



Annual Report

2024/25



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 specifically 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 LGBTQIA+ elders, and we express our gratitude for the recognition and acceptance that the LGBTQIA+ community receives today.

We also acknowledge the elders of the multicultural, multilingual and multifaitth 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, LGBTQIA+ 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

Navigating change with purpose and care is the essence of Umbrella's mission. As Board President and founder of this organisation it is my privilege to witness the energy, warmth, and resilience that defines Umbrella mission and growth.

This year, the Board has focused on strengthening governance and ensuring financial sustainability to keep Umbrella well-positioned for the future. We have established a dedicated subcommittee to oversee compliance, risk, and critical, long-term financial planning to adapt to an evolving policy environment. Beyond our organisation, I have had the opportunity to advocate in Canberra on behalf of elderly clients and aged care service providers for stronger financial support to growth and sustain care for the elderly, and to highlight the vital role of social support programs in reducing isolation and promoting wellbeing, particularly within multicultural and LGBTQIA+ communities.

In my role as a member of the Council of Elders, I have been proud to help shape national reform efforts. Key priorities this year included recommending improvements to the Support at Home service list; emphasising restorative care pathways, comprehensive home assessments, and fall prevention measures. We have also advocated for clearer, more accessible information for older Australians and their families, and for culturally tailored approaches, including flexible CHSP grants for First Nations communities.

I would like to especially acknowledge the outstanding work of the Umbrella Board of Management, who have worked tirelessly to prepare for the new Aged Care Reform and to support our organisation in every aspect of responsible governance. Additionally, I want to recognise the dedication of our wonderful staff who deliver high-quality services and support every day, their work is invaluable.

Thank you all for your trust, engagement, and shared commitment to our mission. With your support and the passion for our Umbrella community, we will continue to lead the way in making ageing at home more supported, dignified, and empowering for all.

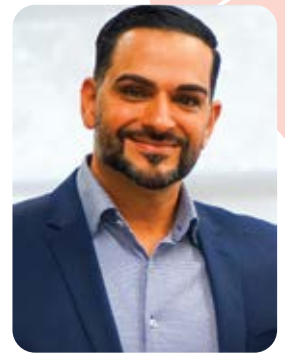
Anna Harrison AM JP
Board President

“With your support and the passion for our Umbrella community, we will continue to lead the way in making ageing at home more supported, dignified, and empowering for all.”



Chief Executive Officer's message

At the heart of our journey is a clear vision: to ensure everyone can age with dignity, connection, and respect, regardless of their cultural background, language, gender identity, or financial situation.



As a former board member and now CEO, I'm proud to say this vision guides every decision we make. This past year, our team has continued its steadfast commitment to strong governance, compliance, and financial stability. These core principles are essential as we navigate the upcoming Aged Care Reforms, and they will ensure we remain focused on delivering the best possible service to our clients and community.

We've seen remarkable growth this year. A major highlight was the opening of our new location in Morley, the Olive Tree House. This new hub strengthens our ties to the City of Bayswater and expands our capacity to serve multicultural communities while supporting our invaluable volunteer network.

Our work has also expanded with several meaningful new initiatives:

- **Over the Rainbow**, which celebrates and supports intersectional LGBTQIA+ individuals.
- **Empowering Connections**, a program that provides social connection and skill-building for our volunteers.
- Our collaboration with **Elder Rights WA**, which raises awareness and addresses elder abuse within multicultural communities.

These projects underscore our commitment to holistic care, focusing not only on physical wellbeing but also on inclusion, empowerment, and genuine community connection.

This coming year, we will begin celebrating Umbrella's 25th anniversary. This powerful milestone reminds us how far we've come since our humble beginnings in 2000. Today, Umbrella is recognised as a trusted leader in multicultural and inclusive aged care.

To our dedicated staff, volunteers, and partners: thank you. Your passion, resilience, and commitment make everything we do possible. As we honour the past 25 years, we look forward to the future with a clear purpose: to keep building a more inclusive and connected world for everyone we support.

Borhan Milani
Chief Executive Officer



Board Members and Leadership Team

Umbrella's Board and Leadership Team bring together decades of expertise in aged care and multicultural services, all united by a mission to serve culturally diverse and LGBTQIA+ communities.

Board Members as of 30/06/2025

President

Anna Harrison AM JP

Vice President

Marika Krstevska

Treasurer

Dr Anna Golab

Secretary

Dr Krystyna Haq

Board Members

Dr Rita Afsar

Belinda Wong

Melissa Del Borrello

Prof Piyush Sharma

Assoc Prof Russel Kingshott

Borhan Milani

Halina Adamczyk

Previous Board Members

Bart Foster

Leadership Team as of 30/06/2025

Chief Executive Officer

Henrietta Podgorska

Business Operations & Finance Manager

Theresa Ng

Social Support Groups & Transportation Manager

Robert Wilhelm

Home Support Services Manager

Fern Hazeldean

Human Resources Manager

Carol Bosman

Multicultural Manager – Care Finder

Fiorda Kule

Communications, Engagement & Projects Senior Coordinator

Neelam Dajee

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 Coordinator (ACVVS)

Malgorzata Olszak

Clinical Care Team Leader

Sue Pike



Highlights of the year

Volunteering WA Awards

This year, Umbrella's Aged Care Volunteer Visitors Scheme (ACVVS) program achieved a significant milestone, being named one of three finalists in the Inclusive Volunteering category at the Volunteering WA Awards. This acknowledgement represents a historic first for any ACVVS provider within Western Australia, underscoring the innovative and impactful nature of our program.

While we didn't take home the trophy, the recognition itself is a powerful reminder of the profound compassion, unwavering

dedication, and significant impact our volunteers and staff bring to the lives of older people every single day. For us, this acknowledgment is a win in every sense. It validates the tireless efforts and heartfelt commitment embedded within our services, affirming that our approach truly reflects inclusive volunteering at its core.

Our ACVVS team is the backbone of our volunteer success; working hard with heart and commitment, we couldn't be prouder.



Pride 2024

For Umbrella, the annual Pride Parade is a heartfelt celebration of visibility, inclusion, and the diverse intersecting communities we proudly serve. Our consistent presence in the parade affirms our unwavering commitment to LGBTQIA+ individuals from multicultural and multilingual backgrounds, walking alongside them and celebrating their unique identities.

In 2024, our participation was once again a highlight for staff, volunteers, and community members. Our team transformed our buses into moving celebrations, adorned with dazzling lights and bold colours that reflected the diversity of our communities and the spirit of Pride. Dressed in our brightest attire, we joined thousands in marching with joy, love, and solidarity.

We extend immense gratitude to Pride WA for organizing this vital event each year, providing a crucial platform for celebration and advocacy.



Cancer Council morning tea

Umbrella proudly hosted our Cancer Council Western Australia Biggest Morning Tea, bringing our community together for an important cause. The morning was a wonderful opportunity to contribute vital funds for cancer research, prevention programs, and essential support services that make a profound difference in the lives of individuals and families impacted by cancer across Western Australia.

This event also provided a valuable platform to highlight our significant partnership with Cancer Council WA and Palliative Care WA on the Bridging Health Gaps project. Launched in March 2025 and funded by the Office of Multicultural Interests (OMI), this groundbreaking initiative aims to improve healthcare literacy and access for culturally and linguistically diverse (CaLD) communities and individuals with intersectional identities.

The support for Umbrella's Biggest Morning Tea truly demonstrates the power of our community in driving positive change. We extend our sincerest gratitude to all our guests, staff, and volunteers who generously gave their time and support, making the atmosphere truly special and meaningful.



