

CEO message



BORHAN MILANI:
Chief Executive Officer

As we approach the end of another remarkable year, I want to take a moment to reflect on the incredible progress we've made together at Umbrella. Since joining Umbrella in August, I've been blown away and so inspired by the relationships, passion and motivation that I've witnessed.

This November marks an important turning point in aged care, with the launch of the new Aged Care Act and the Support at Home program. These reforms represent a major shift in how services are delivered, placing greater emphasis on choice, independence, and wellbeing. I'm proud to say that Umbrella has been proactive in preparing for these changes; investing in staff training, strengthening our quality systems, and ensuring that our clients remain at the heart of everything we do.

At the same time, our commitment to community connection continues to shine through initiatives such as the Bridge to Belonging Volunteer Hub and the Aged Care Volunteer Visitor Scheme. These programs not only bring companionship to isolated seniors but also foster belonging across languages, cultures, and generations.

As the festive season draws near, I want to thank every member of our team at Umbrella; staff, volunteers, clients, and community partners for your dedication and passion. Together, we've continued to prove that when care is guided by compassion and culture, the results change lives.

I look forward to celebrating with many of you at PrideFest, Have a Go Day, and our upcoming community events. Let's finish 2025 with pride, purpose, and plenty of joy.

Board message



MARIKA KRSTEVSKA:
Umbrella Board Vice-President

As 2025 begins to wind down, I find myself reflecting on what an extraordinary year it has been for Umbrella. From celebrating our 25th anniversary and opening the doors of Olive Tree House, to expanding our programs and welcoming new faces to the team, this has truly been a milestone year.

The Board has watched with great pride as Umbrella continues to grow while staying true to its values of respect, diversity, and inclusion. The upcoming aged care reforms remind us how essential it is to remain adaptable, resilient, and forward-thinking. Our commitment to quality, transparency, and community engagement ensures that we are ready for the next chapter.

I'd like to extend heartfelt thanks to the Board, Borhan Milani, the entire management team for their strong leadership and vision, and to every staff member and volunteer who continues to make Umbrella a place of warmth, connection, and belonging.

On behalf of the Board, I wish our clients, families, and community partners a joyful festive season filled with good health and happiness.

Thank you for being part of the Umbrella story; past, present, and future.



Aged Care Volunteer Visitors Scheme (ACVVS)

Bridge to Belonging: Inclusive Volunteer Hub

Our Volunteer Hub offers a welcoming and culturally safe space for you to explore volunteering.

Volunteering for just one hour every fortnight is all it takes to provide companionship and social support to seniors from multilingual, multicultural, multifait, or LGBTQIA+ backgrounds who are at risk of isolation.

You'll be matched with someone local who shares your language, culture, or interests, making visits more meaningful. Your regular contact can boost their wellbeing and connection.

As a volunteer, you're also invited to come along and join our peer-led catch-up sessions, designed to build confidence through communication, teamwork, and idea-sharing activities. Enjoy wellness activities and hear from community members about exciting volunteer opportunities!

Call Barbara on 0477 707 302 to find out more (Monday – Wednesday).

Catch-up sessions are every second Tuesday, located at:

Olive Tree House,

6 B Blades Cl, Morley 6062

(bus stop close by, and parking available)

**The project is supported through Volunteering WA's Volunteer Management Activity, funded by the Australian Government Department of Social Services.*

Recruitment:

The ACVVS team is currently seeking Italian, Polish, Macedonian, Croatian, and Serbian-speaking volunteers in all Metro areas. If you speak these languages, have a connection to these cultures and have a passion for supporting isolated people in our community, apply to be a volunteer today!

Scan the QR Code to apply:



Upcoming Volunteer Hub catch-up sessions:

Palliative Care Information Session

Tuesday, November 4

10am - 1pm

Learn about Palliative care, including what is palliative care, what services are available, and advance care planning

Art & Sip (non-alcoholic)

Tuesday, November 18

9:30am - 1pm

Enjoy a creative art session with non-alcoholic refreshments.

Pride Parade

Saturday, November 29

6pm - until late

March with Umbrella in the PrideFest Pride Parade, and show your support to our LGBTQIA+ communities.

International Volunteers Day celebration

Tuesday, December 2

TBA

Details to be announce closer to the event date.

Festive Session Lunch

Tuesday, December 16

11:30am - 2pm

Bring your favourite food to share at this festive community lunch.



