



Annual Report **2023/24**



Kaya!

Ciao Dzień Dobry ЗДРАВО

Hello Bonjour
Hola Guten Tag Olà

Namaste سلام

こんにちは Ūdv Ahoj

你好 Γειά σου

Shalom Selamat Siang

Salve Merhaba

Acknowledgment

We acknowledge the Noongar nation and the Whadjuk people as the traditional custodians of the land on which our services are based. We pay our respects to their elders past, present and emerging.

We acknowledge the LGBTIQ+ elders and we express our gratitude for the recognition and acceptance that the LGBTIQ+ community receives today.

We also acknowledge the elders of the multicultural, multilingual and multifaith communities who serve as the inspiration for our mission and values. As we stand on their shoulders today, we celebrate diversity and continue to promote respect and inclusion for all.

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Our Vision

A world where everyone, regardless of language, gender identity, culture, or financial status, can fully enjoy their Golden Years with respect and dignity.

Our Mission

To deliver accessible, affordable, and high-quality community and aged care services that respect and honour linguistic, gender, cultural, and economic diversity.

Our Values

C – Compassion
A – Accountability
R – Respect
E – Excellence

Our Objectives

The Happiest Clients

Provide flexible, safe, high-quality and culturally appropriate services and always strive to make our clients feel that we care for them like family

The Best People

Attract, recruit, and retain the best people to deliver quality, safe and caring services for our clients

Enabling Environment

Ensure our assets, systems and structures support us in achieving our goals

Strong Governance and Brand

Maintain effective governance, financial capacity and reputation to ensure our long-term sustainability

Our Strategies

Engage and consult clients to deliver the care they need

Maintain the multicultural and inclusive character of Umbrella

Maintain strong social support programs

Attract and retain new clients

Attract and retain high-quality staff

Stay abreast of sector changes to ensure responsiveness and compliance

Maintain a well-trained and motivated team

Build and retain a diverse pool of volunteers

Maintain a workforce that is quality and safety conscious

Obtain our own permanent building/premises

Ensure our systems support efficient operations and reporting

Advance digital empowerment and connectivity

Ensure the organisational structure supports quality care

Maintain multicultural, LGBTQI+ and multidisciplinary Board including clinical professional

Ensure regulatory compliance and continuous improvement

Retain our position as an industry leader in the aged care and multicultural sectors

Build diverse income streams

Strengthen our financial reserves

Optimise our financial resources



President's message

We look back with pride on the achievements of 2023/2024, as well as the challenges. Unexpected changes in leadership were accomplished without any interruption in services and programs.

Anna Harrison AM JP took a leave of absence from the Board in July 2023 to perform Chief Executive Officer duties until the appointment of new Chief Executive Officer Henrietta Podgorska in April 2024.

Not only does Henrietta have all the right qualifications and experience for the role, but she is also as passionate about Umbrella as we all are. The Board is here to support her every step of the way.

One size certainly does not fit all when it comes to aged care. Our over 1,000 clients across the Perth metro and Peel region from over 70 different countries are living testimony to that. It is our duty to ensure that all Australians receive culturally appropriate and individualised care in their golden years, in recognition of the enormous contribution they have made to this country over many years.

It is these clients who remain our priority, as we upskill our staff and Board in alignment with the new Aged Care Quality Standards, matching our support workers with clients in accordance with cultural background, language and/or geographical location wherever we can.

One of our significant achievements was the external audit relating to two of the Aged Care Standards conducted by the Aged Care Quality Safety Commission in November 2023. We achieved compliance with Aged Care Standard 3 (Personal and Clinical Care) and Aged Care Standard 8 (Organisational Governance).

Our heartfelt thanks to the staff who contributed to this result and who ensured that we implemented new systems and processes to remain compliant with all the Standards.

The Board has also appointed some highly skilled members, including a medical professional, as part of its increased responsibilities to ensure safe care and service delivery.

I am pleased to welcome the following new Board members: Dr Krystyna Haq, Melissa Del Borello, Professor Piyush Sharma, Associate Professor Russel Kingshott and Halina Adamczyk.

We also said goodbye to our longest serving member Dorota Pietowska, former Board secretary, who had volunteered her time since the establishment of Umbrella in 2000. Her dedication and commitment were incomparable, and we wish Dorota all the best.

A special thank you also goes to departing Board member Ann Rial for bringing her experience and expertise in the health industry to Umbrella. We also said goodbye to Krzysztof Wozniak, who resigned to pursue his interests in astronomy; Beata Larcombe, who left to volunteer for the Polish community; and Bart Foster, who decided to focus on his nursing management future.

We are also privileged to have direct representation on the Council of Elders through Anna Harrison AM JP. The Council is advising the Australian Government on the implementation of aged care sector reforms nationally and a tremendous amount of work is being undertaken to ensure that the new aged care system fully represents multicultural and LGBTIQ+ older Australians.

Special mention goes to our funding bodies, especially the Australian Department of Health and Aged Care, the Department of Social Services, the WA Office of Multicultural Interests, Dementia Australia, Legal Aid WA and the Fred P Archer Trust.

Next year, we will celebrate our 25th anniversary and have an opportunity to reflect on all we have achieved since 2000, when a small group of older people got together in a Mandurah caravan park and began what became our very first social support group.



Finally, I would like to thank the Umbrella Board of Management and Executive Team for their expertise and guidance over the past financial year.

The Board has actively participated in the planning and finalising of the 2024-2028 Strategic Plan which will guide Umbrella into the future, ensuring a high standard of care and service delivery.

Our Board members are all volunteers, and we are indebted to them for their contributions, commitment and diverse array of skills.

Marika Krstevska
Board President

Umbrella Board of Management and Key Management Team would like to acknowledge our outgoing Board President, Marika Krstevska, for her dedication and volunteer efforts. Her leadership and vision have been instrumental.

Our incoming President, Anna Harrison AM JP, the founder of the organisation, will now take on the challenge of guiding Umbrella towards achieving our new strategic goals.



CEO's message

This year has been a journey of resilience and growth for Umbrella, marked by significant challenges and changes. My return to the role of Chief Executive Officer came at a crucial time, as the organisation was experiencing a period of recovery following a leadership change.

I returned with several goals, including stabilising operations, addressing key challenges and working with our dedicated team to guide Umbrella forward. Together with our key management team and every member of the Umbrella family, we focused on reaffirming our mission, vision, and values. The journey was not without its hurdles, but our collective commitment carried us through.

A significant achievement this year was the strengthening of our clinical services. We expanded our clinical team to three experienced staff, under the skilled leadership of our new clinical team leader Sue Pike. Her appointment began a concerted effort to enhance our clinical governance across home support and social support services.

Recognising the growing demand for cross-departmental clinical expertise, we made the strategic decision to establish the clinical team as an independent entity within Umbrella, ensuring we are better equipped to meet the needs of our clients and promoting transparency across the organisation.

Our dedication to continuous improvement was further demonstrated by the results of our most recent Aged Care Quality Commission audit. This was a follow-up to the 2022 review, where Umbrella Inc. had not met two standards. After a year of hard work, policy updates and framework improvements, we passed this audit with flying colours.

This success is a testament to our team's dedication and was made possible by the unwavering support of Board members Marika Krstevska and Ann Rial, whose guidance was invaluable.

Another key development was the launch of our first comprehensive client survey, which returned positive feedback from clients and highlighted areas for improvement, particularly around communication and feedback.

Additionally, the establishment of the Consumer Advisory Committee and the Quality Advisory Committee will continue to ensure that our services are shaped by the needs and expectations of our clients. I am confident that these initiatives will continue to strengthen our commitment to client-centred care.

As 2024 progressed, the Board of Management began the search for a new Chief Executive Officer to lead Umbrella into its next chapter. I fully supported this transition and was honoured and deeply grateful to have worked alongside such a committed Umbrella team.

Anna Harrison
(CEO, July 2023 – March 2024)





I stepped into the role of Chief Executive Officer in March 2024. I feel immense pride and gratitude for the trust placed in me by the Board, my mentor, former CEO Anna Harrison, and my colleagues.

With a strong executive team in place, including Theresa Ng taking on the role of Business Operations and Finance Manager, I am confident in our ability to face the challenges that lie ahead.

Together, we have worked closely with the Board to finalise a strategic plan focused on consolidation, strengthening, and leadership. The new strategic plan sets us up well for the future, ensuring that Umbrella remains a leader in our sector while continuing to support our clients, staff and volunteers.

I want to extend my deepest thanks to the members of Umbrella's key management team for their incredible work over the past year. Their resilience and dedication in the face of challenges has been extraordinary. I also wish to acknowledge our administrative team, social and home support staff, and volunteers. Your unwavering commitment to delivering exceptional care is what makes Umbrella such a special organisation. It is truly an honour to work alongside all of you.

As we look towards the future, I am filled with optimism and determination. Together, we will continue to foster a stable, supportive work environment and meet the challenges of tomorrow with confidence.

Henrietta Podgorska
(CEO, March – June 2024)

I want to extend my deepest thanks to the members of Umbrella's key management team for their incredible work over the past year.

Henrietta Podgorska

Board Members and Leadership Team

Umbrella's Board and Leadership Team are supportive groups of committed professionals with extensive skills and experience in a variety of fields.

