

CEO's message



Henrietta Podgorska

As we progress through 2024, I am delighted to share the incredible milestones and activities from the first half of the year.

A special highlight was celebrating support worker Sophie Jakotic's journey of 20 years with Umbrella. Her dedication to our clients and our mission is

truly inspiring, and we are grateful for her incredible service. I also had the unique opportunity to drive one of our buses, taking our amazing Home Support Services team out for a well-deserved break. Their unwavering commitment to Umbrella, especially during challenging times, is deeply appreciated.

On 15 June, we joined forces to raise awareness about elder abuse. An event was held at our social support centre, and we even received personally knitted purple scarves from our lovely clients. Our collaboration with Elder Rights WA has been crucial in supporting seniors, their families and the community, helping everyone understand and address this important issue.

We attended the launch of "Our Voices Have Changed the World," a booklet reflecting the experiences of older LGBTIQ+ people by GRAI Inc.

The booklet, launched by Minister MLA Don Punch, shares powerful stories from this community.

Additionally, we launched a new project with our care finder team at the Indian Society of WA's Community Centre. Despite the rainy Sunday, the turnout was fantastic. This project aims to provide face-to-face support to seniors and their carers from the Indian community, helping them navigate aged care in Australia.

Our team has been actively presenting at various events, and I had the pleasure to represent our organisation on a few occasions, such as the Southeast Multicultural Network and the City of Rockingham's Seniors Advisory Group. These engagements allowed us to showcase our services and strengthen our community connections.

We also attended the ACCPA Aged Care Conference to learn about upcoming changes in the aged care system. These changes promise a fairer and more person-centred approach, and we are committed to keeping our clients and their families informed throughout this transition.

We also visited TADWA, where we explored their innovative equipment and home support projects. Their bicycles are truly remarkable and can make a significant difference in our clients' lives.

Thank you for being a valued part of our community. We are committed to providing you with the best possible care and support.



Launching our new partnership with the Indian Society of WA (ISWA)

Further images page 2





01



02



03



04



05



06



07



08

01. Our multi-skilled CEO being bus driver for a day with clinical nurse Elizabeth Szczepanik

02. Minister for Seniors and Ageing Don Punch MLA launches the book "Our Voices Have Changed the World" with GRAI Inc. and the people whose stories it captures

03. Team building lunch with the Home Support Services staff

04. Our CEO trying out a customised TADWA bicycle for seniors

05. Saying goodbye to Sophie Jakotic after her 20 remarkable years of service

06. Networking at the annual ACCPA conference in Perth

07. Guests at the launch of a new drop-in service with ISWA

08. Our dynamic care finder team with our CEO at the launch of our new drop-in service at the Indian Community Centre

New dedicated drop-in service is launched

We recently hosted an event in partnership with the Indian Society of WA (ISWA) to launch a new dedicated drop-in service for seniors.

The event was a resounding success and drew an enthusiastic crowd eager to learn more about our services.

The service is now available at the Indian Community Centre at 12 Whyalla Street, Willetton on the third Tuesday of every month from 9am to 12pm.

It will assist seniors 65 and over to access the government's My Aged Care system. Whether it's understanding the system, changing providers, or seeking more information about

permanent care options, our Umbrella care finder team will be there to help.

Speakers at the launch event included our CEO Henrietta Podgorska, key community members and ISWA representatives, who highlighted the importance of accessible and understandable aged care information. Attendees had the opportunity to ask questions and receive immediate answers, providing a glimpse into the valuable support the sessions will provide.

The care finder team is committed to ensuring seniors receive the assistance they need to empower them to make the best decisions for their health and well-being.

We encourage all seniors, or community members with

senior family members, to take advantage of this service. No bookings are required.

The drop-in sessions will offer:

Personalised assistance

We will provide one-on-one support to help seniors understand their options and make informed decisions about their care.

Monthly availability

By holding these sessions on the third Tuesday of every month from 9am to 12pm, we will ensure regular and reliable access to support for the community.

Comprehensive information

From understanding the My Aged Care system, to exploring different providers and permanent care options, the drop-in sessions will cover a wide range of topics relevant to seniors.

