

CEO's message



As we step into 2025, I would like to warmly welcome you all to another exciting and inspiring year. Reflecting on the past twelve months, I am filled with gratitude for the remarkable efforts of our clients, volunteers, and staff, who continue to embody the spirit of com-

passion, diversity, and inclusion that is at the heart of everything we do at Umbrella.

This year is an especially significant one for our Umbrella family. In 2025, we proudly celebrate the 25th anniversary of our founding—a milestone that reflects decades of unwavering dedication to supporting seniors and carers.

In addition to celebrating our history, 2025 will mark a new chapter for aged care in Australia, with once-in-a-generation reforms coming into effect from 1 July 2025. These changes represent an important moment for our sector, and we are committed to keeping you informed and supported throughout this transformative journey. As always, we will advocate for the needs of our communities, ensuring your voices are heard as these reforms take shape.

Last year was filled with achievements that brought us closer to our mission of supporting seniors and carers from culturally and linguistically diverse (CaLD) and LGBTIQ+ communities. From the launch of groundbreaking initiatives to heartwarming celebrations and unwavering advocacy, together, we have made a lasting impact.

This year, we look forward to building on this foundation with renewed energy. Our new projects, including the "Empowering Connections" initiative and expanded Social Support Groups, aim to foster

deeper connections and enhance the quality of life for everyone we serve. These programs, along with our commitment to providing culturally sensitive care and advocacy, demonstrate our dedication to creating a vibrant, inclusive, and supportive community.

2025 promises to be another year of growth, collaboration, and shared success. Let us continue to work together to create a future where everyone feels seen, valued, and connected.

Wishing you all a year filled with health, happiness, and fulfilment. Warm regards, Henrietta.

Funding secured!

We're thrilled to announce an exciting new project at Umbrella Multicultural Services! Thanks to successful funding, we're launching Empowering Connections: Supporting Community Inclusion of Older CALD and LGBTIQ+ Volunteers.

This project is dedicated to creating more opportunities for older volunteers from *Culturally and Linguistically Diverse (CaLD)* and *LGBTIQ+* backgrounds. We understand that language barriers, cultural differences, and other challenges can sometimes make it difficult to connect. That's why this initiative will focus on breaking down barriers, fostering inclusion, and helping our volunteers feel valued and supported within their communities.

Building on the success of our Multicultural Village Hub, we will use proven strategies to support volunteers, develop lasting networks, and celebrate diversity.



Together, we’re making our communities stronger, more inclusive, and welcoming for all.

If you’re interested in becoming a volunteer through our *Aged Care Volunteer Visitors Scheme (ACVVS)*, we’d love to hear from you!

ACVVS@umbrellacommunitycare.com.au

A heartfelt thank-you to all our volunteers and clients who inspire us every day to live our values of *Compassion, Accountability, Respect, and Excellence*.

The Umbrella update

Leading the Way in Aged Care Reform

Our founder, Board President, and member of the Council of Elders, Anna Harrison, continues to inspire and lead transformative change in aged care across Australia.

Her vision and dedication are the driving forces behind Umbrella’s commitment to improving care for seniors nationwide.

This year, the Council of Elders has placed a strong focus on enhancing home care services, enabling older Australians to live safely and comfortably in their homes. Key achievements include:

- ✓ Shaping the Support at Home service list with recommendations for better restorative care pathways, comprehensive home assessments, and support for mobility and fall prevention.
- ✓ Advocating for accessible information, such as fact sheets and a centralized resource hub, to empower individuals and families navigating aged care options.
- ✓ Promoting culturally tailored approaches for First Nations communities by advocating for flexible CHSP (Commonwealth Home Support Program) grants.

With Anna’s leadership, experience and the passion of our Umbrella community, we’re helping to make ageing at home more supported, dignified, and empowering.



Anna Harrison as a member of the Council of Elders

Your care

New Year, New Provider

Joining Umbrella has never been easier. Our Assessment Team are a dedicated duo who will work with you to ensure accessing Umbrella services is seamless.

Our coordinators, Frances and Rachella will chat to you directly and help you figure out how to access aged care services with us. If you’ve already got your referral number, keep it handy when you call us. Alternatively, our reception team can help point you in the right direction. Free interpretation services are also available for a range of languages, just ask when you contact us.

Call us now! (08) 9275 4411



Frances and Rachella—Umbrella Coordinators

Switch Your Services

If you are looking to switch your provider, get in touch with our inhouse Assessment Team. Our coordinators will make switching or accessing your aged care services seamless. They will help you navigate your MyAgedCare process and ensure your assessment is done promptly, respectfully and on your terms. Multilingual and judgement-free communication is a corner stone of all the services we provide at Umbrella. Free interpretation services are also available for a range of languages, just ask when you contact us.