Board Members as of 30/06/2024

President

Marika Krstevska

Vice President

Anna Harrison AM JP

Treasurer

Dr Anna Golab

Secretary

Dorota Pietowska

Board Members

Dr. Rita Asfar

Belinda Wong

Melissa Del Borrello

Prof Piyush Sharma

Assoc Prof Russel Kingshott

Borhan Milani

Dr Krystyna Haq

Bart Foster

Previous Board Members

Beata Larcombe

Ann Rial

Krzysztof Wozniak

Leadership Team as of 30/06/2024

Chief Executive Officer

Henrietta Podgorska

Business Operations & Finance Manager

Theresa Ng

Social Support Groups & Transport Manager

Robert Wilhelm

Home Support Services Manager

Fern Hazeldean

Human Resources Manager

Carol Bosman

Multicultural Manager – Care Finder

Fiorda Kule

Communications, Engagement & Projects Manager

Donna Gibson

Quality & Training Manager

Michele Fletcher

Assistant Manager Social Support Programs

Magda Wojcik

Assistant Manager Social Support Programs

Barbara Kozok

Information Technology Manager

Dominic Toczyski

Aged Care Volunteer Visitors Scheme (ACCVS) Coordinator

Malgorzata Olszak

Clinical Care Team Leader

Sue Pike



*“Together, we will continue
to foster a stable, supportive
work environment and meet
the challenges of tomorrow
with confidence”.*

Henrietta Podgorska

Tribute to Dorota Pietowska

For the past 24 years, Dorota Pietowska has been an integral part of Umbrella Multicultural Community Care Services Inc., dedicating her time, energy, and passion to making a positive difference in the lives of seniors from culturally and linguistically diverse backgrounds.

Her commitment to the community and her tireless efforts have left an indelible mark on our organisation and the many lives she has touched.

Dorota's journey with Umbrella began long before the organisation was formally established. After migrating from Poland in 1981, she volunteered to support Polish migrants arriving in Perth during the 1980s. Her dedication to helping others led her to play a pivotal role in the founding of Umbrella Inc.

In 2003, recognising the growing need for culturally appropriate aged care, she and other community advocates established "Friends of Umbrella," laying the groundwork for what would become a multi-award-winning, not-for-profit organisation serving over 1,000 seniors from diverse communities.



As a founding member of Umbrella, Dorota's contributions have been invaluable. She brought her excellent organisational, business management, and secretarial skills to the Umbrella Board, serving in various roles, including Secretary, Treasurer, and Board Secretary.



Her leadership and guidance have been instrumental in steering the organisation through its growth and success over the years.

Dorota's impact extends far beyond her Board responsibilities. She has been a vibrant presence at Umbrella's activities and events, from participating in the annual Pride Parade to attending client celebrations and concerts organised by the Multicultural Village Hub project.

Her multilingual abilities in English, Polish, French, and Russian have been a tremendous asset, ensuring that Umbrella's older clients from diverse linguistic backgrounds feel heard and supported.

One of Dorota's significant achievements was the establishment of Umbrella's Multicultural Library, a resource that has enriched the lives of many. The library, offering books, CDs, and DVDs in over 25 languages, stands as a testament to her vision of creating an inclusive space where culture and language are celebrated.

Dorota has retired from the Board, and as we bid her farewell, we honour her unwavering dedication and countless contributions to Umbrella Inc. and the wider community. Her work has been a cornerstone of our success, and she will always be remembered as a true champion of multiculturalism, aged care, and community service in Western Australia.

Thank you, Dorota, for your 24 years of service, commitment, and love. Your legacy will continue to inspire us all.

Home Support Services

We deliver services under the Commonwealth Home Support Program (CHSP) and Home Care Packages (HCP) funded by the Australian Department of Health and Aged Care. Our mission is to help our clients remain in their homes as they age, ensuring they enjoy the highest possible quality of life. We provide home support services throughout the Perth metropolitan and Peel regions.

Our dedicated home support workers are trained to offer personalised assistance within clients' homes, matched with clients based on their specific expertise. Additionally, our team speaks a variety of languages, allowing us to align workers with clients' cultural and linguistic preferences whenever possible. In the past year, we proudly employed 82 support workers who collectively spoke 27 different languages.

Types of Support

Once clients are registered with the Australian Government's My Aged Care program, they undergo an individual assessment to determine the required level of support. The Department of Health and Aged Care funds two types of support delivered by aged care providers like Umbrella:

Commonwealth Home Support Program (CHSP)

This entry-level program offers essential services to clients aged 65 and older who need assistance with everyday living activities.

Home Care Packages (HCP)

Designed for clients aged 65 and older with more complex care needs, HCP provides a coordinated approach to home support. Clients can customise their services in consultation with us, based on their eligible government funding. Eligibility for HCP support is not influenced by a client's financial situation, though an income assessment through Services Australia may determine a contribution.

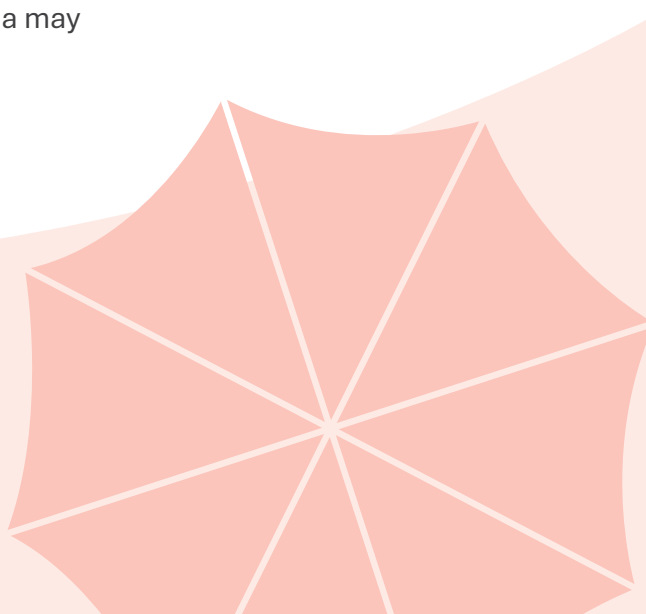
We also offer rehabilitative support and transport to shops, social activities, and medical appointments. For those needing respite care, we provide temporary in-home respite. Additionally, we arrange social activities and provide transport to social functions for clients who choose social support as part of their home care package.

Umbrella collaborates with other community care services on a contractual basis, including meals on wheels, community transport, centre-based care, home modification services, podiatry, physiotherapy, and occupational therapy.

As of 1 July 2024, the Department of Health and Aged Care commenced a single assessment entry point for all older Australians to access home support, and Umbrella actively participated in the consultation process as part of the Australian Government's extensive stakeholder engagement strategy for the ongoing aged care reform.

Commonwealth Home Support Program (CHSP)

In the past year, our CHSP team supported 510 clients, assisting with daily activities such as bathing, showering, toileting, dressing, mobility, meal preparation, laundry, housekeeping, and light gardening. We also provided rehabilitative support and transport to shops, social activities, and medical appointments, along with temporary in-home respite for carers.



In 2023/2024, the following hours were dedicated to delivering the CHSP program:

Type of support	Contract hours	Delivered hours
Domestic duties	7,018	7,395
Social support Individual	6,445	2,163
Respite	236	339
Personal care	787	1,155
Home maintenance	1,005	1,268
Transport to social support groups	15,220	20,883
Total hours	92,700	95,695

Home Care Packages (HCP)

Our HCP team develops and delivers individualised home care packages. In 2023/2024, it was led by six coordinators and one administration officer. The coordinators report to the Home Support Services Manager. The team was supported by a clinical care team of three registered nurses for clients needing higher levels of home care and three home support schedulers who are shared with the CHSP team.

In the year in review, we provided 158 clients with HCP services on the following package levels:

- Level 2: 35
- Level 3: 64
- Level 4: 59

Umbrella HCP client map



Social Support Group

Our Social Support Group program plays a pivotal role in preventing social isolation and maintaining the quality of life for older adults who are challenged by age, disability, frailty, and complex care needs.