Olive Tree House Sundowner

In June, we proudly hosted an intimate Sundowner event to unveil Olive Tree House – our new multicultural aged care hub in Bayswater. The evening marked a significant return to the community where our journey first began and celebrated a new chapter in inclusive, culturally safe aged care.

The event welcomed stakeholders, supporters, and dignitaries including Dan Bull MLA, Frank Paolino MLA, and City of Bayswater CEO Jeremy Edwards, who joined us in officially opening the space. Their presence, alongside many dedicated community partners and board members, made the evening especially meaningful.

Olive Tree House brings together aged care, social connection, advocacy, and volunteering under one inclusive roof. Designed to support older people from CaLD and LGBTQIA+ backgrounds, the hub features a care finder team, volunteer visitor programs, a multicultural library, social groups, a community garden, and drop-in services.

Olive Tree House is more than a building; it is a space for connection, care, and community. We look forward to building something beautiful here, together.

SEA Launch

This year, we proudly launched SEA, our brand new South East Asian Home@Home group designed to bring together seniors from Myanmar, Thailand, Vietnam, Malaysia, Singapore, Indonesia, the Philippines, Cambodia, and Laos to connect, laugh, and share in a space that feels like home.

The launch beautifully celebrated shared culture, language, and stories. A heartfelt thank you to Philip and the WA Burmese Association for your warm support and to all who made the day so special.



Home Support Services

Our Home Support Services team works with clients who want to stay living independently in their own homes, where they feel safe, comfortable, and connected. Our team does this by running two government-funded programs; the Commonwealth Home Support Program (CHSP) and the Home Care Package (HCP).

Through the CHSP program, our team assist clients who just need a little help. Whether they need someone to clean, help them do the shopping, or drive them to appointments. The Home Care Packages are more flexible and tailored for those who need a bit more support, like help with personal care or managing medications.

Our amazing team uses the Wellness Approach, working with clients and focusing on what they can do and helping them build on those skills, encouraging their independence, prioritising their dignity, and making sure they feel empowered.

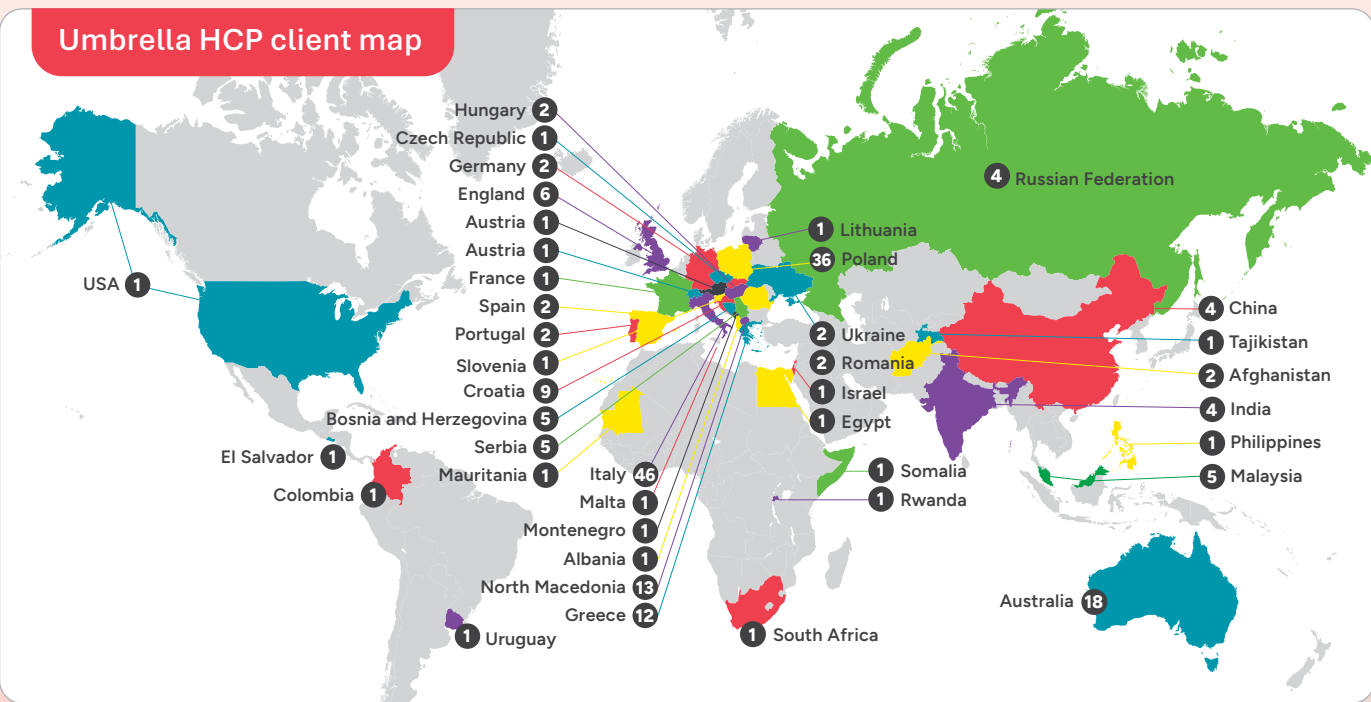
This year our team focused on language and cultural ties, connecting new clients with support workers who speak their language.

Our Home Support Services team is a powerhouse of diversity, with 80 of our 85 support workers speaking an average of three languages. This paves the way for our clients with migrant backgrounds to feel understood, safe and able to express themselves in their mother tongue.

This year we connected with 195 HCP clients, 402 CHSP clients, we provided financial brokerage support for 25 clients and aided 10 clients through the Home and Community Care program (HACC).

One of our biggest achievements this year was in benefit of our support workers. Our team completely changed our current systems and introduced two Senior Support Workers to ensure that our support workers had a direct line of reporting, consistent mentorship, and someone to turn to for day-to-day guidance. As a result, our support workers reported feeling seen, heard and valued, and more confident, connected and engaged with their work. This means that they are also able to give our clients more compassionate, consistent, and high-quality care.

This was not only an important operational change, but a cultural one that also helped us to build a stronger, more united team; and create a space where support workers feel like they belong, their voices matter, and where their growth is nurtured.



Stories from us

A Taste of Home at her Home

A proud European woman with a lifelong love for cooking, found herself struggling to prepare meals alone. The kitchen, once a place of joy and connection, had become a quiet and difficult space. She didn’t want pre-prepared meals; she wanted to cook, to choose, to taste, and to remember. That’s where our support worker stepped in, not just to help, but to truly lean into what mattered most to her. Now, each visit begins with a conversation about what’s on the menu. Together, they chop, stir, and season. The client chooses familiar, comforting meals that carry the flavours of her heritage and the warmth of family memories.

It’s not just about food. It’s about living, about being seen, and about holding onto the things that make her feel like herself. In that kitchen, she’s not just receiving care, she’s reclaiming her rhythm, her culture, and her joy. She laughs, she shares stories, and she teaches. Her eyes light up with pride as she plates a dish she’s made with her own hands.

This is the Wellness Approach in action: empowering people to live life on their terms, honouring their choices, and supporting their independence. For this client, every meal is a reminder that she’s not just being cared for, she’s living her best life.

2024/2025 Delivered hours for CHSP

Type of support	Contract hours	Delivered hours
Domestic duties	8,422	7,538
Respite	284	296
Personal care	945	793
Social support Individual	7,735	3,622
Home maintenance	1,206	1,122
Transport to social support groups	18,264	20,928
Total hours	36,856	34,299

In the year in review, we provided 195 clients with HCP services on the following package levels:

Level 1:	Level 2:	Level 3:	Level 4:
1	35	90	69

From Lithuania to the shores of Perth’s beaches

Jakov, originally from Lithuania, speaks Russian as his first and only language. Not long ago, he was spending most of his days alone at home, isolated and withdrawn. His health was declining; not just physically, but emotionally. He was disconnected from his community, and it showed. Then Jakov was referred to Umbrella’s Home Support Services, and everything began to change. Guided by the Wellness Approach, our team didn’t just look at what Jakov needed, we focused on what mattered to him. We saw his strengths, his passions, and his potential. We listened and we responded with care that was not only culturally appropriate, but deeply personal. Jakov now joins our Russian-speaking social groups, where he laughs, shares stories, and feels a sense of belonging.

