

CEO's message

Welcome to the third edition of our newsletter! I'm excited to update you on the significant developments and collaborations that have shaped the last two months at Umbrella.

Firstly, I am pleased to announce a significant leadership update: following our recent Annual General Meeting, Ms. Anna Maria Harrison AM JP, our founder and former CEO, has been appointed as the new President of Umbrella Inc., succeeding Ms. Marika Krstevska, who will continue to contribute as Vice-President. We are deeply grateful for Marika's over ten years of dedicated service and look forward to Anna's leadership in her new role.



This period also marked a memorable exchange with Rapport—Holistic Home Care and their visitors from Japan at our centre. This visit allowed us to share and learn from our Japanese colleagues' experiences in delivering high-quality care to seniors, enriching our understanding and practices.

Adding to our fleet, we welcomed a new passenger bus, supported by Dr. Anne Aly MP, Federal Minister for Youth and Early Childhood Education. This addition boosts our capability to provide seamless door-to-door transportation for our clients, facilitating easier access to our social support centre in Belmont and enhancing our local and regional excursion offerings.

In a creative twist, our Social Support Groups team introduced the City of Armadale Blender Bike at our centre. This fun and educational activity was not just enjoyable but also underscored the importance of healthy eating and physical activity, reflecting our dedication to promoting overall wellness.

At the Annual Metro LiveLighter Aged Care Games, our teams—the “Umbrella Chefs” and “Umbrella Farmers”—demonstrated unmatched enthusiasm and team spirit, clinching the top two spots. The event was a vibrant display of joy, laughter, and friendly competition, highlighting the dynamism and zest for life that defines our community.

We recently bid farewell to Elizabeth, a cherished nurse whose dedication and compassion have profoundly shaped Umbrella over the past seven years. Elizabeth's journey with us has been nothing short of inspiring, from chance beginnings to setting a standard of excellence. As she starts a new chapter, we celebrate her legacy and the indelible impact she has left on our community.

Our Care Finders Workshop for Community of Practice was another highlight, bringing together various stakeholders to fortify our support network. This gathering was a fertile ground for sharing insights and experiences, further enhancing the integration of health, aged care, and local support systems.

As we look ahead, we are energised to continue building on these successes, always exploring new ways to support and empower our diverse community. The upcoming months promise more opportunities for growth and enhancement of the services we provide.

Thank you for your ongoing engagement and partnership. Stay tuned for more updates in this edition!

Best wishes,
Henrietta.



A fun & healthy day with "blender bike"

We had the pleasure of hosting the City of Armadale's Blender Bike at Umbrella! Our CEO, Henrietta Podgorska, joined our staff in blending delicious fruit smoothies for everyone to enjoy.

The Blender Bike is more than just a fun activity — it's an innovative way to promote healthy eating and physical activity.

By pedalling to blend our smoothies, we emphasised the importance of incorporating more fruits and vegetables into our diets, while reducing sugary foods.



A big thank you to the City of Armadale for letting us use the bike for the day. It was a delightful experience that combined wellness and community spirit!



Celebrating our time at the ageing well expo

We are thrilled to share the wonderful experiences we had at the recent Ageing Well Expo. Over two engaging days, our dedicated team connected with many visitors who were eager to learn about the services we offer to support our senior community.

Our staff provided insights into a variety of programs, including social and home support services, the Aged Care Volunteer Visitors Scheme

(ACVVS), and our Care Finders program. It was heartening to see so many individuals interested in enhancing their well-being and discovering new ways to age gracefully.

The expo was also a fantastic opportunity to witness a wide range of other services and products dedicated to supporting healthy ageing. Being part of such a collaborative environment reinforced our commitment to offering comprehensive care and assistance to our seniors.

We want to extend our sincere gratitude to everyone who visited our stand. Your enthusiasm and feedback are invaluable to us. A big thank you as well to all the sponsors who made these amazing two days possible.