For more information about the drop-in sessions, please call our care finder team on 9275 4411 or email cfs@umbrellacommunitycare.com.au



Special guests at the launch of our new drop-in service for seniors at the Indian Community Centre in Willetton with our CEO Henrietta Podgorska (fourth from right), Multicultural Manager (care finder) Fiorda Kule (sixth from left), care finder Coordinator Marlene Marcus (fourth from left)

Diversity is our name

We recently did some analysis of the linguistic diversity of our staff here at Umbrella and the data has confirmed that we are truly a smorgasbord of languages and cultures.

Our 164 staff members represent a staggering 46 countries of origin.

The highest number of staff are originally from Poland at 38, followed closely by those who are Australia born at 37.

Italy and Hungary have six staff members each, with Bosnia,

England, New Zealand, India, and Slovakia on four each.

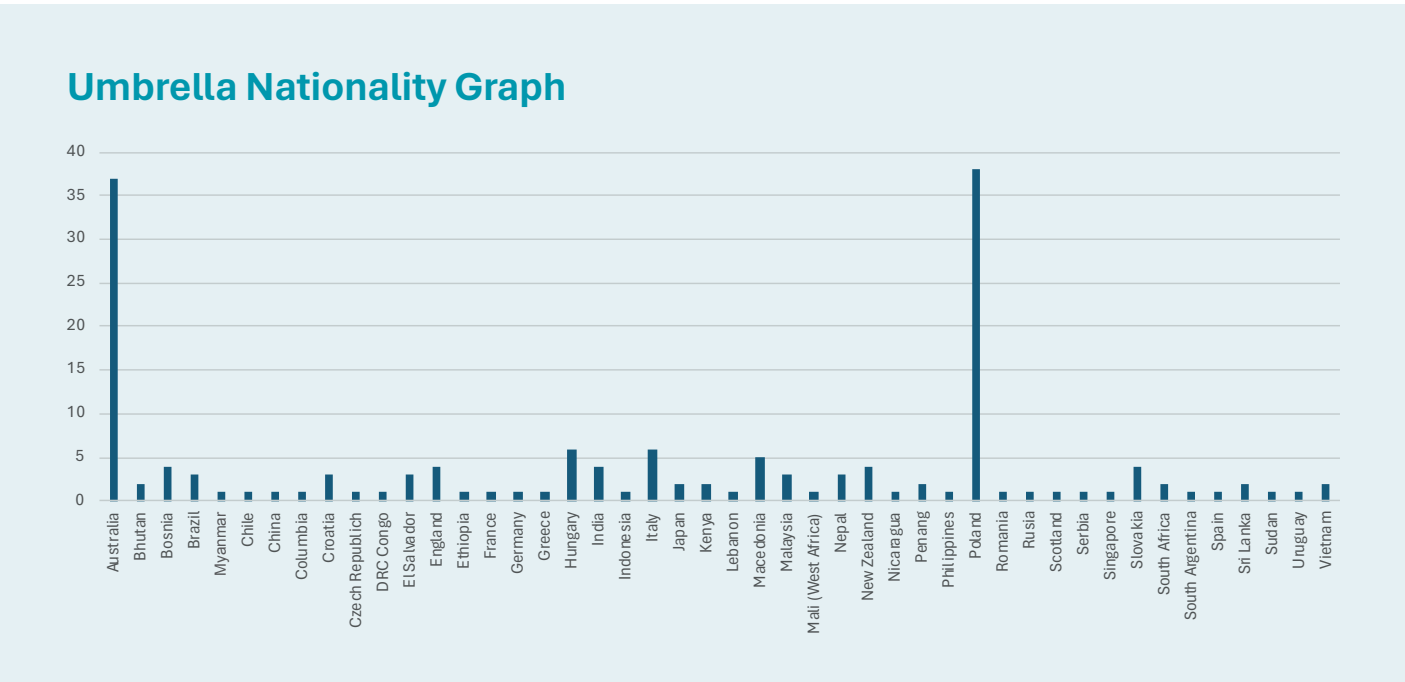
We also speak an impressive 45 languages in total.