He’s supported by multilingual Social Workers who understand him, not just linguistically, but emotionally. Three times a week, they take him to the ocean, his favourite place. The fresh air, the familiar language, and the calming view have become a form of therapy. The transformation has been remarkable. Jakov’s memory has improved; he’s more active, more engaged, and more joyful. He remembers the names of his support workers, looks forward to their visits, and smiles more often.

His family and doctor have noticed the difference and so have we. This is what the Wellness Approach looks like in action: restoring dignity, building connection, and helping people thrive, not just survive.

Jakov’s story is one of many, and it reminds us why we do what we do.

“Our support workers reported feeling seen, heard and valued, and more confident, connected and engaged with their work.”

Social Support Group

At the heart of our Social Support Group (SSG) program is a commitment and dedication to building connection and community; bringing older adults living with age-related challenges, disability, frailty, and complex care needs together to share laughter, friendship, and a richer quality of life.

We know that meaningful social connection isn't just nice to have; it's essential for overall health and wellbeing. That's why our program goes beyond offering activities. It's about building a sense of community, purpose, and joy.

Led by a caring team of multilingual, compassionate, and highly trained staff, our services adapt to the changing needs of every client. We create warm, welcoming spaces where seniors feel safe, respected, and truly part of something special.

From the moment someone steps into our Belmont Social Support Centre, they join the Umbrella family; a vibrant multicultural community that celebrates each person's unique story and background. Together with our clients, we design activities that reflect their interests, cultural heritage, and personal preferences, so that every moment feels enjoyable and bespoke.

Our calendar is full of group activities like outings, concerts, dance events, inclusive exercise, arts and crafts, barbecues, and talks from guest speakers. Each one is carefully planned to boost physical health, keep minds active, strengthen emotional wellbeing, and encourage social connection, all of which help prevent the decline that can come from loneliness and inactivity.

Our focus on language and culture really helps us connect to our clients beyond the needs of their care plans. Every weekday, we run Italian, Macedonian, Polish, and multicultural programs. This helps create a sense of belonging and makes it easier for clients to connect with others who share similar languages and traditions, which is especially important for those with complex care needs.

Accessibility is also at the heart of what we do. Everyone is supported with transport to and from the centre, and each day, clients enjoy a fresh, nutritious three-course lunch prepared in our on-site kitchen. Meals are culturally tailored, delicious, and suited to dietary needs, because we believe good food is an essential part of holistic care services.



Micdrop moment

Our first ‘mic drop’ moment was when our Macedonian H@H group visited Belmont Park races. Despite the logistical challenge of no lift access and multiple escalators, we secured the best vantage point in the members’ area. Clients placed bets, had lunch, and fully immersed themselves in the race-day experience, something many had never done before. Our staff worked incredibly hard to pull it off, and the joy on clients’ faces made it all worth it.

The second was our very first “Pizza in the Park” day. We were not sure how it would go, but the weather was perfect, the pizza van delivered hot, fresh food, and staff ran games and activities that brought everyone together. It ran so smoothly and was such a hit that we have repeated it with other groups since.

Both days were unforgettable, and real proof that our team can create magic.

Program overview

Our cornerstone Social Support groups provide invaluable support for multicultural, multilingual and LGBTQIA+ seniors from Perth Metro. We design our programs together with our clients, making sure they’re not just enjoyable, but also support their health and wellbeing. By involving clients in the planning, we help them feel more in control of their own care; which can make a real difference, especially for those living with complex health needs.



Golden Age Clubs

Running Monday to Friday, our Golden Age Clubs offer a wide variety of activities aimed at encouraging social interaction, mental engagement, and physical movement. These elements are vital for maintaining quality of life and preventing decline in both physical and cognitive health.

Home @ Home

This culturally focused program features five dedicated groups; Italian, Macedonian, Polish, South East Asian and multicultural. These specialised groups offer tailored support and activities that reflect each community’s values, language, and traditions. By recognising cultural identity, we create a space where clients feel truly seen, heard, and respected.

Special Activities

From Party at Basia’s to our Italian and Macedonian High Teas, Happy Tuesday, and the Internet Café, these unique events bring joy, variety, and fresh experiences to our clients’ lives. They’re all about having fun, connecting with others, and nurturing emotional wellbeing.



Special celebrations

We love coming together to celebrate cultural and national events like Australia Day, Chinese New Year, Anzac Day, Melbourne Cup, Seniors Week, Easter, Christmas, and many more. On top of that, unique activities like indoor mini golf, visits from a travelling circus, and the launch of our South East Asian Home@Home program bring extra excitement and variety. These special moments help keep minds active, lift spirits, and most importantly, bring people closer together as part of our vibrant community.

Excursions include:

- Sacred India Gallery
- Macedonian Club
- Live Lighter Aged Care Games – Joondalup & Belmont
- Cracovia Club
- Sikorski Club
- Polish Film Festival
- Herdsman Lake Discovery Centre
- Cheese Factory
- Guide Dogs WA
- Wanneroo Regional Museum
- Ascot Race Course
- Dhammasara Nuns Monastery
- Wheelchair for Kids
- Araluen Botanic Garden
- Pizza in the Park
- Glow Rooms
- Yoga in the Park
- Rendezvous hotel high tea



Stories from us

One of our newer clients, who initially attended both the GAC and PAB programs, quickly became a passionate supporter of our services. She expressed how happy she was with the quality of the programs and the warm, welcoming environment she experienced.

When the SEA H@H group started, she was the first to put her hand up and join in. Her enthusiasm didn't stop there, she warmly encouraged friends and acquaintances to get involved too, sharing how much she enjoyed the programs and the welcoming atmosphere.

Thanks to her word-of-mouth, more people discovered what Umbrella has to offer, drawn by the lively activities, thoughtful programs, and above all, the genuine care and respect shown by our staff.

Her story is a wonderful reminder of how client satisfaction and community spirit help us grow and bring people together. It also shows the real difference our inclusive, culturally responsive programs make in people's lives.

Total SSG clients: 486



Languages spoken by clients:

- English – 189 Clients
- Polish – 67 Clients
- Italian – 75 Clients
- Macedonian – 41 Clients
- Spanish – 25
- Russian – 16
- Croatian – 14
- Burmese – 6
- Cantonese – 4
- Other languages (20): Bosnian, Greek, Hungarian, Mandarin, Portuguese, Serbian, Ukrainian, Vietnamese, Albanian, Arabic, Finnish, French, German, Japanese, Maltese, Persian, Sinhalese, Filipino, Khmer, Afrikaans

Total: 29 languages

Top Countries of birth among clients

- Italian – 101
- Poland – 97
- Australia – 31
- North Macedonia – 29
- Greece – 29
- Myanmar (formerly Burma) – 20
- Russian Federation – 14
- Malaysia – 9
- Others countries (45): Argentina, Bangladesh, Bosnia and Herzegovina, Cambodia, Central African Republic, Chile, China, Colombia, Croatia, Egypt, El Salvador, England, Finland, Germany, Hungarian, India, Iran, Israel, Japan, Kyrgyzstan, Lithuania, Mauritius, New Zealand, Nigeria, Peru, Philippines, Portugal, Romania, Scotland, Serbia, Seychelles, Singapore, Slovenia, South Africa, Spain, Sri Lanka, Tajikistan, Ukraine, United Kingdom, Uruguay, Venezuela, Vietnam

Total: 53 countries



Aged Care Volunteer Visitors Scheme

Umbrella's Aged Care Volunteer Visitors Scheme (ACVVS), funded by the Australian Government, connects older adults who are socially isolated, especially those from culturally diverse or LGBTQIA+ backgrounds, with compassionate volunteers who visit them regularly to offer companionship and support.