Discover our seniors Centre-Based Respite service

Are you or a loved one looking for a safe, welcoming space to relax, connect, and enjoy meaningful activities? Our Centre-Based Respite service, funded by the Commonwealth Home Support Programme (CHSP), offers just that.

Designed to provide seniors with a comfortable environment for socialising and engaging in activities tailored to their interests, it's a wonderful way to stay active and connected.

For carers, our respite service provides the peace of mind of knowing your loved one is well-cared for, allowing you to take a well-deserved break.

To learn more about how our Centre-Based Respite service can support you, contact our **Social Support Team at (08) 9275 4411**. We're here to help!

Farewell Elizabeth: Celebrating seven wonderful years

We recently bid a heartfelt farewell to Elizabeth, an extraordinary nurse who has been a vital part of the Umbrella family for seven wonderful years. Her dedication and compassion have greatly contributed to making Umbrella a leading care provider known for warmth and respect.

Elizabeth's journey with us began with a chance encounter at Woolworths in Morley. She recalls,

"I bumped into Anna Harrison, who exclaimed, 'It's like you dropped from the sky!' Before I knew it, I was invited to join Umbrella, and the rest is history."

From our humble beginnings in a small shed office to our current location, Elizabeth has been there every step of the way. Her unwavering commitment to our members and colleagues has set a standard of excellence we all strive to meet.

As Elizabeth embarks on her new adventure, we celebrate her immense contributions and the lasting impact she's made on our community. Though she may be leaving our office, she'll always be part of the Umbrella family. We wish her all the best in her future endeavours!



Welcome Rapport to Umbrella

We recently had the pleasure of hosting visitors from Rapport — Holistic Home Care at our social support centre in Belmont.

Specialising in support for Japanese seniors, Rapport joined us to explore opportunities for collaboration. Together, we aim to expand services for Perth's Japanese community.

We are excited about the potential to work together to enhance multicultural support in aged care.



Umbrella transition in leadership

We are pleased to share significant updates about the leadership at Umbrella Inc. Following our Annual General Meeting on 15th October 2024, new appointments have been made to our Board of Directors for a two-year term.

After over ten years of dedicated service as a board member and then President, Ms. Marika Krstevska has stepped down from her role. Marika's contributions have been instrumental in shaping Umbrella Inc. into the vibrant, community-focused organisation it is today. Her leadership and vision have guided us through numerous milestones, and we are deeply grateful for her unwavering commitment. Fortunately, Marika will continue to

lend her expertise to our organisation as the newly appointed Vice-President.

We are delighted to announce that Ms. Anna Maria Harrison AM JP, our founder and former CEO, has been appointed as the new President of Umbrella Inc. Many of you are familiar with Anna's dedication and passion for our mission. Her return to a leadership role promises a seamless transition and continued focus on serving our community's needs.

In addition to these changes, we are pleased to confirm that Ms. Krystyna Haq will continue as Secretary, and Dr. Anna Golab will continue as Treasurer.

We look forward to the future with optimism and encourage you to participate in our upcoming events, where you can meet and engage with our Board members.



Umbrella shines at LiveLighter Games

On 8th August 2024, Belmont Oasis was buzzing with excitement as twelve teams from Perth's metropolitan aged care facilities gathered for the Annual Metro LiveLighter Aged Care Games, hosted by the Seniors Recreation Council of WA. The day was filled with joy and friendly competition in events like Seated Hockey, Pass Ball, Bean Bag Toss, and Skittles.



We are incredibly proud to announce that our Umbrella teams excelled: the "Umbrella Chefs" took home First Place, and the "Umbrella Farmers" secured Second Place! It was especially inspiring to see participants well into their 90s joining in the fun.

A big thank you to the Seniors Recreation Council of WA for hosting this fantastic event, and to all the volunteers and staff who made it possible.

Congratulations to all who participated for showcasing such wonderful community spirit!