If you consider switching to us, we will waive the *Nurse Assessment Fee* for anyone transferring to a Level 3 or 4 Home Care Package.

Contact us by phoning (08) 9275 4411 or email assessments@umbrellacommunitycare.com.au

Refer And Win!

We are excited to announce a fantastic opportunity for our Social Support clients to refer their friends and enjoy the reward! Our Social Support Coordinators can help clients set up trial sessions for their friends. If a referred friend signs up, the referring client will also enjoy a free session, it’s a win, win!

We’re also thrilled to launch a new *Asian Home@Home Program*, inviting eligible seniors from Vietnam, Singapore, the Philippines, Malaysia, Indonesia, Myanmar, Cambodia, Laos, and Thailand to join. This group will explore Perth’s rich Asian food and culture scene, enjoy music, make new friends, and try exciting activities!

For more details or to refer a friend, contact our Social Support Group at (08) 6155 6793

Clients receiving Home Care services are also eligible for a referral bonus! If your referral is successful, you’ll receive a *\$100 voucher* towards your Umbrella Home Care Package or Commonwealth Home Support Package.

If you or someone you know is considering switching providers, we’re offering a *free Nurse Assessment* for individuals transferring to a Level 3 or 4 Home Care Package.



For any questions about eligibility, contact Umbrella by calling (08) 9275 4411

Providing feedback and complaints



STD6 Feedback and complaints

Umbrella welcomes feedback, whether you are happy, have a complaint or have a suggestion or to improve our services and support provided.

Feedback helps us to improve our service, provides us with valuable information and gives us an opportunity to learn and protect your right to safe and quality care.

You can:

- Fill out a Feedback form on our website umbrellacommunitycare.com.au
- Tell an Umbrella team member by calling us on (08) 9275 4411
- Send us an email: quality@umbrellacommunitycare.com.au
- Write us a letter: PO Box 311, Belmont, WA 6984

You can also ask someone to help you make a complaint or we can help you contact an advocacy service. You can expect that all complaints will be dealt with fairly, respectfully and promptly. We will listen to your concerns; discuss options to provide a solution and explain what we do to resolve problems. We encourage you to have family or advocacy whenever you require.

The following services are available should you need assistance to communicate with us:

Translating and interpreting services

Interpreting and translating services are available for non-English speaking residents.

- Translating and Interpreting Service (TIS National) 131 450

National Relay Service (NRS)

A free service to assist conversations with people who are deaf or have a speech or hearing impairment.

- TTY users: phone 1800 555 660 then ask for the phone number you wish to contact
- Speak and Listen users: phone 1300 555 727 then ask for the phone number you wish to contact

- Internet relay users: visit the [National Relay Service website](http://NationalRelayService.org.au)

If a complaint cannot be resolved directly with Umbrella, we will provide you with contact details of advocates and the Aged Care Quality and Safety Commission.

Feedback: The Voice of Real Change

At Umbrella Inc. we believe that the best care comes from listening carefully to our clients and their representatives. Your experiences, suggestions, and insights are not just heard—they are actively used to shape and improve our services.



Every three months clients who have joined the Consumer Advisory Committee are presented with a summary of compliments and complaints received and suggestions for improvement or problem solving are sought. This information is also presented to the Quality Care Advisory Committee who also analyse national trends for home care services provided by the Aged Care Quality and Safety Commission. We then consider ways we can improve.

Responses to feedback we receive from the committees are presented to the Umbrella Inc. Board of Management to support decision making. Any actions recommended to improve our customers' journey is then entered into our plan for continuous improvement to implement. We're committed to our organisational value 'accountability'. Each year, we provide a report to the Department of Health and Aged Care, detailing trends in the feedback we have received.

This is why your feedback, no matter if it is complimentary or a complaint, is important to ensure we build trust with our clients and representatives to deliver the best care possible.

Party people!

MetSO Music

Our Polish Home@Home clients got to enjoy lunch and a show at by the MetSO. The Metropolitan Symphony Orchestra is one of WA's oldest community art groups. Supported by the City of Stirling, the Orchestra is home to 100's of musicians.

Our Home@Home groups spend most of the excursions enjoying the culinary and cultural scenes of Perth, and this was no exception!

Our clients thoroughly enjoyed this experience, and we are very thankful to have been invited.

Thank you MetSO!



Christmas Party Highlights

December was filled with festive cheer as our Social Support Groups celebrated Christmas over two joyous weeks!

Each group welcomed blessings from the priest, live music, dancing, and a delicious three-course meal.