Many of our clients live in residential aged care or at home, often with limited English or family support and our volunteers offer more than just company; they bring joy, connection, and a sense of belonging.

Our dedicated team of Volunteer Support Officers and Coordinators go above and beyond, not just matching volunteers with clients; but advocating for both, ensuring their wellbeing, and constantly working to improve workplace health and safety standards for our volunteers.

In 2024/2025 our funding partners included the Western Australia's Department of Communities through the Age-Friendly Communities Grant Program and the City of Belmont through a Community Contribution Grant. We also collaborated with various city volunteer centres, including Swan, Armadale, Melville, Rockingham, and Mirrabooka, and attended the Italian Festival. A special thanks to Opera WA for also providing our clients with the opportunity to attend some fantastic cultural experiences.

Thanks to the Age-Friendly Communities Grant Program from the Department of Communities, we ran the Empowered Connections Project, which strengthened social connection, empowerment, and cultural understanding among older CaLD and LGBTQIA+ volunteers. The project engaged with nearly 100 older CaLD and LGBTQIA+ volunteers, delivering nine community events to the volunteers from the community. Each session attracted an average of 18 volunteers, with participants collectively representing 41 different languages, and proudly including three volunteers from the LGBTQIA+ community.

The Empowered Connections project also laid the foundation for the next phase of inclusive volunteering, in the next reporting period we

plan on launching Bridge to Belonging: *Peer-Led Community Volunteering Hub for Empowerment and Inclusion*. This new initiative will be hosted out of the Morley-based Olive Tree House community hub.

This upcoming 12-month initiative, funded by the Australian Government Department of Social Services through The Volunteer Management Activity (VMA), will be an extension of Empowered Connections, deepening its impact and expanding its reach. It will also welcome newly arrived migrants, vulnerable women, unemployed volunteers, and those seeking a supportive and inclusive environment to connect, grow, and thrive.

Additionally, thanks to funding from the City of Belmont Community Grant, we delivered the *First Aid Training for Volunteers initiative*, equipping more than 30 volunteers with essential first aid skills. Many of these volunteers support seniors through programs like ACVVS, social support, and our Umbrella Library service. For some participants, it was their first ever first aid training in Australia, providing a huge confidence boost for them in delivering safe and informed support to seniors.

In collaboration with the LGBTQIA+ ACVVS Consortium, our team submitted the LGBTQIA+ ACVVS Community Engagement Initiative; a 12-month Community Engagement Plan with a strong focus on piloting a range of initiatives across different locations in Australia. Approved by the Department of Health and Aged Care, the plan aims to encourage more older LGBTQIA+ people to use the ACVVS program, raise awareness of specialist LGBTQIA+ ACVVS providers in aged care, and strengthen connections between LGBTQIA+ communities, health professionals, and aged care workers.

This targeted approach recognises the unique barriers faced by older LGBTQIA+ people in accessing aged care services and social connection opportunities. By working collaboratively and implementing tailored engagement activities; the plan seeks to build trust, promote inclusion, and create safer, more welcoming environments for older LGBTQIA+ people to access ACVVS support.

Among the highlights of the year, our team delivered 3,080 interactions between clients and volunteers. Our volunteers delivered 2613 hours through 1:1 connection, and 467 interactions with clients by letter or postcard, and over the phone.

Highlights

This year, our team attended the Volunteering WA Gala Dinner as a finalist for the *Inclusive Volunteering Award*, standing proudly alongside other inspiring volunteers and organisations from across the community. Being recognised at that level, and celebrating our shared commitment to inclusion and diversity, was a moment of pride and affirmation for our entire team.

Events

We also celebrated our volunteers with four major celebration events. For International Volunteer Day 2024, we attended a Government Gardens Party, and also held a Bowling Night supported with funding by the Department of Communities. The year ended with the End of 2024 Year Volunteer Recognition party, and then we held a High Tea for our volunteers during National Volunteer Week 2025.



Testimonials

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

“Umbrella is really special, and I am so grateful for everything they do for me. I am especially grateful for Kane, who is pushing me and encouraging.”

Graeme, ACVVS client

“Thank you so much for the opportunity to come and see how much you are doing for the volunteers in the community. Those who are engaged in the activities at Umbrella are clearly the luckiest ones. We do not provide many training or event opportunities for volunteers. You are an example for follow.”

Ramona, community member



Care Finder Program

Umbrella's Care Finder program, funded by the Western Australia Primary Health Alliance (WAPHA), provides one-on-one help for older Australians who need extra support finding and using aged care and other community services.

Our specialist team uses their heart, culture and language to build relationships with clients, many of whom are from diverse backgrounds and struggle with English, are socially isolated, or feel unsure about asking for help. We don't just hand over a brochure, we build trust.

The team visits clients in their homes or a trusted community setting, we speak their preferred language, respect cultural customs, and walk them through accessing aged care and community services. Our aim is clear: to help them stay safe, connected and independent.

This year our team took aged care information into community halls, temples, local expos, and senior centres. In partnership with MagoolT and multiple local councils, the outreach team hosted Cyber Safety sessions to help older people spot scams, stay savvy online and make the most of their technology. We co-designed messaging to help CaLD women speak up about elder abuse, and sat down with social workers, GPs, and community leaders to build stronger referral pathways.

When we talk about aged care, it's not just about services, it's about connection, choice dignity, and ensuring no one is left behind.

Our highlights for this year include:

Massive Outreach Impact: Our team attended more than 20 expos and festivals, many with a CaLD focus, such as Vietnamese New Year, Harmony Day, NAARI, Italian Festival, and many more!

Drop-In Success: Bi-monthly sessions at the ISWA community centre had consistently high attendance and engagement.

Digital Safety Support: Launch of one-on-one digital literacy support for seniors, plus group sessions about scam prevention, password protection, and social media safety.

Building Bridges: Our team co-designed elder rights messaging with Advocare, making materials truly resonate with CaLD women.

Hospital-to-Home Transitions: We supported hospital patients and GPs to better coordinate care, avoiding discharges into unsupported environments.

Trust Through Culture: From Italian-speaking support workers to culturally safe outreach with Indian and Iranian communities, we built care around the client, not the system.

Internal Growth: Structured team changes with clearer roles; senior coordinators, outreach leaders, and cultural specialists, are boosting efficiency and accountability.



This year our team recorded 301 referrals, achieved through outreach activities, other Care Finders', and Social Workers. The referrals continue to rise as they come through more pathways including directly from My Aged Care, Assessment Centres and from Fiona Stanley Hospital. The average number of Active Clients in the South Metro area was 41 clients, and North was 31 per month. Clients stayed with a coordinator for several months over their journeys.

Our team also delivered a total of 1122 direct client hours in Perth's South (equivalent to 125% of our KPI) and 1174 hours in Perth's North (130%).



Testimonials

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

"We were at breaking point. Everyone kept passing us on. Then the Care Finder came, explained everything clearly, and stayed until the support was in place. It saved us."

A daughter caring for her Greek mother.

"This is the first time someone explained aged care in a way I understand."

An attendee from an outreach session tailored for Sri Lankan seniors.

"I haven't seen my dad this hopeful in years."