Introducing Fern Hazeldean

We are delighted to introduce Fern Hazeldean, our dedicated Home Support Services Manager. With over 25 years of experience in aged care and disability services, Fern is a passionate advocate for empowering our community.

Her extensive journey has honed strong leadership skills, inspiring her team to enrich the lives of those we serve.

One of Fern's guiding principles is: "Always honour our elders. The wonderful life we enjoy today is a result of their sacrifices and hard work from yesterday." This heartfelt belief reflects her deep respect for the generations that have paved the way for us.

When she's not making a difference in others' lives, Fern has an adventurous spirit — she dreams of traveling back to the top of the Andes in Peru!

Stay tuned as we introduce more incredible members of our Home Support Services team in the coming weeks.



For more information about our services, please email enquiries@umbrellacommunitycare.com.au or call us at (08) 9275 4411.

Thank you for our brand new bus!

We recently visited the Stirling office of Federal Member for Cowan, Hon Dr Anne Aly MP, to show her our brand-new passenger bus, which she helped us secure funding for.

This new bus brings our fleet to 13 buses, two vans, and six passenger vehicles. With this expansion, we provide door-to-door transport for over 400 clients each week, bringing them from their homes to our social support centre in Belmont and on local and regional excursions.

Our CEO, Henrietta Podgorska, expressed heartfelt thanks to Dr Aly, who is also the Federal Minister for Youth and Early Childhood Education, for her unwavering support over the years. The bus has been customised to safely transport seniors, enhancing the comfort and security of our clients.



Dr Aly shared her delight in assisting Umbrella, stating that we "do amazing work supporting multicultural seniors." We are deeply grateful for her support and for believing in our mission.

Thank you, Dr Aly, for helping us continue to serve our community with dedication and care!

Elevating workforce client care training

At Umbrella, we understand that our clients' wellbeing depends on the skills and qualifications of our staff. That's why Michele Fletcher our Quality and Training Manager has implemented a comprehensive training program to ensure the highest quality of care.

Over the last year, we have continued to upskill our workforce, enhancing their ability to provide high-quality and culturally sensitive care. Our commitment to excellence is evident in the impressive 850 training placements completed by our staff, covering essential areas such as medication assistance, infection prevention and control, safe food handling, first aid, and specialised care for those living with dementia.

To ensure continuous improvement, we've registered all employees and volunteers with the Aged Care Quality and Safety Commission's Aged Care Learning Information Solution (ALIS). This keeps our team up to date with the latest aged care knowledge and best practices. Additionally, our new Corporate Induction Program guarantees that



all new employees start with a strong foundation of knowledge from day one.

These training programs not only meet aged care industry standards but also demonstrate our dedication to providing our staff with the right skills to deliver exceptional client care. We're proud of our team's commitment to 'Excellence', one of Umbrella's core values, which is reflected in their enthusiastic participation in these learning opportunities.

Our investment in our staff's growth means quality, safe and more compassionate care for you. At Umbrella, we're striving to set new standards in aged care workforce development.

Celebrating Irma's 101st birthday

We are delighted to share a heartwarming celebration organised by our team members—Gosia, Stella, and Elicia—for one of our cherished ACVVS clients, Irma, who recently turned a magnificent 101 years of age.

Irma has been an Umbrella client for many years and loved attending the events organised by our Social Support team.

She fondly recalls the fun times, our dedicated staff, and the friends she made during those gatherings. Even now, she still misses those joyful moments.

Through the Aged Care Volunteer Visitors Scheme, Nilda has been visiting Irma for many years. They both look forward to their precious fortnightly visits and chats at the aged care facility.

Their enduring friendship is a testament to the impact of our volunteer programs and the strong bonds formed within our community.



This celebration is a beautiful reminder of the wonderful and memorable work we all do for our clients and the community every day. It brings us immense joy to see the lasting relationships and positive differences we make in the lives of those we serve.

We hope this story brightens your day as much as it has ours. Let's continue to cherish and reflect upon the important work we do together.