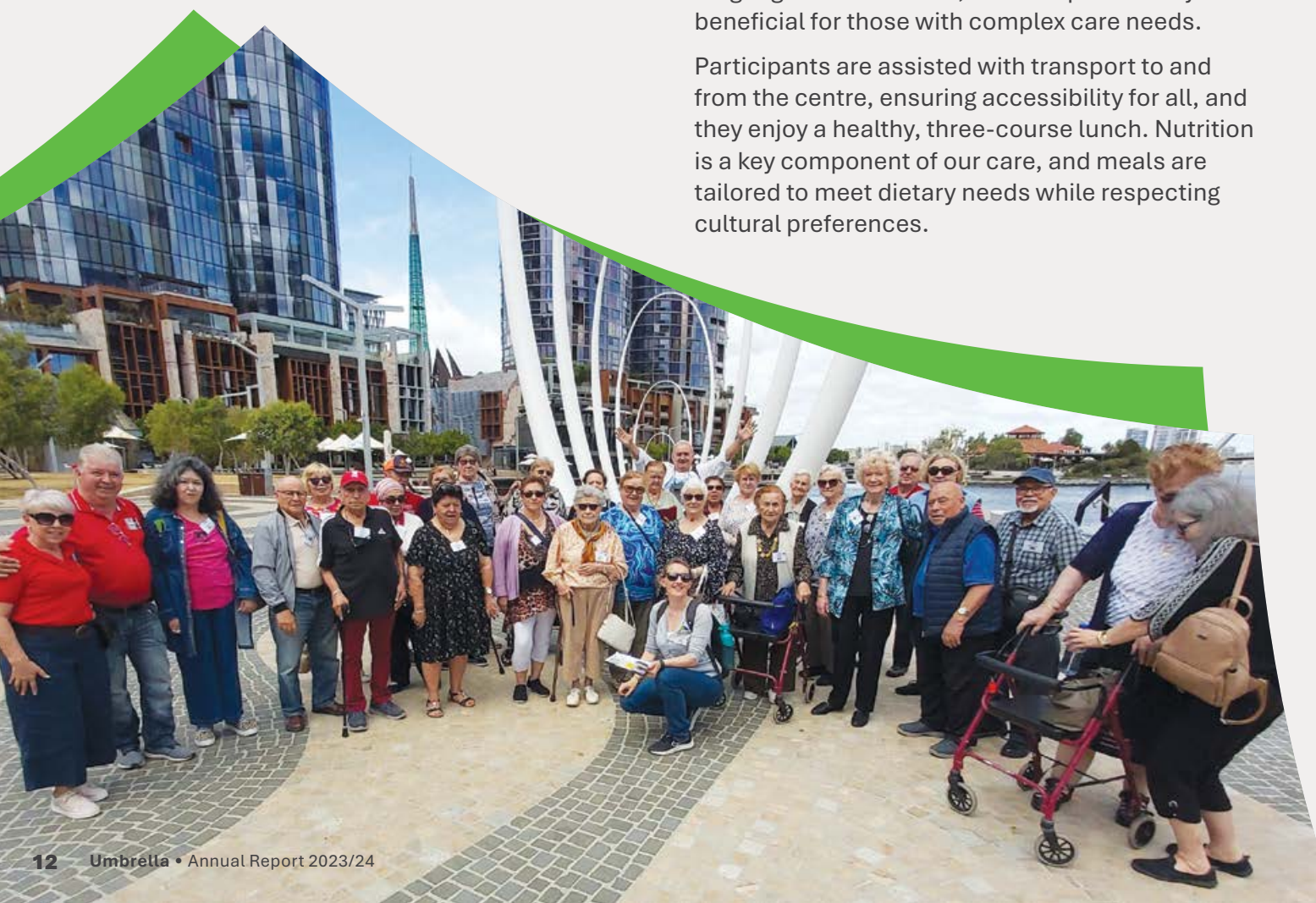
Social connection is fundamental to overall health and well-being, and our program is specifically designed to provide this vital support. Delivered by dedicated, compassionate, and multilingual staff who are continuously trained to meet the evolving needs of our clients, we strive to create a nurturing environment where seniors feel valued, engaged, and empowered.

Once a client joins our social support centre in Belmont, they become an integral part of our vibrant and friendly multicultural Umbrella family. We place great emphasis on collaborating with clients to design activities and programs that resonate with their interests, cultural backgrounds, and personal preferences. This client-centred approach ensures that our services are not only enjoyable but also meaningful and beneficial to their overall health.

Our range of activities is as diverse as the clients we serve, focusing on health, wellness, cultural awareness, and safety. We offer excursions, concerts, dancing events, physiotherapy with music, arts and crafts, picnics, barbecues, guest speakers, and more. These activities are not just recreational; they are carefully planned to promote physical health, cognitive stimulation, emotional well-being, and social engagement, which are crucial in preventing the decline associated with isolation and inactivity.

Recognising the importance of cultural connections, most of our groups are organised according to cultural and linguistic backgrounds. We currently run Italian, Macedonian, Polish, and multicultural programs every weekday from Monday to Friday. This cultural alignment fosters a sense of belonging and community, allowing clients to connect with others who share their language and traditions, which is particularly beneficial for those with complex care needs.

Participants are assisted with transport to and from the centre, ensuring accessibility for all, and they enjoy a healthy, three-course lunch. Nutrition is a key component of our care, and meals are tailored to meet dietary needs while respecting cultural preferences.



Key Responsibilities

Our social support workers are central to the success of the program and make a significant difference in the lives of our clients. They possess a combination of practical skills, strong empathy, and endless patience and are continuously trained to enhance their abilities to support clients with complex care needs. Their key responsibilities include:

- Delivering high-quality, individualised group social support that addresses the unique needs of each client.
- Demonstrating a proactive approach to building positive, engaging relationships with clients, fostering trust and open communication.
- Focusing on supporting clients with a range of abilities and needs, including those with mental and physical health challenges, dementia, and other complex conditions.
- Collaborating with clients in designing activities and care plans, ensuring that services are client-centred and responsive to their preferences and needs.
- Helping clients maintain independence by promoting self-efficacy and providing appropriate levels of support.
- Assisting clients to reach their potential by providing physical and emotional support tailored to their individual goals.
- Communicating openly with clients, their caregivers, and colleagues to ensure comprehensive care and support.
- Demonstrating effective time management to maximise the quality and quantity of client interactions.
- Following all plans, policies, procedures, and the Aged Care Quality Standards to ensure the highest standards of care.
- Being accountable for the quality of their work and continuously seeking opportunities for improvement.
- Maintaining and improving their knowledge and skills through ongoing training and professional development.

Our staff are not only trained initially but engage in continuous professional development to stay abreast of best practices in aged care, particularly in supporting clients with complex needs. This ongoing training includes topics such as dementia care, mental health support, cultural competency, and personalised care planning.

The Team

In 2023/2024, our team comprised 40 dedicated, multicultural staff members who are passionate about making a positive impact. We had 27 activity workers/drivers, five senior support workers, four team leaders, one administration assistant, two assistant managers, and a senior manager. Our team members spoke 13 languages, reflecting the diversity of our clients and enhancing our ability to communicate effectively and provide culturally sensitive care.

Together, we delivered social activities to over 400 seniors each week. Our commitment to continuous training ensures that all staff are equipped with the latest knowledge and skills to support clients with complex care needs effectively.



Client Demographics

Our clients represented 52 nationalities and spoke 26 languages, highlighting the multicultural nature of our community. The diversity of our clients enriches the program and provides opportunities for cross-cultural exchange and learning, further enhancing social engagement and preventing isolation.

Top countries of birth among clients

- Poland: 106 clients
- Italy: 97 clients
- Australia: 33 clients
- Former Yugoslav Republic of Macedonia: 32 clients
- Greece: 26 clients

Languages spoken by clients

- English: 180 clients
- Polish: 72 clients
- Italian: 63 clients
- Macedonian: 40 clients
- Spanish: 16 clients
- Other languages: Croatian, Russian, Serbian, Hungarian, Greek, Portuguese, and more.

Gender distribution

- Women: 357 clients
- Men: 84 clients
- Total: 441 clients

This diverse client base allows us to tailor our programs to meet a wide range of cultural, linguistic, and individual needs, which is essential in providing effective support for those with complex care requirements.

Program Overview

Our programs are thoughtfully designed with input from clients to ensure they are engaging, relevant, and supportive of their health and well-being. By involving clients in the planning process, we empower them to take an active role in their care, which is especially important for those managing complex health conditions.

Golden Age Clubs: Held Monday to Friday, these clubs offer a variety of activities that promote social interaction, mental stimulation, and physical activity, all of which are critical in maintaining quality of life and preventing deterioration in health.

Home @ Home: This program includes four different groups—Italian, Macedonian, multicultural, and Polish—providing culturally specific activities and support. This focus on cultural identity helps clients feel understood and valued, which is crucial for emotional well-being.

Special Activities: Events such as Party at Basia's, Italian High Tea, Macedonian High Tea, Happy Tuesday, and the Internet Café are designed to provide enjoyment and opportunities for clients to engage in new experiences, fostering a sense of joy and fulfilment.

Special Celebrations: Celebrating events like Australia Day, Chinese New Year, Anzac Day, Melbourne Cup Day, Seniors Week, Easter, Christmas, and culturally specific festivities allows clients to connect with traditions and create new memories, which is especially beneficial for cognitive health.

Excursions: Outings to various interesting places provide stimulation and break the routine, which can have positive effects on mental health. Our mystery day trips add an element of surprise and excitement, contributing to overall happiness and life satisfaction.

Competitions: Participating in events like the Livelighter Aged Care Games encourages physical activity, teamwork, and a sense of accomplishment. Winning the games in Belmont in both 2023 and 2024, as well as earning a trophy in Joondalup, boosted clients' self-esteem and reinforced the positive impact of staying active and engaged.







Aged Care Volunteer Visitors Scheme

The Aged Care Volunteer Visitors Scheme (ACVVS) is a free program designed to enhance the lives of older Australians who are socially isolated or experiencing loneliness.

Available to any recipient of a government-subsidised residential aged care or home care package, excluding those on the Commonwealth Home Support Programme, the program focuses on supporting individuals from diverse linguistic, cultural, and vulnerable backgrounds who may be at greater risk of social isolation.

By fostering meaningful one-on-one relationships between volunteers and older adults, the program aims to reduce loneliness and promote well-being within our aging community.