The daughter of a gentleman from the Italian community who had given up trying to access support after repeated frustration with My Aged Care. Our team connected with him through an Italian community club, matching him with a bilingual case manager, and helped him navigate the system.



Communications, Engagement & Projects

The Communications, Engagement & Projects team tackles a wide range of responsibilities; ranging from running events and managing social media to producing merchandise, creating collateral, and organising internal events.

This year we planned and participated in more than two dozen community, outreach, and networking events. Our calendar included local events such as the Italian Festival, Harmony Week, and Pride Fair Day, as well as senior-focused events like Have a Go Day, the Positive Aging Expo, and Live Lighter Seniors Information Day.

We partnered closely with LGBTQIA+, senior, and cultural associations to ensure Umbrella maintained ongoing collaboration and engagement with all communities. Additionally, we worked together with program managers and outreach officers to deliver consistently branded workshops, outreach sessions, and community programs.

Our team also took the opportunity to meet informally with clients from our Social Support Group’s Internet Café, inviting them to help select merchandise that is accessible, practical, and supports their mobility and curiosity. Building closer relationships with existing clients has been mutually beneficial in the past, and we plan to continue strengthening these connections. Looking ahead, we will foster these bonds through initiatives such as our *25 Stories for 25 Years* storybook, placing greater emphasis on storytelling across our social media, and engaging clients in both formal and informal advisory roles.

Looking ahead

This financial year, we began preparations to celebrate Umbrella’s 25th anniversary, including work on the *25 Stories for 25 Years* storybook, which will honour the people who have supported and contributed to Umbrella since 2000. As part of our commitment to serving our diverse and intersecting communities, we also prepared to launch a new website. The new Umbrella website will feature enhanced accessibility, improved search functionality, integrated data analytics, and a user journey designed to better meet the needs of our clients and community.

Social media growth

Our team conducted an analysis of our social media pages from July 1, 2024, to December 31, 2024, and then from January 1, 2025, to June 30, 2025, tracking engagement and reach. In the second half of the financial year, our team shifted to a more human-centred strategy for social media, placing a greater emphasis on authentic, real-world stories and personal narratives. This was reflected positively in the analysis.

Audience

Followers – Across all social media platforms, we had an increase of 241 followers from 3,888 to 4129.

Impressions – Social media posts were displayed 6,692 more times across all platforms, with impressions rising from 119,328 to 126,020.

Reach – We had a 2,040 increase in people visiting our social media pages from 63,808 to 65,848.

Social media

Posts and post impressions – Though posts across all platforms decreased from 316 to 299, there was an increase in post impressions from 93,549 to 103,565 due to the quality and intention of content produced.

Post reach – post reach increased from 53,913 to 66,177.

Social media engagement showed a sharp rise in the second quarter of 2025 (April through June), compared to the first quarter of 2025 (January through March), as shown in the table below. This can be attributed to growth in the CEP team to better cater to the growing demands of social media, communications and engagement projects.

	January – March 2025	April – June 2026
Fans & Followers	3,979	4,129
New fans & followers	117	180
Page & Profile impressions	43,720	82,300
Posts	97	202
Post reach	23,381	42,796
Page & profile reach	22,803	43,045
Post impressions	36,363	67,202

“Building closer relationships with existing clients has been mutually beneficial in the past, and we plan to continue strengthening these connections.”



Special Projects

Over the Rainbow

During the past year, our Over the Rainbow Project, generously funded by the Fred P Archer Charitable Trust, made significant progress. This initiative directly addresses the critical need for comprehensive, culturally sensitive, and inclusive support services tailored to Culturally and Linguistically Diverse (CaLD) LGBTQIA+ migrants in Western Australia.

These individuals often navigate a complex intersection of experiences, facing both the challenges of migration, like resettlement, language barriers, and cultural adjustment, and the discrimination, stigma, and social isolation common to LGBTQIA+ individuals. This unique combination can heighten risks of social exclusion, economic disparity, and adverse mental health outcomes.

The project's core goals were to empower the LGBTQIA+ CaLD migrant and refugee sector, create equitable access to services and resources, and provide a supportive, inclusive network to foster connection and self-reliance. The project was open to all ages, with a specific focus on the most isolated members of the CaLD LGBTQIA+ sector and those in regional areas.

Key Outcomes and Achievements

A cornerstone of the Over the Rainbow Project focused on addressing the critical gap in data and awareness regarding the unique needs of CaLD LGBTQIA+ migrants. We successfully developed and implemented a state-wide survey to capture detailed insights into the lived experiences, emerging needs, and persistent barriers faced by this community. This foundational research provided invaluable baseline data, marking the beginning of what we hope will become an ongoing annual data collection initiative.

The *Experiences of LGBTQIA+ Multicultural People in Western Australia Report 2024*, developed with Let's Queer the Air, presented initial findings. It highlighted significant challenges, including difficulties with social acceptance, the struggle to reconcile cultural and LGBTQIA+ identities, and discrimination in public and healthcare settings. The report also uncovered a notable correlation between racial background and the perceived inclusivity of existing LGBTQIA+ community groups.



Key Survey Findings:

- 67% of respondents identified social acceptance as a major challenge.
- 61% reported struggling to balance cultural identity with their LGBTQIA+ identity.
- 50% had experienced challenges with employment opportunities.
- 50% of participants reported experiencing discrimination in public, and 44% experienced it in healthcare settings due to their LGBTQIA+ identity or cultural background.
- A statistically significant correlation showed that White/European respondents perceived LGBTQIA+ community groups as more inclusive than those from other racial backgrounds.
- Gender diverse individuals were more likely to access a greater number of support services, suggesting a higher level of service need or navigation complexity.

Respondents also emphasised the need for:

- Culturally aware support groups and community spaces.
- Better communication channels, including non-English language access and alternative platforms.
- Inclusive policies and practices that reflect cultural differences, particularly in family dynamics and service design.

We then began actively disseminating this report to stakeholders across the sector, including community organisations, government departments, local councils, employers, other service providers, and academic institutions.



A series of impactful LGBTQIA+ educational workshops were delivered by Let's Queer the Air for a wide range of audiences, including service providers, councils, and not-for-profit groups across the Perth metro area, Peel region, Albany, and Geraldton. These workshops were crucial in raising awareness of intersectionality challenges and promoting the adoption of culturally safe service practices.

Building on the momentum, relationships, and knowledge generated through the Over the Rainbow Project, our next major initiative will be the Over the Rainbow Symposium, a natural progression of the work undertaken to date. Hosted in partnership with Murdoch University's Equity, Diversity and Inclusion portfolio, the symposium will provide a platform for deeper dialogue around the realities and challenges faced by CaLD LGBTQIA+ individuals.



Elder Rights Project

This financial year, Umbrella Multicultural Community Care Services partnered with Elder Rights WA to deliver the Elder Rights Project, focusing on raising awareness of the abuse within culturally and linguistically diverse (CaLD) communities.

Supported by the Department of Communities, this project aimed to create safer, more inclusive environments for elders by improving understanding of their rights and protections.

The project began with two focus groups involving nearly 20 participants from diverse cultural backgrounds. Insights from these sessions shaped the design of 11 culturally tailored workshops facilitated by Legal Aid representatives and the Reed Collective, with support from interpreters and community leaders. The workshops fostered open discussions on family dynamics, cultural taboos, and the importance of intergenerational education, while highlighting the role of community figures in addressing elder abuse.

Over 200 participants attended these workshops, and evaluations showed a significant increase in awareness: understanding of elder rights rose by 26%, awareness of elder abuse by 29%, and knowledge of available support services by 36%. Participants appreciated the culturally sensitive approach, real-life examples, and multilingual materials, which helped build trust and encouraged active engagement.