Join us in shaping Umbrella care and services:

We are excited to announce a call for expressions of interest for clients to join Umbrella's Consumer Advisory Committee!

The committee has an important role in shaping the quality of care and services we provide, ensuring that the voices and experiences of our clients are heard by the Umbrella Board.

As a member of the Consumer Advisory Committee, you will have the opportunity to share your ideas and suggestions to help ensure our services are inclusive, respectful, and responsive.

Your culturally and linguistically diverse and LGBTI lived experiences can help us identify areas for improvement, so our aged care services better meet our client expectations and preferences.

Meetings are held every three months for 2 hours. We provide transport to and from the meetings. If you, your carer or a family member is interested in making a meaningful difference we encourage you to submit an Expression of Interest form.

To express your interest to join the Consumer Advisory Committee, please contact:

MICHELE FLETCHER
Quality & Training Manager
Phone (08) 9275 4411 or leave a message on our "Contact Us" page on the Umbrella website:
umbrellacommunitycare.com.au/contact-us



Urgent call for volunteers:

Are you passionate about making a difference in your community? We urgently need volunteers to support seniors in home care and residential facilities who do not speak English. These seniors are feeling isolated, and we need volunteers who can help them feel more connected by speaking their native language.

We are specifically looking for volunteers who speak:

- POLISH: Maddington, Como, Beechboro, Bayswater, Midland, North Perth, Mt Lawley, Yokine.
- CROATIAN: Guildford, Morley, Ellenbrook, Wembley, Gwelup, Fremantle, Coogee.
- ITALIAN: Bull Creek, Bicton, Wilson, Rivervale, Bentley, Ascot, Mount Hawthorn, Mt Lawley, Morley, Noranda, North Perth, Midland, Balcatta, Mirrabooka, Fremantle, Coogee.
- BOSNIAN: Middle Swan, Bayswater, Morley, West Perth, Fremantle, Heathridge.
- MACEDONIAN: Morley, Mirrabooka, Balcatta, Leederville.

Visits are just 1 hour per fortnight, and your role will involve offering companionship, having meaningful conversations, and brightening the day of a senior by speaking their own language.

Your time could make a world of difference to someone feeling lonely or isolated.

If you or someone you know can help, please reach out today. Together, we can ensure that no senior feels alone!

ACVVS Team: acvvs@umbrellacommunitycare.com.au
Telephone: (08) 9275 4411

Where to find the team out and about!

Join the Umbrella team at these exciting community events in the coming weeks! We'd love to see you there:

HAVE-A-GO-DAY

13 November, 2024
9:00am – 3:00pm

BURSWOOD PARK

A fun day out for seniors, filled with activities and information stalls.

burswoodpark.wa.gov.au/whats-on/have-a-go-day

MANDURAH SENIORS WEEK EXPO 2024

15 Nov 10:00am – 2:00pm
SENIORS/COMM CENTRE

Visit our stall at this expo during Seniors Week!

mandurah.com.au/event/seniors-week-expo-mandurah-seniors-and-community-centre

MULTICULTURAL EXPO

16 November, 2024
10:00am – 4:00pm

PERTH CULTURAL CENTRE

Celebrate diversity at this vibrant expo, organized by the Office of Multicultural Interests.

PRIDE SWAN FESTIVAL

16 November, 2024
5:00pm – 9:00pm

OLD MIDLAND COURTHOUSE

Join us in celebrating Pride in the City of Swan.

pridewa.com.au/pridefest-2024

FAIRDAY

17 November, 2024
10:00am – 6:00pm

PRIDEFEST GARDENS (SUPREME COURT GARDENS)

Be part of the PrideFEST celebrations!

pridewa.com.au/event/pridefest-fairday

PRIDE PARADE

23 November, 2024
6:00pm onwards

LOCATION TBC

Join the festivities and show your Pride at this year's parade!

pridewa.com.au/event/pridefest-parade-party

Your thoughts?

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