In 2023/2024, our funding partners included the City of Belmont through a Community Grant, Volunteering WA with a National Volunteer Week Grant, the Australian Government Department of Health and Aged Care providing ongoing funding, and Western Australia's Department of Communities via the Thank A Volunteer Grant.

We also collaborated with organisations like the Western Australian Ballet, various city volunteer centres including Melville, Swan, Rockingham, Armadale, and Cockburn, and training providers such as Dementia Australia, Evolve, and Diabetes WA.

Our partnerships extended to 82 residential facilities and 13 Home Care Package providers across the Perth metropolitan area, whose support was invaluable.

Our team comprised four part-time staff members: one Coordinator and three Support Officers. We were fortunate to have an office-based volunteer who contributed over 200 hours and two students who completed a combined 200 hours with us.

Together, we worked with over 100 volunteers supporting 190 clients from 42 countries. The clients spoke 35 different languages, while our volunteers spoke 37 languages, reflecting the rich diversity of our community. The gender identity of our clients included 62 men and 128 women, and among volunteers, 27 men and 68 women.

Among the highlights of the year, our volunteers conducted just under 2,000 visits, making a significant impact on reducing social isolation among older adults. We sent over 250 birthday cards to clients and volunteers, adding a personal touch to our engagement.

Training opportunities were provided, such as an informative dementia workshop delivered by Dementia Australia, equipping volunteers with essential skills to better support clients living with dementia.

Cultural experiences included attending the community dress rehearsal of “Echoes of Van Gogh” with the West Australian Symphony Orchestra, enriching our volunteers’ appreciation for the arts.

We held appreciation events like the “Thank a Volunteer Day” sundowner in collaboration with the Ethnic Communities Council of WA, celebrating the dedication of volunteers. Ten of our volunteers attended the Governor of Western Australia’s International Volunteer Day Garden Party, a prestigious event recognising the contributions of volunteers statewide.

During the 2024 National Volunteer Week, we hosted an event featuring a panel discussion on language and cultural diversity in volunteering, highlighting the invaluable contributions of multicultural, multilingual, and multi-faith volunteers. Panellists shared insights into the complexities of leading multicultural organisations reliant on volunteer dedication. Special thanks to our funding partners, Volunteering WA and Lotterywest, whose support made these events possible.



The impact of our work is perhaps best captured in the words of those we serve and those who serve with us.

When informed of the difficulty in finding a Polish-speaking volunteer, a client’s son reassured us, saying:

“It doesn’t matter what language they speak, as long as Mum knows the person is from Umbrella and they have the logo on.”

A client’s daughter expressed her gratitude, stating:

“You have found a real gem for my mum! Mum is so much more quietly happy every time after a volunteer visits.”

A volunteer, after attending the dementia training, remarked:

“The topic and presentation of dementia were so impactful and relevant. I am confident that most, if not all participants, value this information and will apply it, when necessary, to the best of their ability.”



Care Finder Program

The Care Finder Program, which began on 1 January 2023, is an integral part of the Australian Government's response to the Royal Commission into Aged Care Quality and Safety.

Funded by the Department of Health and Aged Care, the program is designed to provide specialist assistance to older Australians who need extra support to access aged care and other community services. Managed by Primary Health Networks and evaluated by Australian Healthcare Associates, the program emphasises trust-building, cultural understanding, and individualised support to navigate the complexities of the aged care system.

Key responsibilities of our program at Umbrella include assisting clients in understanding the aged care system and connecting them to relevant services. We provide culturally sensitive and language-specific support to culturally and linguistically diverse (CaLD) and LGBTIQ+ older adults, facilitating the setup of home care services, including case coordination.

Our team offers direct assistance through outreach, home visits, and assessments, building relationships with local community groups and service providers to streamline care access.

One volunteer and eight staff members staff our program: three outreach workers, one outreach team leader, three coordinators, and one manager. Our clients predominantly originate from Europe, India, Myanmar, Vietnam, Arabic-speaking countries, and Latin America. Reflecting this diversity, our staff represent various countries of origin, including Italy, Scotland, Hungary, Myanmar, Lebanon, Vietnam, India, and Australia, enabling us to provide culturally informed and empathetic support.

During the year, we completed several key projects that significantly enhanced our service delivery:

Outreach Expansion

We created a new outreach team specifically to address client language and cultural barriers, allowing us to connect more effectively with diverse communities.

Digital Literacy Program

A specialist volunteer provided one-on-one digital literacy and online safety support to clients once a week, empowering them to navigate the digital world confidently.

Staff and Volunteer Training

We delivered aged care system navigation training to council staff, members, and community leaders. This empowered them to better understand and serve diverse communities, fostering respectful and culturally informed client interactions.

Proactive Community Engagement

Our team engaged with ethnic clubs and participated in over 20 expos, including events like Harmony Day, Multicultural Expos, the Vietnamese Lunar New Year, the NAARI event for Indian communities, the Perth Italian Festival, and larger expos like Have a Go Day and the Seniors Week Expo in Rockingham.

Drop-in Sessions with the Indian Society of Western Australia

Held at the Indian Citizens Senior Centre every second Tuesday morning, these sessions offered My Aged Care advice and support, with two case managers and an outreach officer available to assist with language and cultural needs in a confidential setting.

Network Presence

Regular attendance at network meetings ensured consistent visibility and strong relationships with stakeholders in the aged care community, balancing engagement with both clients and partners.

Waroona Drop-in Sessions

In partnership with the Waroona Family and Resource Centre and the Shire of Waroona, we held drop-in sessions to maintain a strong presence in the Peel region.



Operational Improvements

We implemented several continuous improvement initiatives to enhance our operations:

- Introduced a streamlined case management system to track client progress more efficiently.
- Developed a streamlined referral process with client experience follow-ups to ensure satisfaction and quality of service.
- Created an outreach team focused on engaging with specific cultural communities, such as Vietnamese, Indian, and Arabic groups.
- Expanded our language support services, now covering 10 languages within the Care Finder team, to better meet the needs of our diverse client base.



Testimonials

The impact of our work is best reflected in the words of those we serve and those who serve with us:

“The support worker helped me feel understood, speaking to me in my language and explaining everything step by step.”

Client

“I never thought I’d understand the aged care system, but thanks to Care Finder, I’m not alone anymore.”

Client

“Working here has given me a new perspective on what inclusivity and complex care truly mean in practice.”

Staff Member



Communications, Engagement & Projects

A key focus area for the Communications, Engagement & Projects team in 2023/2024 was the leveraging of the Umbrella brand through a multi-faceted marketing and communications strategy. This included event management, the production of internal and external communications collateral and the management of digital platforms such as the website and social media.

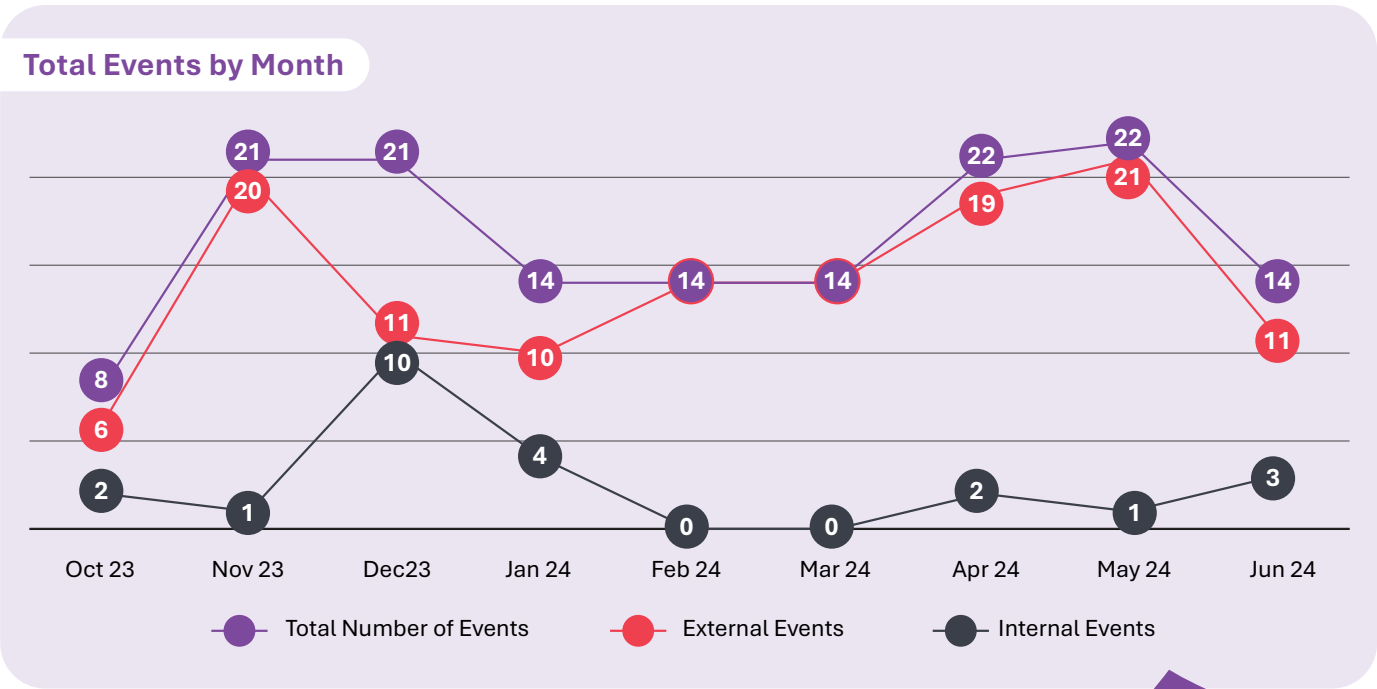
The team was also responsible for delivering four externally funded projects: Multicultural Village Hub; Rainbow Migrants; Elder Rights Project and Over the Rainbow, two of which were completed in the year under review.