Key recommendations from the project include the need for regular, culturally sensitive workshops, engagement of trusted community figures, use of storytelling and visual aids, and improved reporting pathways that respect cultural preferences. There is also a strong call to involve younger generations through school-based programs, fostering intergenerational respect and understanding.

The project identified significant barriers to reporting abuse, including language challenges, fear of family estrangement, and cultural taboos around discussing family issues publicly. Many elders expressed a preference to resolve issues within the family, underscoring the need for education that involves families as well as elders themselves.

Looking ahead, Umbrella will continue to build on this foundation by hosting workshops in accessible community spaces, training community leaders, and developing multilingual resources. The aim is to strengthen peer support networks and normalise discussions on elder rights to reduce stigma and isolation. Collaboration with city councils and stakeholders remains a priority to expand outreach and ensure CaLD seniors feel empowered, respected, and supported.

The Elder Rights Project reflects Umbrella's commitment to advocacy, cultural inclusion, and continuous improvement in protecting the dignity and safety of elders in our community.



Thank You to our Supporters and Partners message

At Umbrella Multicultural Community Care Services Inc., we're profoundly grateful for the extraordinary support we receive from individuals, groups, and organisations across our community.

A special thank you to:

- Department of Communities
- Department of Health, Disability and Aged Care
- Department of Local Government, Sports and Cultural
- Department of Social Services
- Department of Employment and Workplace Relations
- Department of Home Affairs
- WA Primary Health Alliance (WAPHA)
- Office of Multicultural Interests (OMI)
- Advocare
- AtWork Australia's Government Subsidies Program
- Cancer Council WA
- City of Armadale
- City of Bayswater
- City of Belmont
- City of Canning
- City of Kalamunda
- City of Mandurah
- City of Rockingham
- City of Stirling
- City of Vincent
- City of Wanneroo
- Curtin University
- Dementia Australia
- Elder Rights WA
- Ethnic Communities' Council of Western Australia (ECCWA)
- Federation of Ethnic Communities' Councils of Australia (FECCA)
- Fred P Archer Charitable Trust
- Indian Society of WA (ISWA)
- Independent Living Assessment (ILA)
- Laguna Club
- Legal Aid Western Australia
- Let's Queer the Air
- MagoolT
- Murdoch University
- Opera WA
- Palliative Care WA
- Technology for Ageing and Disability WA (TADWA)
- Town of Victoria Park
- Volunteering WA

Our mission, to deliver compassionate, inclusive care to multicultural and LGBTQIA+ communities, wouldn't be possible without your generosity, dedication, and advocacy.

We look forward to marking our 25th anniversary with you over the coming year and working together to support our communities.



Human Resources

Human Resources is like the glue that holds Umbrella together, working behind the scenes to foster a positive work environment, encourage employee engagement, and promote diversity, equity and inclusion.

The team supports every stage of the employee lifecycle; from recruitment and onboarding to development, retention, and offboarding, while also sorting out workplace challenges and helping maintain a thriving company culture. Acting as part career coach, part problem solver and part event organiser, HR also collaborates closely with compliance and risk to ensure adherence to labour laws and internal policies. Over the past year, the HR team has received encouraging feedback from both business units and employees, highlighting the valuable support provided and the positive impact felt across the organisation. The team's approach remains synergistic: everyone brings something unique, which together strengthens the whole.

Key Achievements

During the year, the HR team completed Umbrella's first Workplace Gender Equality Submission. Our gender pay analysis shows a 2.3% wage gap in favour of women, which reflects our commitment to equity and the positive impact of our inclusive employment practices. While we continue to monitor and address any imbalances, this outcome highlights our success in supporting women's career progression and recognising their contributions across all levels of the organisation. This result is also consistent with broader trends in the aged care sector, which predominantly attracts women to the workforce.

Workforce Efficiency

In efforts to create a more sustainable workforce, the HR team successfully moved all Social Support Group casual employees to part-time contracts. This process helped us retain valuable staff while being able to target our efforts to SSG programs that needed extra support.

In addition, transitioning to semi-paperless processes reduced the HR team's carbon footprint and stationery expenses. Going paperless also decreases the double handling of paperwork, therefore increasing the efficiency of the department.

Student Placement Subsidy

Through atWork Australia's Government Subsidies program, we secured \$25,000 in funding by successfully placing students in work placements. Under this program, students work a set number of hours per week over six months, and Umbrella receives a subsidy to help cover the cost of their wages and on-the-job training. This initiative supports both workforce development and financial sustainability.

Carebridge Recruitment

Through the implementation of the Carebridge recruitment platform, we managed nearly 2,400 applications for advertised roles across the organisation. The platform offers a range of benefits, including easy job ad creation with seamless approval processes for managers and clearly defined upfront job requirements. Carebridge integrates directly with SEEK and automatically publishes ads on our careers page, while filters and shortlists help identify the strongest candidates. It also performs automatic checks against the Aged Care Banning List, Ahpra registrations, and verifies visa and working rights.



Applicants are notified when they are shortlisted, and as part of the process, they complete a customisable virtual questionnaire. The system also assists with interview bookings and enables both hiring managers and the HR team to track applicants across multiple roles and maintain a complete record of all past candidates. This streamlined approach has enhanced efficiency and strengthened our recruitment processes.

Improvements

The HR team worked on succession planning across the organisation and developed Skills Gap Analyses for each business unit. These initiatives aim to strengthen workforce planning and ensure staff development aligns with both organisational needs and individual growth.

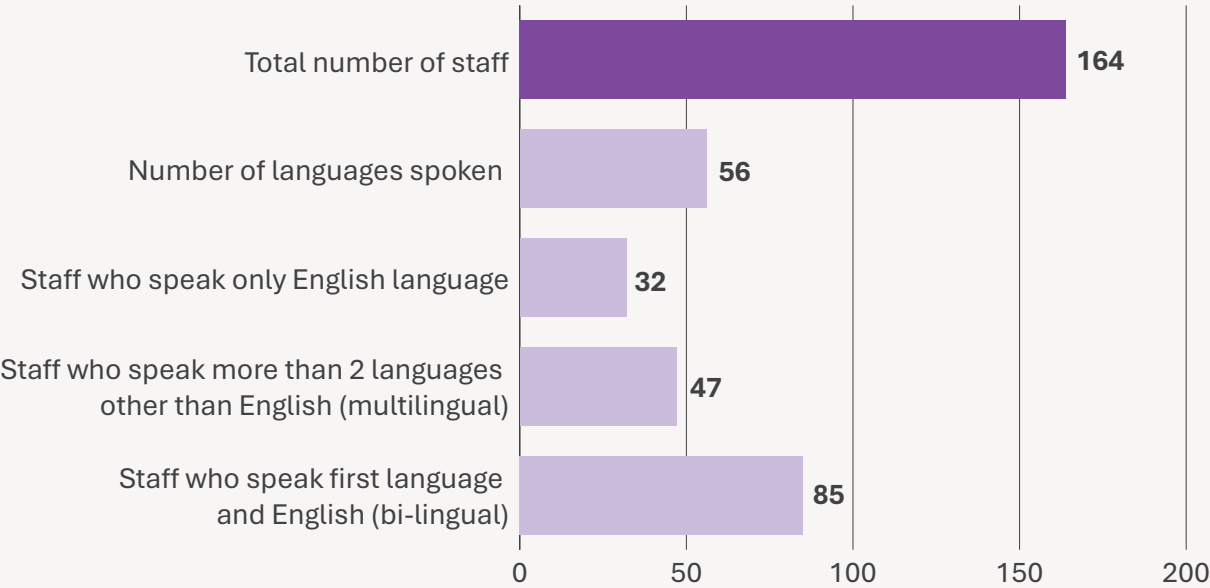
Ongoing Priorities

Looking ahead, HR will continue to focus on fostering an inclusive and supportive workplace, enhancing employee engagement, and collaborating closely with compliance and risk teams to remain aligned with evolving regulations.

