewish organisations to respond to the needs of Jewish community.
- There has been an increased demand on Jewish organisations to provide mental health support, dealing with complex trauma without adequate skills, tools, strategies.
- There is worry amongst the Jewish community about seeking help from clinicians that are not familiar with the Jewish context and history. This has impacted help-seeking.
- Leadership in the Jewish community – within organisations and religious settings – are unsure how to support their staff and community in a safe and effective way. This has impacted on longevity and sustainability of leadership.

- Jewish organisations receive training about the skills and strategies needed to effectively and sustainably support their staff, colleagues and community.
- Non-Jewish organisations receive capability training about cultural safety that is anchored in the Jewish context (i.e., understanding of Jewish norms, culture, tradition, trauma and diversity)
- Non-Jewish organisations and Jewish organisations establish partnerships and collaboration mechanisms to deliver supports and services together that will meet the need of the Jewish community.

## Future state

*The following represents insights from stakeholders about what is viewed as important for the future*

- Leadership in the Jewish community feel equipped and prepared to manage the wellbeing needs of their staff and community.
- The Jewish community feels confident and safe to seek help from non-Jewish providers.
- Non-Jewish providers have the knowledge and skills to provide culturally safe and trauma-informed support that understands Jewish culture, religion, history, trauma and diversity.
- Non-Jewish organisations work with Jewish organisations to understand how to provide support and services that are safe and respectful.

*“There needs to be a base level of capability to provide culturally anchored support”*

# ACCESS, NAVIGATION AND SERVICE PATHWAYS

**Definition:** Systems, structures and supports that enable the Jewish community to identify, understand and safely access mental health and wellbeing supports.

**Objectives:** Strengthen coordinated and trusted service pathways to ensure that the Jewish community can easily, safely and confidently find and access mental health and wellbeing supports.

## Current state

*The following represents insights from stakeholders about the current state:*

- While support services exist for the Jewish community, there are still barriers in understanding how to access and navigate the support service system – both from Jewish community and non-Jewish providers. This has resulted in Jewish organisations providing informal support for their staff or community.
- A key barrier to accessing services is hesitation about which services are culturally safe and will be able to understand the Jewish experience and context.
- Wellbeing services are often stretched and wait times are long, particularly for public mental health services.
- There is a lack of coordinated referral pathways and system connectors, particularly between Jewish community and non-Jewish providers.
- In schools, support is formalised and reinforced, but this does not apply to other population groups such as young adults.
- Depending on the sect of the Jewish community, there are varying levels of stigma related to help-seeking.

## Future state

*The following represents insights from stakeholders about what is viewed as important for the future:*

- A ‘no wrong door’ environment is enabled whereby Jewish community members know how to access culturally safe support and this support is accepted.
- Entry points into support services are easy to access and help-seeking barriers are reduced.
- Services are mapped out and coordinated to strengthen referral pathways. There is a need to first understand what services are available to the Jewish community that are safe, and where there are opportunities for strengthening referrals and pathways.
- Service navigation capacity is embedded across Jewish organisations. This can reduce the responsibility of organisations who are informally ‘holding’ individuals and provide more concrete pathways to services.
- Non-Jewish services provide culturally safe support (see *Building Block: Workforce capability, cultural safety and trauma-informed practice*).

- Develop help-seeking resources that are culturally safe and trauma-informed that can be distributed to non-Jewish organisations who work with Jewish individuals, families and communities.
- Develop formalised navigation connections, networks and pathways amongst Jewish organisations to enable warm referrals and reduce informal support provision.
- Strengthen the understanding and awareness of Jewish organisations about service access and navigation to ensure they have the skills and capability to refer community members.
- Strengthen partnership and referral arrangements between Jewish and non-Jewish organisations.

*“There are lots of services around that people don’t know exist or how to access them”*

# COMMUNITY CONNECTION, CULTURAL IDENTITY AND SOCIAL COHESION

**Definition:** The Jewish community has opportunities, spaces, practices, programs and events that foster belonging and identity, and support positive engagement with the Jewish and wider communities.

**Objectives:** Enhance and create safe and positive opportunities that deepen Jewish expression, identity and community bonds, and rebuild trusting relationships with the wider Australian community.

## Current state

*The following represents insights from stakeholders about the current state:*

- Community connection and social cohesion have been threatened since October 7 2023, contributing to ongoing trauma for the Jewish community. Feelings of vulnerability and isolation being a Jewish person and this has intensified since October 7<sup>th</sup>.
- Jewish organisations have reported increased demand for culturally safe, communal and ‘identity-affirming’ spaces and experiences, e.g., through cultural organisations’ events, synagogues, museums, sport, as a way for people to gather and reconnect. They also act as an ‘informal’ space for people to debrief about their trauma. Organisations are increasingly investing in ensuring that ‘routine’ Jewish events and festivals continue.
- Cultural programs that aim to enrich and uplift community connection and pride are under-resourced.
- Following October 7, there have been decreased opportunities for interfaith connection, despite consistent recognition that this is critical to creating social cohesion in the Australian community.
- Young adults (25 – 40 years) are often not targeted and/or are ‘missed’ in events related to strengthening community connection.

## Future state

*The following represents insights from stakeholders about what is viewed as important for the future:*

- Strong collaborative ecosystem of cultural, social, educational and interfaith programs that foster Jewish belonging, connection and pride.
- Cultural institutions are engines for connection, education and healing. Their programs, initiatives and spaces are invested in to increase engagement with the Jewish and non-Jewish community.
- Routine, joy and celebration of culture are embedded as protective factors amongst the Jewish community.
- Opportunities to connect to culture and identity are tailored to different age groups.