Highlights included the launch of a new external newsletter for Umbrella – the *Golden Times* – in June 2024; the production of the 2023 Annual Report; the development of new brand guidelines; the publishing of the Strategic Plan 2024-2028 and significant growth in our social media reach and engagement.

Event management

A new event management toolkit was developed to support the hosting of events and the attendance of Umbrella at external community events and exhibitions. The purpose was to implement consistency in how we plan, manage and evaluate events and to ensure clear messaging and brand positioning.

From October 2023 to June 2024, Umbrella hosted or participated in a total of 121 events, with a monthly breakdown revealing the peak month for events as June 2024.



“It is our duty to ensure that all Australians receive culturally appropriate and individualised care in their golden years.”

Anna Harrison AM JP



Social media growth

Quarterly social media analysis was undertaken and reported to the Board of Management. This included tracking reach and engagement as compared to the same quarter the previous year and as compared to the previous quarter of the same year.

The quarterly report for 1 April to 14 June 2024, as compared to 1 April to 14 June 2023, is summarised below as an example of the growth that was achieved.

Social media audience

Followers – across all social media platforms, we had **an increase of 430 followers** from 3,224 to 3,654.

Impressions – our social media posts were **displayed 20,569 more times** across all social media platforms, with impressions increasing from 57,154 to 77,723.

Reach – there was an **11,794 increase** in people visiting our social media pages from 33,991 to 45,785.

Social media reach

Posts – across all platforms **increased** from 114 to 251

Impressions – **increased** from 48,161 to 61,378.

Post reach – **increased** from 30,935 to 42,370.

Social media engagement also showed significant growth from April to June 2024 when compared to the preceding quarter of January to March 2024, as the table below illustrates.

	January – March 2024	April – June 2024
Fans & Followers	3300	3654
New Fans & Followers	105	111
Page & Profile Impressions	63,000	77,723
Posts	183	251
Post Reach	29,000	42,370
Page & Profile Reach	34,000	45,785
Post Impressions	48,000	61,378



Multicultural Village Hub

Our Multicultural Village Hub project came to an end on 30 June 2024. Run from January 2022 to June 2024, it supported people from diverse backgrounds aged 55 years or over (50 years and over for Aboriginal and Torres Strait Islanders) living in or near Belmont and Bayswater.



The project was funded by the Department of Social Services as one of 12 Village Hubs across Australia and one of three in Western Australia. It created connections and a sense of belonging through wellness programs, recreational and educational activities. The activities helped to build participants’ levels of confidence and share their knowledge, skills and interests. It also provided a peer support network and information about local services and programs.

After being delayed by COVID-19, the project truly kicked off in July 2022 and in October 2022, a partnership with community organisation Co-Connect was formed. A Polish strength and balance group was launched soon after, which was later awarded the 2023 Injury Matters ‘Outstanding Achievement Empowering WA to Prevent Injury’.

The program then flourished into a diverse array of events and activities: bushwalking, one-on-one digital technology support, Craft for a Cause, Stay Sharp, educational workshops, and the popular day trips.

Registered participant demographics

- 21 countries of birth
- 92% born overseas

Age Group	Clients
40 to 44	1
45 to 49	3
50 to 54	9
55 to 59	41
60 to 64	55
65 to 69	77
70 to 74	73
75 to 79	36
80 to 84	11
85 to 89	3

An end-of-grant survey was conducted to assess the impact of the project. There were 67 survey participant responses overall.

- 90% Said they **made new friends**
- 91% Said their **mental health improved**
- 87% Said their **physical health improved**





2038

Total Participant
Attendances

306

Support
People

220

Sessions
Delivered

305

Registered
Participants

205

Women

81

Men

Rainbow Migrants

The Rainbow Migrants Project was funded by the Western Australian Office of Multicultural Interests and was an 18-month project hosted by Umbrella that was completed in December 2023.



It explored the complex needs of LGBTIQ+ migrants and the entities that support them. For the primary group – the LGBTIQ+ migrants – the project sought to provide a support structure that encompassed legal, social, mental health, and cultural competencies.

For the secondary participants – service providers and community organisations – the project focused on enhancing their capacity to serve the LGBTIQ+ migrant community effectively through training, resource provision and collaboration.

Just under 70 culturally and linguistically diverse rainbow migrants were engaged through online and in-person individual and group consultations, co-design sessions, storytelling activities, and community events.

The project contributed to the Pride Intergenerational Housing Forum led by LGBTI Rights in Ageing (GRAI) and engaged in discussions on generational, cultural, and rural experiences of homo-, bi-, and transphobia (IDAHOBIT) individuals in collaboration with UWA and GRAI.

A range of services were piloted and co-designed that were tailored to the unique needs of rainbow migrants. These included social support groups, peer-led service navigation, and arts and crafts activities such as the 'Pottery Decorating and Planting Migrants Stories' initiative.

Project participants were supported with finding employment, accessing sexual health services, service provider referrals, and legal education. Community involvement was promoted through volunteering and internships.

A 'Karaoke with an Accent' event attracted over 80 audience members and participants in September 2023. Project participants also took part in the University of Western (UWA) PrideFEST and the 2023 Pride Fair Day and Pride Parade hosted by Pride WA.



Community of Practice

An operational framework was created for a Rainbow Migrants Community of Practice, serving as a platform for continuous learning, sharing best practices, and fostering collaboration among community members and stakeholders. This framework facilitated participation in various initiatives with a diverse range of organisations.

Service Provider Engagement

Over 40 diverse service providers hosted training and awareness sessions focusing on intersectionality and the specific needs of rainbow migrants. The project was also presented at academic conferences, community events and network meetings.

Intersectional Model of Service Co-Design

Co-design workshops were held to influence broader policies and practices, providing a replicable framework for other projects and organisations to incorporate intersectionality in service design.

Recommendations

A series of comprehensive recommendations were made towards establishing a comprehensive support system for LGBTIQ+ migrants, ensuring their needs are addressed effectively from their initial arrival, throughout their settlement process, and in their continued lives within the broader community.

Elder Rights Project

The Elder Rights Project, run in partnership with Elder Rights WA (a division of Legal Aid WA), was launched in March 2024 and is due for completion in November 2024.



Funded by the Department of Communities, the project has assessed the use of language regarding elder rights and abuse within marginalised groups, with a specific focus on seniors from culturally and linguistically diverse (CaLD) backgrounds and their families.

The overarching goal is to facilitate the development of community education resources and support mechanisms that reduce stigma and improve access to services for CaLD seniors facing rights violations and abuse.

The project methodology has included collaboration with 17 CaLD community champions and 13 CaLD communities in the Perth metro area and Peel region.

Two sessions were held with community champions at the outset to gather their views on how the project should be implemented. The community champions themselves then facilitated the community workshops in partnership with Umbrella and Elder Rights WA, achieving a level of engagement that progressed from consultation to collaboration.

Due to the sensitive nature of the topic, particularly within certain communities, the collaboration with the community champions during the project's implementation has been pivotal to its success.

The objectives were to build the capacity of communities, community champions and service providers to better support seniors and their families by:

- Increasing awareness and understanding of elder rights and elder abuse in the community target groups
- Mapping community understanding of the concepts of elder rights and abuse, including knowledge of referral pathways and services
- Assessing understanding of indicators of elderly abuse
- Examining perceptions of grandparents and older Australians
- Identifying and referring at-risk individuals or families
- Identifying cultural and linguistic barriers to effective engagement with seniors, carers and families
- Evaluating the effectiveness of current information and awareness campaigns.

The project has gathered valuable feedback from participants regarding perceptions of elder abuse in different cultural and linguistic contexts and on different community attitudes towards grandparents and older Australians. It has also provided information to the participants about the definitions and indicators of abuse and the available support services.

The findings will be used to make recommendations to the State Government of Western Australia on how to effectively engage with culturally and linguistically diverse communities on this complex and challenging issue.





Thank You to our Supporters and Partners

At Umbrella Multicultural Community Care Services Inc., we are deeply grateful for the incredible support we receive from many individuals, groups and organisations. Our mission to provide compassionate, inclusive care would not be possible without the dedication of our supporters, partners, and friends.

We extend our heartfelt thanks to local political representatives, city councils, community groups, organisations, advocates, community and religious leaders, and everyone who has engaged with, supported, and promoted our vision. Your commitment enables us to continue fostering a more inclusive and supportive community for CaLD and LGBTIQ+ seniors.

Thank you for standing with us and for being a vital part of the Umbrella family. Together, we are making a difference.