We have 125 staff members who speak three languages and 119 who are English second language speakers.

| Nationalities of our staff | |
|----------------------------|-----------|
| Country of Birth | No. staff |
| Australia | 37 |
| Bhutan | 2 |
| Bosnia | 4 |
| Brazil | 3 |
| Myanmar | 1 |
| Chile | 1 |
| China | 1 |
| Columbia | 1 |
| Croatia | 3 |
| Czech Republic | 1 |
| DRC Congo | 1 |
| El Salvador | 3 |

| | |
|--------------------|---|
| England | 4 |
| Ethiopia | 1 |
| France | 1 |
| Germany | 1 |
| Greece | 1 |
| Hungary | 6 |
| India | 4 |
| Indonesia | 1 |
| Italy | 6 |
| Japan | 2 |
| Kenya | 2 |
| Lebanon | 1 |
| Macedonia | 5 |
| Malaysia | 3 |
| Mali (West Africa) | 1 |
| Nepal | 3 |

| | |
|-----------------|----|
| New Zealand | 4 |
| Nicaragua | 1 |
| Penang | 2 |
| Philippines | 1 |
| Poland | 38 |
| Romania | 1 |
| Serbia | 1 |
| Singapore | 1 |
| Slovakia | 4 |
| South Africa | 2 |
| South Argentina | 1 |
| Spain | 1 |
| Sri Lanka | 2 |
| Sudan | 1 |
| Uruguay | 1 |
| Vietnam | 2 |



A chance to reflect while planning ahead

Sitting in her living room, Cathy* describes the experience of looking through old photos with her daughter and talking about what she wants her care to look like in the future as ‘breaking down a barrier’ between them.

In talking about her life and what has been most important to her, she is also able to reflect on what will be important to her in the coming years, especially for her family and her home.



Picture for illustration purposes only

Umbrella is partnering with the University of New South Wales to offer people receiving a home care package the opportunity to take part in the **Enhanced Advance care planning life Review Longitudinal Intervention or EARLI** project.

The EARLI project offers participants the chance to tell their life story and be provided with information around Advance Care Planning. Life review or life story work is a process of reflecting on important events, people and places throughout your life. It involves talking about memories, using photos or stories. Advance Care Planning means thinking and talking about what is important to you in your future care.

Anyone choosing to take part in the EARLI project will receive four or five visits at their home from a trained nurse or allied health professional. They will be assisted to create a life story document and will take part in activities to help them reflect on their values and what this might mean for their future health and care decisions. They will receive information and assistance to help in completing an Advance Health Directive and/or Enduring Power of Guardianship.

At the final visit, the participant is welcome to invite a member of the Umbrella team and their GP to attend, so they can share their life story and further discuss their wishes for their care. Participants in the EARLI project can also invite a family member or friend to take part with them, to ensure they feel supported and can share their experiences with a trusted loved one.

Rebecca Walton is the EARLI project Clinical Trial Coordinator for the Perth area and works with participants in the project. “Many peoples’ life stories are great examples of resilience. It is a privilege to hear people tell their life story, and to help them reflect on what that means for

their future care. Family and independence are important to many people and taking part in this project is a wonderful opportunity for them to weave that into their advance care planning”, she explained.

**name changed to protect identity*



There is no cost for taking part in the EARLI project. If you are receiving a Home Care Package from Umbrella and are interested in taking part, contact:

**HSS Coordinators
Florence Smart
or Kat Matkowski
on 9275 4411 or
email enquiries@umbrellacommunitycare.com.au**

You can find out more information about the EARLI project at:

neura.edu.au/project/the-enhanced-advance-care-planning-and-life-review-longitudinal-intervention-earli-project

Talking diabetes with our volunteers

We hold bi-monthly meetings at Umbrella for the Aged Care Volunteer Visitors Scheme (ACVVS) team members and our volunteers.

The meetings help our volunteers stay connected, informed and up to date on the latest information around taking care of seniors from multicultural and multilingual backgrounds. Our ACVVS volunteers are matched with their clients based on a shared cultural or linguistic background and they commit to visiting their clients at least once a fortnight for an hour.

The July meeting was particularly engaging. Volunteers had the opportunity to participate in

a diabetes information session, which provided valuable insights into diabetes management and prevention. This session equipped our volunteers with essential knowledge to better support our clients.

We are grateful for the active participation and enthusiasm of our volunteers and look forward to future meetings and continuing to learn and grow together.

If anyone would like to learn more about the volunteer program, they can contact accvs@umbrellacommunitycare.com.au or call our ACVVS team on 92754411



Going above and beyond

ACVVS volunteer Susanna Bessell-Browne (left) was acknowledged by Umbrella recently for going above and beyond for her Italian client Ms Bruna, who lives in a residential facility.