*“We could offer a way to connect to culture – strengths-based positive messaging about being Jewish”*

*“Our approach is to try and keep giving the community to come together for joyful reasons”*

- Expand cultural, educational and experiential programming that celebrates Jewish history, festivals, culture and stories. These opportunities should be tailored to different age groups within the Jewish community.
- Strengthen and formalise partnerships between Jewish institutions to scale programs, outreach and initiatives.
- Rebuild and resource inter-community and interfaith partnerships and joint events.

# PSYCHOLOGICAL SAFETY, TRUST AND SECURITY

**Definition:** The Jewish community feels physically and psychologically safe within their community and the public.

**Objectives:** Strengthen the Jewish community's sense of safety, confidence and trust in their organisations and community, as well as within the broader Australian community.

## Current state

*The following represents insights from stakeholders about the current state:*

- Increasing intensity and frequency of antisemitism has resulted in the Jewish community feeling unsafe, exposed and not fully protected by institutions. This is a persistent fear and worry for Jewish individuals and organisations.
- There has been an increase in widespread mistrust, feelings of abandonment or isolation in spaces and settings where people frequent i.e., work, locations in Melbourne, leading to instances of people avoiding public spaces and changing daily routines.
- Security is a major concern for the Jewish community and organisations. The work of CSG to keep the community safe was consistently praised.
- Physical security measures are not paired with emotional and psychological safety measures.
- While emphasis on security is necessary, there are no equivalent structures and safeguards in place for maintaining the Jewish community's psychological safety.
- Psychological safety within Jewish organisations is an increasing concern.

## Future state

*The following represents insights from stakeholders about what is viewed as important for the future:*

- The Jewish community feels emotionally and physically safe across all settings and environments, irrespective of political stance, religiosity, location.
- There is restored trust and community participation. Concerns of safety are minimised, reducing barriers to participation in public life.
- Shared frameworks exist to support psychological safety, and these are embedded within existing services and organisations.
- Non-Jewish organisations, employers, institutions, services create culturally safe environments to promote social cohesion.
- The wider public have greater awareness of the impacts of antisemitism on the Jewish community to build empathy.

- Deliver trauma-informed training for staff, volunteers and leadership (including non-Jewish staff) within Jewish organisations e.g. effective coping strategies, self-care.
- Expand opportunities for dialogue between Jewish and non-Jewish organisations to foster feelings of trust and allyship.
- Expand the provision of families and parents with the tools to have conversations about emotional and psychological wellbeing.

*“Bondi compounded and intensified the fear and validated the sense of vulnerability and lack of protection”*

# COLLABORATION, PARTNERSHIP AND SHARED LEARNING

**Definition:** Mutual learning, capacity building and knowledge sharing between Jewish organisations and non-Jewish organisations to align effort, response and action.

**Objectives:** Strengthen and expand the collective capacity of Jewish and non-Jewish organisations and cross-sector learning to drive positive outcomes for wellbeing and social cohesion.

## Current state

*The following represents insights from stakeholders about the current state:*

- Collaboration between Jewish organisations depends on informal relationships rather than formal structures, processes or systems.
- There is strong willingness to collaborate but limited bandwidth and resourcing to support this i.e., funding, staffing, expertise.
- Some organisations already have effective partnerships but require additional resources to collaborate more intentionally and frequently.
- There are early-stage partnerships between Jewish organisations and non-Jewish organisations.
- There is a desire from non-Jewish organisations to learn from Jewish organisations about how to support the Jewish community in the safest and most effective way possible.

## Future state

*The following represents insights from stakeholders about what is viewed as important for the future:*

- Formalised structures for partnership and collaboration exist to foster knowledge sharing.
- Mutually beneficial partnerships between Jewish and non-Jewish organisations to co-design ways to support the Jewish community.
- Shared learning is embedded within Jewish organisations, and this is supported by resourcing and capacity e.g., organisational insights can be transformed into collective learnings to improve responses to antisemitism
- Greater communication across the Jewish community about learnings and case studies.
- Increase co-delivery of initiatives between Jewish organisations, and non-Jewish organisations, to maximise investment.

- Build shared learning mechanisms and forums for Jewish organisations.
- Identify and strengthen existing partnerships within the Jewish community and between Jewish and non-Jewish organisations, including ways to leverage their messaging, awareness campaigns, events etc.
- Enhance monitoring and evaluation of programs to understand impact and learnings. This forms the basis of knowledge sharing.

*“There are a lot of informal connections... collaboration and communication does exist, but it is just not set in stone”*

**02**

# **LIST OF STAKEHOLDERS CONSULTED**

# STAKEHOLDER LIST

This stakeholder list outlines the organisations that completed a 1:1 interview and/or focus group as part of the consultation for this project.

Stakeholder Category	Organisations who participated in a consult
<b>Peak Body &amp; Advocacy organisations</b>	Jewish Community Council of Victoria (JCCV) Jewish Community Crisis Management / Community Security Group
<b>Mental health and trauma support organisations</b>	Jewish Care Australian Jewish Psychologists
<b>Emergency medical response organisations</b>	Haztolah
<b>Interfaith &amp; antisemitism education</b>	Anti-Defamation Commission (ADC)
<b>Education</b>	Mount Scopus The King David School Yeshiva Beth Rivka School
<b>Cultural organisations</b>	Melbourne Holocaust Museum Jewish Museum of Australia
<b>Religious organisations</b>	Rabbinical Council Caulfield Hebrew Congregation Adass Israel Synagogue
<b>Community/ mental health organisations</b>	Better Health Network Headspace Mental Health First Aid