Human Resources

Person-centred care is at the heart of the strengthened Aged Care Quality Standards, ensuring that aged care workers understand and value their clients by respecting their individual cultural, linguistic, and gender identities while honouring their specific needs. A key priority of these Standards is to guarantee that care and service needs are met by skilled and competent workers who hold relevant qualifications and possess the expertise and experience necessary to provide safe and high-quality care.

As an aged care provider, we are committed to maintaining accurate records of worker pre-employment checks, qualifications, and experience. It is essential that our staff have access to supervision, support, and resources to perform their roles effectively. We also ensure that comprehensive training programs are in place, providing our team with the necessary skills and competencies to deliver exceptional care.

Our human resources team plays a pivotal role in upholding these standards. Represented on the Umbrella Quality Advisory Committee—one of the two committees required by the new Aged Care Standards—the HR team collaborates with key management staff and an external consultant from Care Partnerships Australia. The committee provides guidance on care outcomes, addresses care issues, manages incidents and reportable events, monitors clinical care quality indicators, solicits feedback, drives continuous improvement, and oversees all workforce arrangements.

The HR team, consisting of four dedicated professionals, manages the entire volunteer and employee life cycle. This comprehensive approach encompasses seven critical stages: recruiting, onboarding, maintaining training records, managing performance, record keeping, exit procedures, and cessation. By meticulously overseeing each stage, we ensure that our workforce is not only highly qualified but also aligned with our organisational values and commitment to quality care.

The past year has been one of significant achievement and progress:

Enhanced Recruitment Procedures

We updated our support worker recruitment procedure, actively participating in all interviews across the organisation, including those for support workers. This hands-on approach ensures that we select candidates who are not only qualified but also share our dedication to person-centred care.

Implementation of Carebridge

We adopted Carebridge, a comprehensive and integrated recruitment platform that streamlines the entire recruitment process. This tool has significantly improved our efficiency in attracting and onboarding new talent.

Policy and Procedure Updates

We revised several key policies and procedures to reflect current best practices and legislative requirements. These include the Workplace Health and Safety Policy, the On-Call and After-Hours Client Service Support Procedure, the Operations Vehicles and Driving Procedure, and the Working from Home Flexible Work Arrangements Procedure.

Successful Restructures

Restructures within the Home Support Services team, Social Support Group, and Finance team were completed without any redundancies. This process allowed us to optimise our operations while retaining our valuable staff.

Workplace Health and Safety Review

The GSK Workplace Health and Safety Review was completed, resulting in the development of necessary policies to enhance workplace safety and compliance.

Securing the Buddy Shift Grant

We successfully secured the Buddy Shift grant, which supports new support workers within the organisation. This program facilitates mentorship and smoother transitions for new staff members.

Performance Appraisals Overhaul

We rolled out annual performance appraisals, shifting from a fixed schedule in July each year to individualised assessments aligned with each employee's work anniversary. This personalised approach allows for more timely and relevant feedback.

Positive Audit Outcome

The HR team's contributions were instrumental in achieving a successful outcome in the external audit conducted by the Aged Care Quality and Safety Commission. This audit affirmed our compliance with the strengthened Aged Care Quality Standards.

Key Challenges

While we celebrated many successes, we also navigated several challenges related to legislative changes and industry standards:

Fair Work Legislation

Minimum Wage Increases: In response to changes in Fair Work legislation, we implemented minimum wage increases in July 2024. We are preparing for further increases scheduled for January 2025 and October 2025, pending the release of new rates.

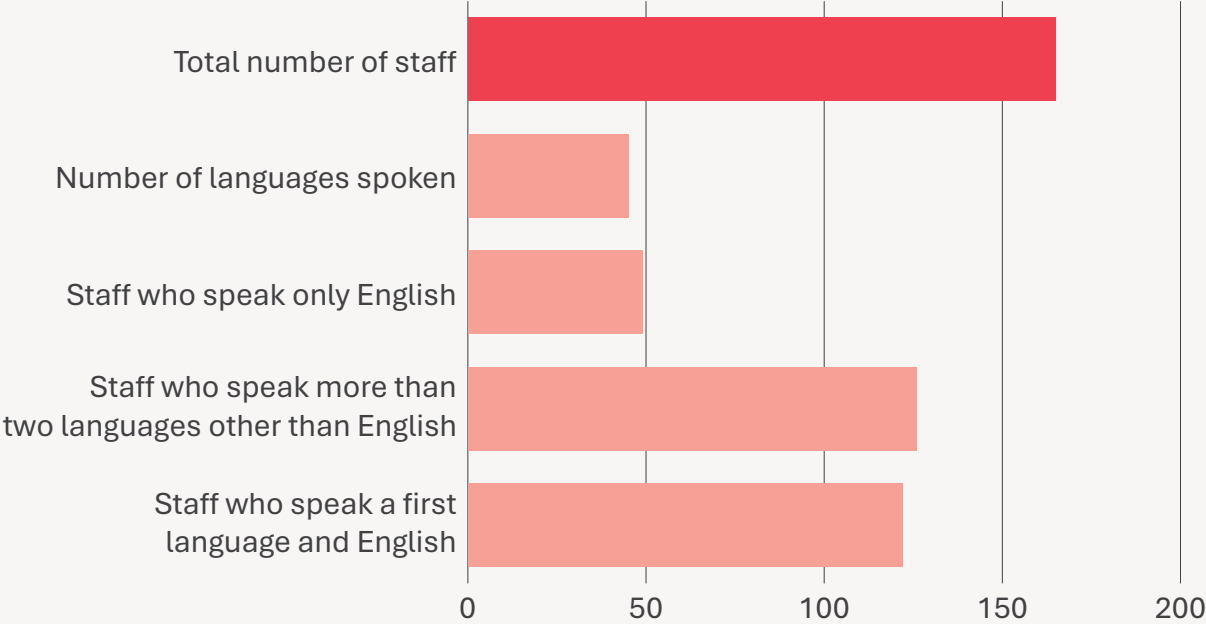
Award Classification Updates: Anticipating the award classification definitions changing on 1 January 2025, we proactively transitioned Level 1 support workers to Level 2. This move ensures compliance and recognises the skills and contributions of our support workers.

Policy Amendments: We amended our policies and procedures to align with industrial relations reforms, ensuring that our employment practices are up-to-date and legally compliant.

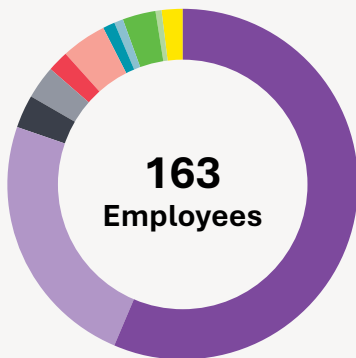


Four Umbrella employees were recognised for their outstanding contributions to the organisation in December 2023. All had been nominated by their fellow colleagues. They were Michele Fletcher – Organisational Excellence Award, Kat Matkowski – Anna Harrison Award, Nat Lucas – Highly Commended and Juanita Doorey – Highly Commended.

Languages spoken by staff

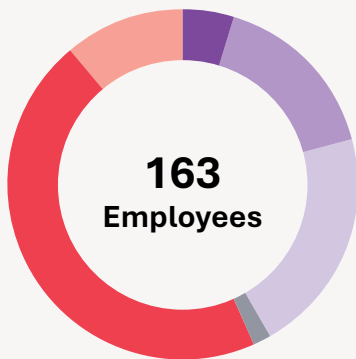


Roles of staff



Support workers	92
Direct care administration	39
Office workers	5
Human Resources & Reception	5
Information Technology	3
Finance	7
Comms, Engagement & Projects	2
Compliance & Training	1
Scheduling	5
Executive	1
Clinicians	3

Role classifications



Administration	68
Casual	8
Part-time	26
Full-time	34
Clinicians	3
Part-time	3
Support workers	92
Casual	74
Part-time	18



Staff being trained in infection prevention and control by Kieth Emin of the Australian Higher Education Academy

Quality and Training

Our Quality and Training Department is dedicated to ensuring that Umbrella operates in full compliance with the Aged Care Quality Standards and all relevant legislation. This commitment encompasses managing policy and governance requirements for our funded programs. A crucial part of our role is to ensure that all staff receive mandatory training, equipping them with the knowledge and skills necessary to provide high-quality care.

Key Responsibilities

The department is at the forefront of driving quality and safety improvements related to Commonwealth Home Support Program and Home Care Packages. Key responsibilities include providing guidance, advice, and education on legislative changes, as well as preparing the organisation to respond effectively to aged care quality and safety audits.

We maintain the Plan for Continuous Improvement and establish and oversee the Quality Care Advisory Committee and Consumer Advisory Committee, which contribute valuable insights into our service delivery.

In terms of policy, we coordinate reviewing and implementing policies and procedures that align with legislative requirements, ensuring that our organisational practices remain current and effective.

Our training responsibilities involve developing, maintaining, and implementing an organisational training strategy. We identify opportunities for external funding to support training initiatives and we meticulously record and maintain records of mandatory accredited skills and non-accredited training. This ensures compliance with quality standards and maintains a competent workforce.

We also coordinate the Work Health and Safety Committee, disseminating minutes and ensuring workplace safety remains a top priority. Additionally, we maintain Home Support Services contractor compliance records in consultation with Home Support Services, ensuring that all contractors meet our stringent quality and safety standards.