Workforce statistics

41 hires over the financial year

Languages spoken by staff

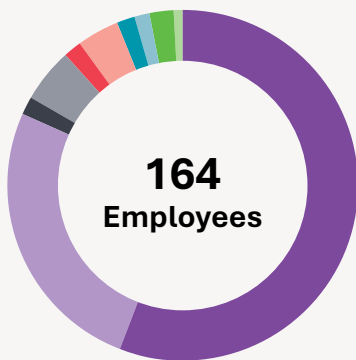


Employee breakdown by classifications



Administration	66
Casual	4
Part-time	28
Full-time	37
Clinicians	3
Part-time	3
Support workers	92
Casual	68
Part-time	22
Full-time	2

Employee breakdown by role



Support workers	92
Direct care – administration	42
Direct care – casual administration	3
Human Resources (Reception, HSS Admin, SSG Admin)	8
Information Technology	3
Finance & Payroll	6
Comms, Engagement & Projects	3
Governance	2
Scheduling	4
Executive	1

“During the year, the HR team completed Umbrella’s first Workplace Gender Equality Submission. Our gender pay analysis shows a 2.3% wage gap in favour of women, which reflects our commitment to equity and the positive impact of our inclusive employment practices.”





Quality and Training

The Quality and Training department ensures our workforce is equipped with the knowledge and skills needed to stay safe and deliver high-quality care and services, so our clients receive the best possible care services from a professional team.

With the new Aged Care Act expected to commence on the 1 November 2025, our Quality and Training team, with the support of the Board, has been actively preparing for the legislative changes this calendar year. We invested in a new policy and assurance system to be launched alongside the new Aged Care Act and strengthened Quality Standards to ensure our processes and practices meet legislative requirements.

Our policy management responsibilities include supporting our leadership team to implement policies and procedures that keep our workforce safe, as well as responding to current legislative requirements and best practices for the delivery of aged care services.

Training

Our training program continued to expand as our workforce eagerly sought to enhance their knowledge, skills and awareness through participating in courses tailored to meet their needs and those of their clients. Our training covers a diverse range of knowledge and skills, including accredited training, professional development, diversity and inclusion awareness, and work health and safety.

Advisory committees

Our team also oversees the Plan for Continuous Improvement and facilitates the Quality Care Advisory Committee and the Consumer Advisory Committees. These committees provide regular reports to the Umbrella Board which help to inform strategic decision-making and drive ongoing improvements in service delivery.

In addition, our department coordinates the Work Health and Safety Committee and is proactive to ensure that workplace safety is prioritised. We coordinate contractor and brokerage compliance records in collaboration with the Home Support Services department to ensure our clients receive quality care, services and equipment.

Through continuous engagement with our clients, workforce and advisory committees, the Quality and Training Department actively identifies opportunities for improvement across the organisation.



Improvements

Throughout the year we identified and implemented a wide range of continuous improvements, resulting in diverse and meaningful outcomes across the eight Aged Care Quality Standards. Some of the highlights include:

Standard 7: Human Resources

Aligned with Umbrella's Strategic Plan Priority Objective 3: Advance digital empowerment and connectivity, several of our team members successfully completed the government-funded AE781 Introduction to Cyber Security skill set, delivered by Comtech as part of a nationally accredited training initiative. The training led to tangible improvements in our internal policies, procedures, and workforce training programs, strengthening our organisation's cyber security capability.

Standard 8: Organisational Governance

Highlight 1:

In preparation for the New Aged Care Act and to strengthen Quality Standards, a contract to implement a new digital aged care compliance system called CompliSpace was progressed. The system will not only improve efficiency but also provides compliant aged care policies connected to a learning module and an assurance module to manage compliance obligations. This proactive approach demonstrates the Board's commitment to maintaining high-quality standards and compliance in the preparation of regulatory changes.

Highlight 2:

Umbrella was successful in applying for free Aged Care Business and Workforce Advisory Service Application by Ernst Young. The consultancy was engaged to assist Umbrella in identifying opportunities to address key workforce priorities relating to immigration advice, recruitment and retention of staff, workforce capability, cash flow management and competitive pricing of services. The EY Business and Workforce Advisory Report (Jan 25) will then be utilised to develop a learning and development strategy.

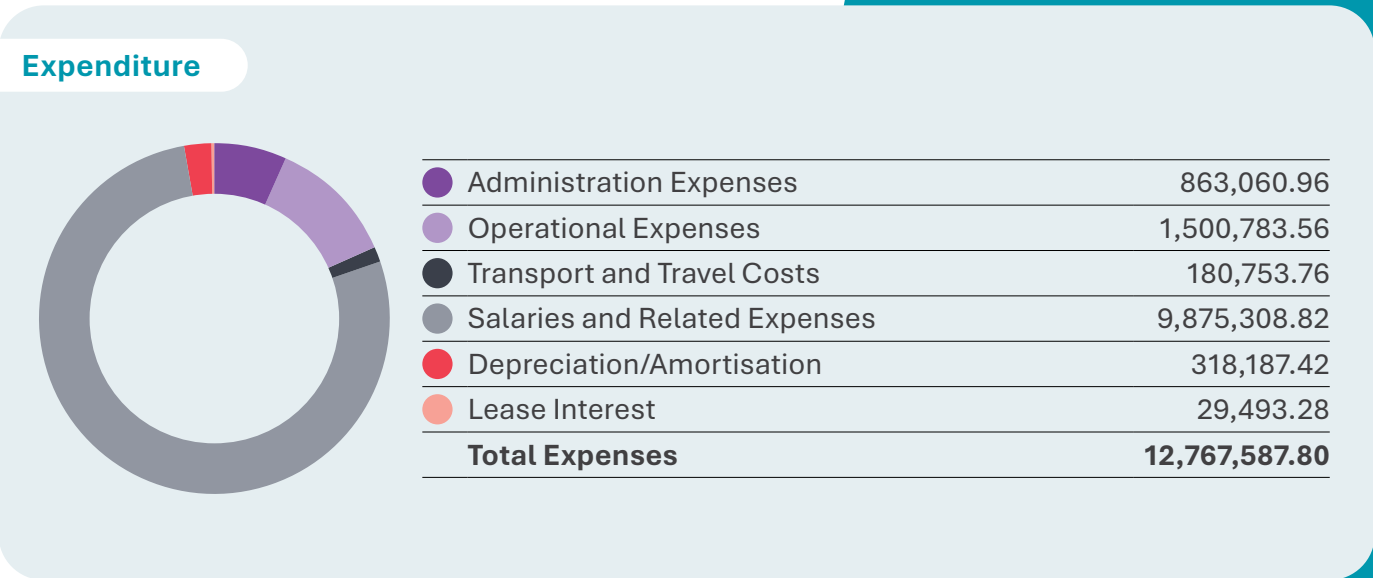
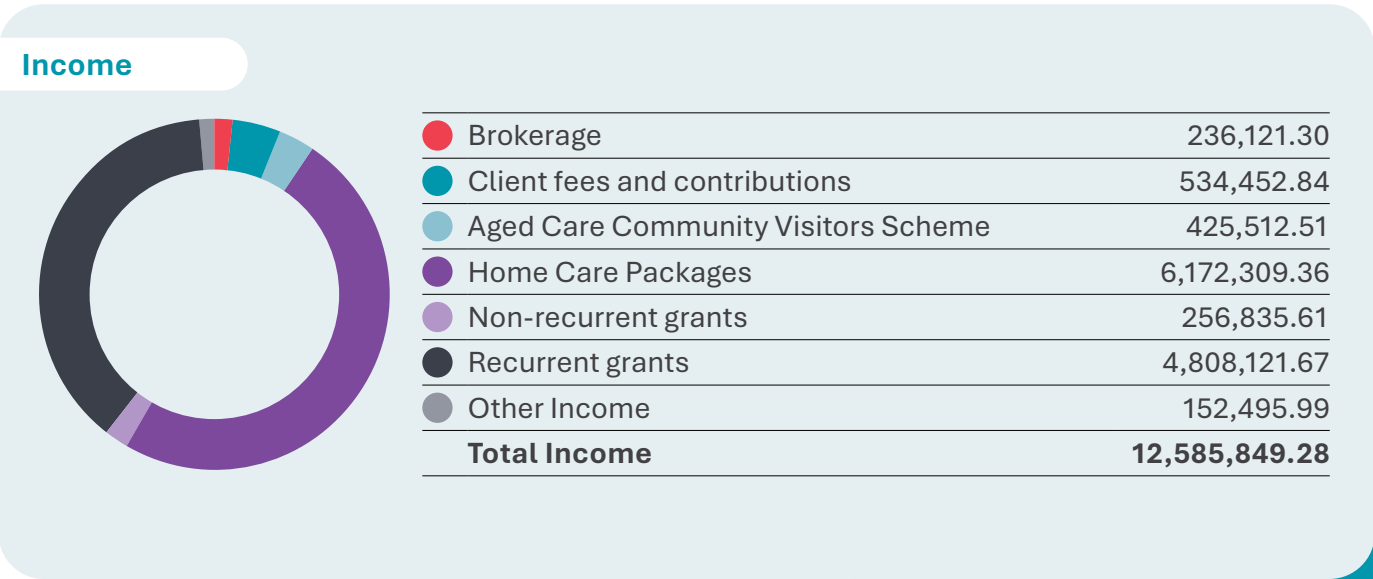