Ms Bruna is in the care of the public trustee as she has no family to look after her. She told Susanna recently that she wanted a pair of shoes with fleecy lining for winter that she can easily fasten with Velcro.

Susanna sourced a suitable pair for her and provided the receipt to the facility, with the facility manager's approval. She was then reimbursed by the public trustee from the funds allocated to Ms Bruna's care.

Umbrella ACVVS & Volunteer Officer Nat Lucas (right) has since committed to purchasing Ms Bruna a pair of summer sandals with Velcro fasteners when the weather warms up, using the same process.

Susanna also sings Italian songs to Ms Bruna on her volunteer visits, which always elicit an enthusiastic response, and plans

to start taking her Ukulele along to play for her client as well.

It is volunteers like Susanna that make a world of difference to the lives of lonely seniors.



Golden Hours

01. Golden Age Club Tuesday clients visiting the Aviation Heritage Museum in Bull Creek
02. Golden Age Club and Multicultural Home @ Home clients visiting Jarrahdale on a Mystery Adventure Tour
03. Spanish clients from Multicultural Home @ Home enjoying lunch at the Bayside Kitchen restaurant
04. Multicultural Home @ Home clients visiting the Claremont Museum
05. Friday fun at Party at Basia's with a Wild West theme
06. Internet Café clients with their stunning bottle designs
07. Macedonian Home @ Home clients lunching at Ascot Racecourse
08. Multicultural clients on a Mystery Adventure Tour of Serpentine Falls
09. Golden Age Club Thursday clients at a session on elder rights to commemorate World Elder Abuse Awareness Day
10. Tamil and Malaysian community members at an Elder Rights workshop hosted by Umbrella and Legal Aid WA in Cannington recently



Did you know?

From January to June 2024, our Umbrella nurses conducted 215 clinical visits with multicultural clients between 70 and 90 years old.

The visits were for:

- Nursing assessments including for falls, continence, daily living and activities
- Medication administration management and review
- Wound care
- General nursing care

Our nurses travelled to these suburbs:



- B** Balga, Balcatta, Bassendean, Bayswater, Bedford, Beeliar, Bennett Springs, Bicton
- C** Churchlands, Como
- D** Darlington, Dayton, Dianella
- G** Girrawheen
- K** Kewdale
- L** Lathlain, Leederville
- M** Menora, Midland, Midvale, Mirrabooka, Morley, Mt Hawthorn, Mt Lawley
- N** Nollamara, Noranda
- T** Tuart Hill
- V** Victoria Park
- W** West Perth, Willagee, Wilson, Woodlands
- Y** Yokine

Upcoming events

AGEING WELL EXPO

Friday, 2 & Saturday 3 Aug 2024

PERTH CONVENTION & EXHIBITION CENTRE

Free to attend and with over 80 exhibitors

LIVE LIGHTER AGED CARE GAMES — METRO

Thursday, 15 Aug 2024

BELMONT LEISURE CENTRE

The Umbrella team will be back to defend the title. Come and support them! Call our Social Support Group on 6155 6793 for more information

CONSUMER ADVISORY COMMITTEE MEETING

Tuesday, 27 Aug 2024

39 ABERNETHY ROAD, BELMONT

Regular quarterly meeting of our CAC which advises Umbrella on consumer affairs

LIVE LIGHTER AGED CARE GAMES — JOONDALUP

Monday, 2 Sept 2024

BOUNCER SPORTS, 4 ELCON LANE, JOONDALUP

Our Italian clients will be competing!

Call our Social Support Group on 6155 6793 for more information

ECU ANNUAL MIGRATION UPDATE SEMINAR

Wednesday, 25 Sept 2024

EDITH COWAN UNIVERSITY

Umbrella will be participating and presenting on our Elder Rights Project

CITY OF ROCKINGHAM SENIORS & CARER EXPO

Friday, 4 Oct 2024

MIKE BARNETT SPORTS COMPLEX, CNR GODDARD ST AND DIXON RD, ROCKINGHAM

Come and visit us at the Umbrella stand and find out about all things aged care

Your thoughts?

If you have feedback you would like to share, scan the QR code to access our online form.