Aged Care Quality and Safety Commission Quality Audit

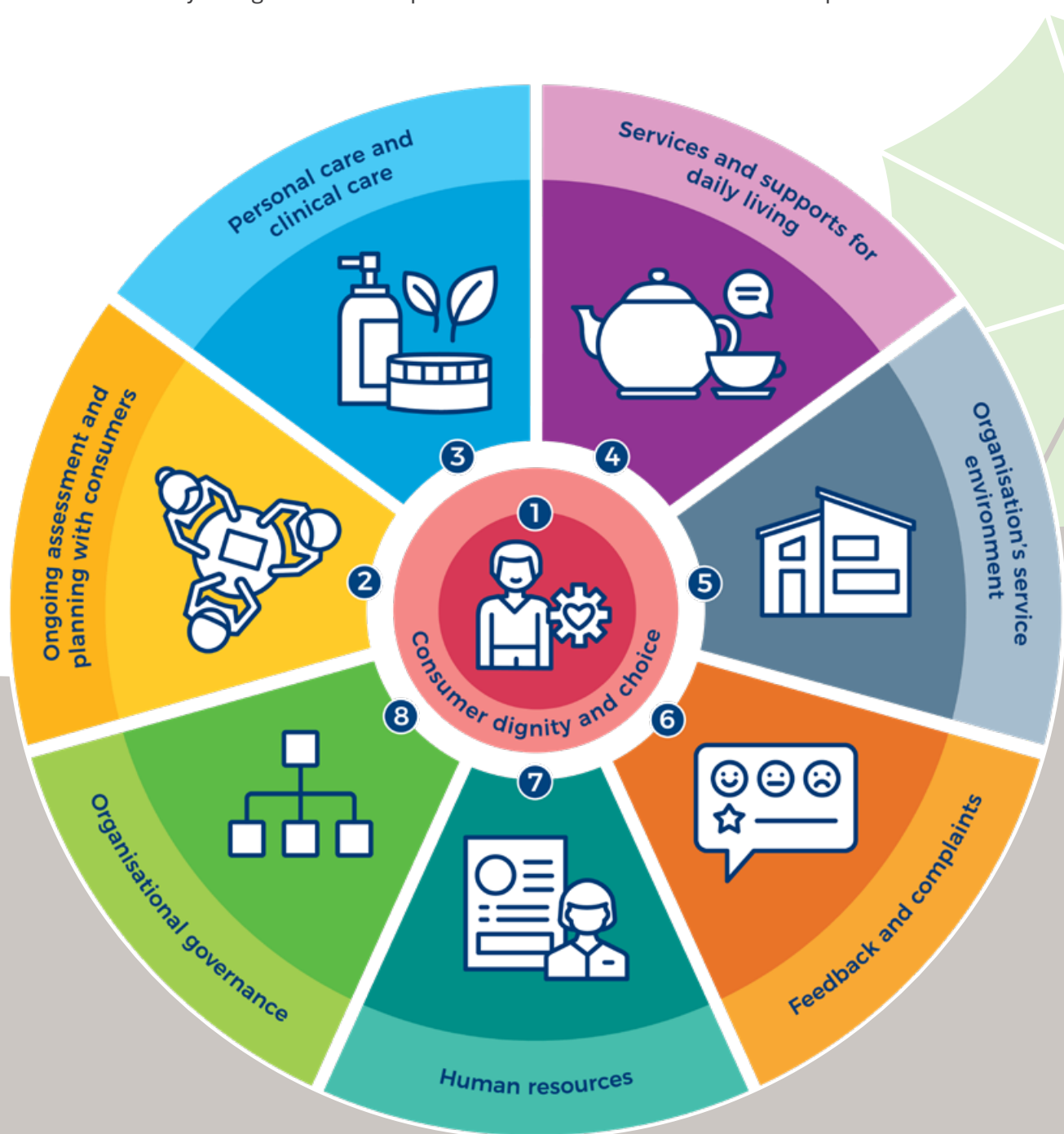
In November 2023, the Aged Care Quality and Safety Commission conducted a quality standards audit at Umbrella, focusing on Standard 3 (Personal and Clinical Care) and Standard 8 (Organizational Governance).

The audit concluded that Umbrella was fully compliant with the relevant standards.

Notably, it found that we provided best practice, tailored, safe, and effective care to each consumer, optimising their health and well-being. High-impact or high-prevalence risks associated with consumer care were effectively managed, and there was timely recognition and response

to any deterioration or changes in consumers' mental health, cognitive or physical function, capacity, or condition. Referrals to other care and service providers were also found to be timely and appropriate.

The audit confirmed that effective, organisation-wide governance systems relating to information management were in place, along with robust risk management systems and practices for managing high-impact or high-prevalence risks. Employees were found to understand and utilise the organisation's policies and processes for antimicrobial stewardship.



Continuous Improvement

Throughout the year, we identified and implemented 47 actions for continuous improvement, resulting in diverse and meaningful outcomes across the eight Aged Care Quality Standards.



Standard 1: The home support client handbook was updated, rewritten in easy English, and printed in a larger font size to assist clients with vision impairments. This publication has been circulated electronically and is also available in hard copy.



Standard 2: We have incorporated more regular assessments of clients' changing health and circumstances into individualised care plans. A quarterly personalised client survey assists us in delivering the care that clients need.



Standard 3: Updated risk assessment tools for initial home visits have been introduced, including a first home visit risk assessment tool to complement the home safety checklist.



Standard 4: Based on client feedback, we have improved meals for social support clients and are providing culturally appropriate meals for various client groups at our social support centre.



Standard 5: To enhance client safety, a sensor light has been installed in the support centre's accessible toilet.



Standard 6: A comprehensive review of feedback and complaints mechanisms led to the development of a complaints and feedback communications plan. A key success measure will be an increase in feedback received through the various channels available to clients, carers, volunteers, employees, funders, and project partners.



Standard 7: We contracted GSK Insurance Brokers to audit our Work Health and Safety Management System. The resulting report provided recommendations to improve workplace safety, with outcomes to be reported to the Work Health and Safety Committee.



Standard 8: In accordance with the requirements of the Aged Care Act 1997, we called for nominations for the Quality Care Advisory Committee and Consumer Advisory Committee. These volunteer committees report to the Board and contribute to maintaining high standards of care and service delivery.

Client CARE Experience Survey

We received 237 submissions in response to our annual Client CARE Experience Survey. Respondents hailed from 36 different countries of birth, with the top three being Poland (24%), Italy (19%), and Macedonia (15%). Collectively, they spoke 26 languages other than English. The survey was modelled on the Aged Care Quality Standards to assess the level of satisfaction among clients and their representatives regarding our services and support.

Overall, 30% of respondents expressed complete satisfaction with our services. Clients praised our team of caring professionals and valued the opportunity for social interaction with others who speak their language. Many clients expressed feelings of gratitude, safety, and a sense of being welcomed. Family members noted the remarkable difference our services have made in their parents' lives, observing that they are happier and healthier.

In response to the survey findings, we recorded over 20 actions for continuous improvement to help us strive for excellence in client care and services.

Training

Our training program successfully delivered 850 training placements aimed at enhancing workforce competency in providing high-quality, culturally sensitive care.

This financial year, we launched a comprehensive Corporate Induction Program to improve our onboarding process, ensuring that all new employees are equipped with essential knowledge from their first day.

To support ongoing workforce development, all employees and volunteers are now registered with the Aged Care Quality and Safety Commission's Aged Care Learning Information Solution (ALIS), providing online education and training to ensure our workforce understand our obligations that contribute to improved care quality and safety.

Umbrella continued to prioritise workforce development through a combination of accredited and non-accredited training programs.

Advisory Committees

The Quality Care Advisory Committee provides the Board with valuable consumer expertise, offering additional input into decision-making processes. Members of the committee during the year under review included:

- Henrietta Podgorska, Chief Executive Officer
- Michele Fletcher, Quality and Training Manager
- Kasia Pulwicka, Home Support Services Manager
- Carol Bosman, Human Resources Manager
- Sue Pike, Clinical Team Leader
- Magda Wojcik, Social Support Programs Assistant Manager
- Michelle Harris-Allsop, Consumer Advocate

Similarly, the Consumer Advisory Committee offers insights and feedback to the Board about issues and areas for improvement from the clients' perspective, providing suggestions for continuous improvement. The inaugural committee welcomed the following clients:

- Ann Holland
- Elzbieta Markowski
- Vida Emmott
- Maria Kamocka
- Irma Mannella
- Mara Sulejmani

Finance Department

The past financial year has been challenging, with many uncertainties relating to the workforce, regulatory reforms and funding.

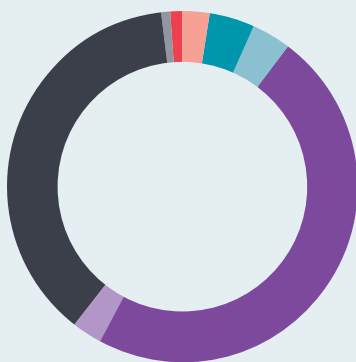
Despite the challenges, for the financial year ending June 2024, Umbrella delivered an operating surplus of \$209,722.