Adding to the festive holiday magic, Santa, his team of cheerful reindeer, and a troupe of joyful angels made a special appearance to spread cheer! Our clients were treated to a delightful surprise with a small gift to brighten their day, followed by the chance to snap a memorable photo with our snowy celebrity, Santa himself.



Glow Up!

Our Internet Café group enjoyed glow in the dark mini golf as their end of year celebration. Aside from staying active, the group soaked in the crazy 3D art experience, posing in the dark and competing for the minigolf champion title!

The Internet Café is a great group for people looking learn new computer skills in a fun environment. Clients also learn about staying safe online, photo and video editing and how to use social media. The group is both collaborative and individual and suits a variety of clients.



Welcome, 2025!

There are many ways to celebrate the New Year, we chose the fun one!

During the first week of January, each Social Support Group hit the dance floor, sang karaoke, had a feast and raised a glass to 2025!

Adorned in party hats, clients and staff got to catch up after the break, exchange their holiday adventures and make plans for the new year.

It was a thoroughly enjoyable event for everyone involved within our special community.



Experiences of LGBTIQ+ multicultural people in WA

We are proud to announce the release of the inaugural ‘Experiences of LGBTIQ+ Multicultural People in Western Australia’ Report! After months of dedication and collaboration, we’re thrilled to share this groundbreaking work with our community.

This important report highlights the unique experiences and challenges faced by LGBTIQ+ individuals from multicultural backgrounds in Western Australia. It represents a significant step toward understanding and addressing the barriers to inclusion and equity faced by this diverse group.

A heartfelt thank-you to everyone who participated in the survey and shared their stories—you are driving meaningful change. We also extend our gratitude to Let’s Queer the Air for championing the research.



Find the full report on our website: umbrellacommunitycare.com.au

Our Celebrations

Pride Goes Marching!

As we step into 2025, we look back at the Pride Parade, a vibrant celebration of love, diversity, and inclusion.



For Umbrella, Pride is more than a single event—it’s a reflection of our values and our commitment to supporting our intersecting communities every day of the year.

At the heart of Umbrella is our dedication to those at the intersection of ageing, identifying as LGBTIQ+, and being multicultural or multilingual.



As we continue into 2025, we invite you to connect with us. Whether you’re seeking care for yourself or someone else, looking for an inclusive workplace, or wanting to make a difference through volunteering.

International Volunteer Day

In December, our Aged Care Volunteer Visitors Scheme (ACVVS) team joined Volunteering WA in the Gardens to celebrate International Volunteer Day. This special occasion honoured the incredible dedication of volunteers, whose time, energy, and compassion are the backbone of so many vital programs.

Supported by the McCusker Foundation, the event highlighted the powerful impact volunteers have on the lives of others.



Founder and Board President Anna Harrison JD AM, Mrs Tonya McCusker AM, Mr Malcolm McCusker AC CVO KC and Umbrella

Volunteering with Umbrella brings a strong sense of connection and community. If you'd like to make a meaningful difference, contact our ACVVS team at ACVVS@umbrellacommunitycare.com.au

Staff Festivities!

We can't let our clients have all the fun! Our dedicated staff, board members and volunteers also celebrated with a special Christmas party, dancing the night away and strengthening our bonds as a team.

In honour of our CEO's Hungarian background, our team got to watch and partake in traditional

Hungarian folk dancing. The performance was the perfect opening to the dance floor! The evening was made even more memorable as we recognised the finalists and winners of our Team Awards:

- **Support Worker of the Year:**
Malgorzata (Gosia) Rembiasz
- **Volunteer of the Year:**
Germano Chiarle
- **Admin Officer of the Year:**
Pinky Kaloya
- **Anna Harrison Award:**
Robert Wilhelm



Everyone who was nominated consistently performs above and beyond what is expected of them, and Umbrella is so fortunate to be part of their journeys. Congratulations to all the winners and nominees for your outstanding contributions to our community!



Join Us Out & About

HARMONY WEEK 2024

Harmony Day—Swan
at Altone Park, Beechboro
(City of Swan) 15 Mar: 4pm

Harmony Day—Belmont
Garvey Park, Ascot (City of Belmont) 22 March: 4pm

These events boasts food, entertainment and loads of fun activities!

NAARI

Celebrate International Women's day with ISWA. The day is filled with dancing, live music, food, information and shopping stalls. 11am-5pm 30/03 at the Indian Community Centre.

EMPOWERING CONNECTIONS

UMBRELLA—BELMONT

A free social group for those volunteering with culturally diverse or LGBTIQ+ seniors.

Every Friday fortnightly, from 7th February.

10am-1pm
Umbrella 39
Abernethy
Road,
Belmont.