Finance Department

The 2024–25 financial year unfolded against a backdrop of ongoing sector-wide challenges, including workforce shortages, funding uncertainty, and major regulatory reforms, most notably, the upcoming New Aged Care Act and the Support at Home program. Despite these pressures, Umbrella remained resolute in its commitment to delivering high-quality, client-centred services across our communities.

We recorded an operating loss of \$181,739, largely due to elevated operating costs associated with service delivery and workforce demands. Despite this, our financial foundations remain strong. A continued increase in net assets highlights the organisation’s sound fiscal management, strategic planning, and long-term sustainability focus.

Throughout the year, we also made important strides in future-proofing the organisation and preparing for the upcoming major regulatory reforms.



Key initiatives included:

- System integration to support compliance and operational efficiency
- Digital innovation to enable scalable, responsive service delivery
- Workforce development through targeted training and upskilling
- Reform readiness initiatives to ensure alignment with new legislative and policy requirements

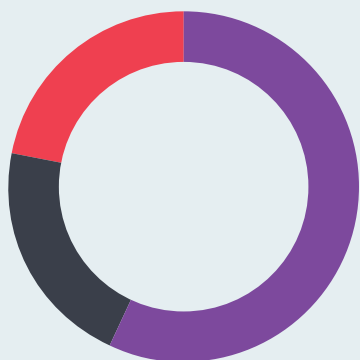
Looking Ahead

As we move into the new financial year, Umbrella remains focused on:

- Strengthening financial sustainability
- Actively pursuing long-term grant funding
- Investing in technology and workforce capability
- Continuing to refine service delivery, aligned with our values and sector obligations

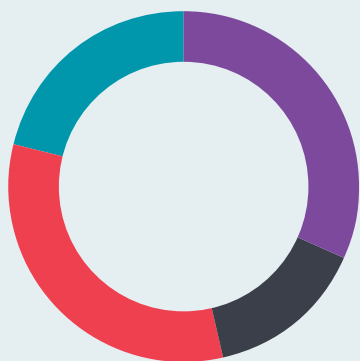
We are proud of the dedication, adaptability, and resilience demonstrated by our team throughout the year. With strong foundations and a clear vision, Umbrella is well-positioned to lead, grow, and thrive in an evolving aged care landscape.

Assets



● Cash and cash equivalents	1,982,644.48
● Trade and other receivables	735,520.88
● Motor Vehicles, Office Furniture and Equipment and Leases	753,599.93
Total Assets	3,471,765.29

Liabilities



● Trade and other payables	663,480.25
● Unexpended grants carried forward	306,419.93
● Employee benefits	672,091.79
● Lease Liabilities	439,310.75
Total Liabilities	2,081,302.72

Umbrella Multicultural Community Care Incorporated Special Purpose

Statement of profit or loss and other comprehensive income For the year ended 30 June 2025

	2025 \$	2024 \$
Revenue		
Operating Income	12,433,353	11,877,211
Other Income	152,496	101,220
Total Revenue	12,585,849	11,978,431
Expenses		
Salaries and Related Expenses	(9,875,309)	(9,090,315)
Administrational Expenses	(863,061)	(728,300)
Operational Expenses	(1,500,784)	(1,349,660)
Transport and Travel Expenses	(180,754)	(186,188)
Depreciation/Amortisation	(318,187)	(393,233)
Lease Interest	(29,493)	(21,013)
Total Expenses	(12,767,588)	(11,768,709)
(Deficit) / surplus before income tax	(181,739)	209,722
Other comprehensive income for the year, net of tax	-	-
Total comprehensive income for the year attributable to Umbrella Incorporated Association Special Purpose	(181,739)	209,722



Umbrella Multicultural Community Care Incorporated Special Purpose

Statement of financial position

As at 30 June 2025

	2025 \$	2024 \$
Assets		
Current assets		
Cash and cash equivalents	1,982,644	1,840,036
Trade and other receivables	641,673	866,458
Other	93,847	32,251
Total current assets	2,718,165	2,739,014
Non-current assets		
Motor Vehicles	205,416	323,946
Office Furniture & Equipment	68,574	93,413
Intangible assets	24,348	-
Lease Bonds	41,299	39,987
Leases (Right of use)	413,962	442,878
Total non-current assets	753,600	900,225
Total Assets	3,471,765	3,639,239
Liabilities		
Current liabilities		
Trade and other payables	663,480	707,420
Contract liabilities	306,420	307,329
Employee benefits	601,894	511,722
Lease Liabilities	170,240	142,218
Total current liabilities	1,742,034	1,668,689
Non-current liabilities		
Employee benefits	70,198	63,362
Lease Liabilities	269,071	334,987
Total non-current liabilities	339,269	398,349
Total liabilities	2,081,303	2,067,038
Net assets	1,390,463	1,572,201
Equity		
Retained Earnings	1,005,780	796,058
Reserves	384,683	776,143
Total Equity	1,390,463	1,572,201

DIRECTORS:

VIRAL PATEL RCA, CA
ALASTAIR ABBOTT RCA, CA
CHASSEY DAVIDS RCA, CA
FAZ BASHI RCA, CPA

AUSTRALIAN
AUDIT 

ASSOCIATE DIRECTORS:

ROBERT CAMPBELL RCA, CA
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 2025, 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: 28 August 2025

Australian Audit is a CA Practice

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DIRECTORS:

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ALASTAIR ABBOTT RCA, CA
CHASSEY DAVIDS RCA, CA
FAZ BASHI RCA, CPA

ASSOCIATE DIRECTORS:

ROBERT CAMPBELL RCA, CA
SANTO CASILLI FCPA PFIIA

AUSTRALIAN
AUDIT 

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 2025, 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 material accounting policies and the officers' 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 2025, 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.

Australian Audit is a CA Practice



- 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: 28 August 2025

Australian Audit is a CA Practice



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