The balance sheet continues to show a healthy increase in net assets, reflecting increased financial strength achieved through strategic planning and budgetary and cost control.

Our focus in 2024/2025 is on optimising processes and systems to improve efficiency across the business and deliver the highest-quality service to clients.

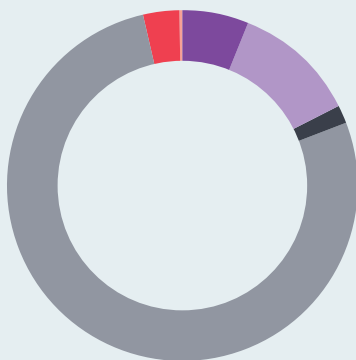
We will be focusing on technology innovation, upskilling and training staff, system integration for compliance, getting reform ready and ensuring we remain financially sustainable by increasing our efforts to secure ongoing grant funding.

Income



Brokerage	305,340
Client fees and contributions	516,275
Aged Care Community Visitors Scheme	411,122
Home Care Packages	5,706,315
Non-recurrent grants	339,091
Recurrent grants	4,499,068
Multicultural Village Hub	100,000
Other Income	101,220
Total Income	11,978,431

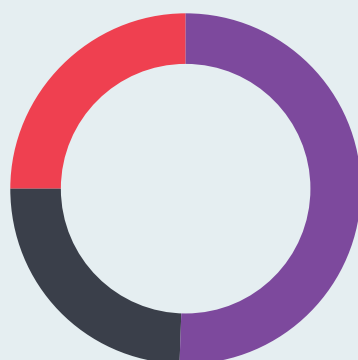
Expenditure



Administration Expenses	728,300
Operational Expenses	1,349,660
Transport and Travel Costs	186,188
Salaries and Related Expenses	9,090,315
Depreciation/Amortisation	393,233
Lease Interest	21,013
Total Expenditure	11,768,709

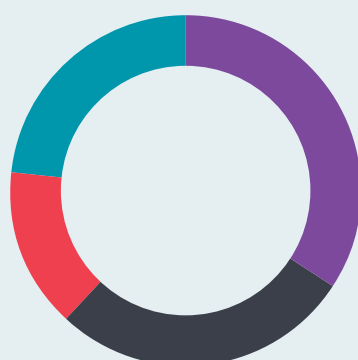


Assets



● Cash and cash equivalents	1,840,036
● Trade Debtors & Prepaid Expenses	898,979
● Motor Vehicle, Office Furniture and Equipment and Leases	900,224
Total Assets	3,639,239

Liabilities



● Trade & Other Payables	707,420
● Employee Benefits	575,084
● Unexpended grants carried forward	307,329
● Lease Liabilities	477,205
Total Liabilities	2,067,038

Umbrella Multicultural Community Care Incorporated Special Purpose

Statement of profit or loss and other comprehensive income

For the year ended 30 June 2024

	2024 \$	2023 \$
Revenue		
Operating Income	11,877,211	10,453,455
Other Income	101,220	52,838
Total Revenue	11,978,431	10,506,293
Expenses		
Salaries and Related Expenses	(9,090,315)	(8,032,013)
Administration l Expenses	(728,300)	(592,270)
Operational Expenses	(1,349,660)	(1,067,016)
Transport and Travel Expenses	(186,188)	(141,100)
Depreciation/Amortisation	(393,233)	(364,620)
Lease Interest	(21,013)	(26,712)
Total Expenses	11,768,709	10,223,731
(Deficit) / surplus before income tax	209,722	282,562
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year attributable to Umbrella Incorporated Association Special Purpose	209,722	282,562



Umbrella Multicultural Community Care Incorporated Special Purpose

Statement of financial position

As at 30 June 2024

	2024 \$	2023 \$
Assets		
Current assets		
Cash and cash equivalents	1,840,036	1,403,550
Trade and other receivables	898,979	722,091
Total current assets	2,739,014	2,125,642
Non-current assets		
Motor Vehicles	323,946	398,555
Office Furniture & Equipment	93,413	145,498
Lease Bonds	39,987	39,987
Leases (Right of use)	442,878	471,468
Total non-current assets	900,225	1,055,508
Total Assets	3,639,239	3,181,149
Liabilities		
Current liabilities		
Trade and other payables	707,420	607,948
Employee benefits	511,722	428,108
Unexpended grants carried forward	307,329	272,659
Lease Liabilities	142,218	106,620
Total current liabilities	1,668,689	1,415,337
Non-current liabilities		
Employee benefits	63,362	18,941
Lease Liabilities	334,987	384,393
Total non-current liabilities	398,349	403,334
Total liabilities	2,067,038	1,818,670
Net assets	1,572,201	1,362,479
Equity		
Retained Earnings	796,058	513,496
Reserves	776,143	848,984
Total Equity	1,362,479	1,362,479

DIRECTORS:

ROBERT CAMPBELL RCA, CA
VIRAL PATEL RCA, CA
ALASTAIR ABBOTT RCA, CA
CHASSEY DAVIDS RCA, CA

AUSTRALIAN
AUDIT 

ASSOCIATE DIRECTOR:

SANTO CASILLI FCPA PFIIA

AUDITOR'S INDEPENDENCE DECLARATION

To the Board of Management of Umbrella Multicultural Community Care Services Inc.

In accordance with the requirements of section 60-40 of the Australian Charities and Not-for-profits Commission Act 2012 and section 80 of the Associations Incorporation Act 2015 (WA), in relation to our audit of the financial report of Umbrella Multicultural Community Care Services Inc. for the year ended 30 June 2024, to the best of my knowledge and belief, there have been:

- a. No contraventions of the auditor independence requirements of section 60-40 of the *Australian Charities and Not-for-profits Commission Act 2012* in relation to the audit; and
- b. No contraventions of the auditor independence requirements of the *Associations Incorporation Act 2015 (WA)* in relation to the audit; and
- c. No contraventions of any applicable code of professional conduct in relation to the audit.



Viral Patel, CA, CPA, RCA
Registered Company Auditor number 333615
Director
Australian Audit
Perth, Western Australia

Date: 23 September 2024

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DIRECTORS:

ROBERT CAMPBELL RCA, CA
VIRAL PATEL RCA, CA
ALASTAIR ABBOTT RCA, CA
CHASSEY DAVIDS RCA, CA

ASSOCIATE DIRECTOR:

SANTO CASILLI FCPA PFIIA



INDEPENDENT AUDITOR'S REPORT

To the members of Umbrella Multicultural Community Care Services Inc.

Report on the Audit of the Financial Report

Opinion

We have audited the financial report of Umbrella Multicultural Community Care Services Inc. (the incorporated association), which comprises the statement of financial position as at 30 June 2024, the statement of profit or loss and other comprehensive income, statement of changes in equity and statement of cash flows for the year then ended, and notes to the financial statements, including a summary of significant accounting policies and the directors' declaration.

In our opinion the accompanying financial report has been prepared in accordance with requirements of the Associations Incorporation Act 2015 (WA) and Division 60 of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act), including:

- a. giving a true and fair view of the incorporated association's financial position as at 30 June 2024, and of its financial performance and its cash flows for the year then ended; and
- b. complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2022.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the *Auditor's Responsibilities for the Audit of the Financial Report* section of our report. We are independent of the incorporated association in accordance with the Associations Incorporation Act 2015 (WA), the ACNC Act and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 *Code of Ethics for Professional Accountants* (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

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Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared to assist the incorporated association to meet the requirements of the ACNC Act and the Associations Incorporation Act 2015 (WA). As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibilities of Management and The Board of Management for the Financial Report

Management is responsible for the preparation and fair presentation of the financial report in accordance with Australian Accounting Standards to the extent described in Note 1, the ACNC Act 2012 and the Associations Incorporation Act 2015 (WA). The responsibility of Management also includes such internal control as management determines is necessary to enable the preparation and fair presentation of a financial report that is free from material misstatement, whether due to fraud or error.

In preparing the financial report, management is responsible for assessing the incorporated association's ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless management either intends to liquidate the incorporated association or to cease operations, or has no realistic alternative but to do so.

The Board of Management are responsible for overseeing the incorporated association's financial reporting process.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgment and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the incorporated association's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by management.



- Conclude on the appropriateness of management's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the incorporated association's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the incorporated association to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the Board of Management regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

Report on Other Legal and Regulatory Requirements

In our opinion, the incorporated association has complied with 60-30(3)(b), (c) and (d) of the ACNC Act and 82(1)(b), (c) and (d) of the Associations Incorporation Act 2015 (WA):

- a. by providing us with all information, explanation and assistance necessary for the conduct of the audit;
- b. by keeping financial records sufficient to enable a financial report to be prepared and audited;
- c. by keeping other records required by Part 3-2 of the *ACNC Act*, including those records required by Section 50-5 that correctly record its operations, so as to enable any recognised assessment activity to be carried out in relation to the incorporated association; and
- d. by keeping other records required by Part 5 of the *Associations Incorporation Act 2015 (WA)*, including those records required by Section 66 that correctly record its operations, so as to enable true and fair financial statements to be prepared.

Viral Patel, CA, CPA, RCA
Registered Company Auditor number 333615
Director
Australian Audit
Perth, Western Australia

Date: 23 September 2024



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