'Fun with Art' Volunteer Hub catch-up session facilitated by Graeme Dixon

Care Finder program

Care finders help older adults who may be isolated, experiencing language or literacy barriers, or without family support to access Government services. This program is designed for people who may not be able to connect with government services on their own.

Our experienced team will guide you every step of the way; whether you're applying for services, attending assessments, or understanding your options. We're here to make aged care navigation simple and stress-free.

At Umbrella, we know that trust, language, and culture matter. Our Care Finder team reflects the diversity of our Perth communities and is trained to provide support that is culturally appropriate and respectful. We speak your language. We understand your culture. And we're committed to ensuring that everyone, no matter their background, can access care with dignity and confidence.

Key projects for the Care Finder team include:

Elder Rights Awareness Sessions – Focused on empowering older people from CALD communities by delivering education and support around elder abuse, in partnership with Advocare.

Cyber Security Awareness – Delivered in partnership with Magoo IT, these sessions aim to equip seniors with skills to stay safe online, covering topics like scam awareness, password security, and safe social media use. **Check the events column for more!**

Bridging Health Gaps – In partnership with Palliative Care WA and Cancer Council, this project provides culturally sensitive workshops to CALD and LGBTQIA+ communities, increasing understanding and access to palliative care and cancer prevention resources.

Over the Rainbow – A recently concluded program designed to empower LGBTQIA+ CALD migrant and refugee communities by improving access to services, education, and inclusive support networks. The program particularly focused on connecting marginalised members, including international students, refugees, and those in regional areas, with supportive services and community networks.

For more information on Care Finder, visit:
<https://umbrellacommunitycare.com.au/service/care-finder-services/>

or scan the QR code



Meet the team!

Our Care Finder team has been smashing goals, growing stronger, and making an incredible impact — so we thought it was time to reintroduce them!

Meet the people behind the success of Umbrella's Care Finder team:



Fiorda Kule - Multicultural Manager

Fiorda leads the Care Finder team and oversees multiple external projects. She is responsible for driving initiatives that improve access

to services for older people and culturally diverse communities.



Sindhu Nair - Acting Outreach Team Leader

Sindhu leads all community engagement and outreach for Care Finder. In her role, "outreach" means

connecting directly with communities to raise awareness of services, provide education, and ensure older people and their families know how to access support. She plays a key role in building trust and relationships with diverse cultural groups, understanding their needs, and tailoring programs accordingly.



Hai Phuoc Pham - Outreach Officer

Hai connects with the Vietnamese community, focusing on older people to raise awareness of services and ensure culturally appropriate

support. With a growing ageing population, many Vietnamese Australians are over 50 and value family, culture, and community. Hai's work helps bridge gaps, ensuring older community members can access aged care services confidently and in culturally safe ways.

South PHN Team:



Krisztina & Leigh – Coordinators

Krisztina and Leigh share the South PHN workload, covering areas from South Perth down to Waroona. They support older people through every step of the aged care journey, helping them navigate services, connect with the right providers, and receive personalised guidance. Care Finders meets clients at home or in locations that are comfortable for them, offering ongoing support to ensure safe and confident access to care.

North PHN Team:



Omar Baydoun - Coordinator

Omar manages the North PHN, covering areas from North Perth up to Two Rocks. Like the South team, he helps clients understand and

navigate the aged care system, connecting them with suitable providers and providing ongoing personalised support. Care Finders meets clients at home or in a comfortable location for them.



Helen O'Sullivan - Community Education Officer

Helen delivers projects like Bridging Health Gaps, partnering with Palliative Care WA and Cancer

Council to provide culturally sensitive workshops for CALD communities, increasing knowledge and access to palliative care and cancer prevention resources.

Palliative Care Information Session - Japanese Community

Do you know what palliative care is, and what resources are available? We will let you know about palliative care in Australia. This means supporting people with serious illness to live as well and comfortably as possible - emotionally, physically and spiritually.

VINCENT COMMUNITY CENTRE

1:00pm – 4:00pm, 1 Nov 2025



Cyber Security Awareness Support

We've already been running Cyber Savvy Seniors sessions across the City of Belmont, Mandurah, and beyond — empowering older community members with the knowledge and skills to stay safe online.

CITY OF WANNEROO

10:30am – 12:30pm, 26 Nov 2025

Girrawheen Library



Delivered in partnership with Magoo IT, these culturally and age-inclusive workshops cover topics like scam awareness, password protection, and safe social media use.

Keep an eye on our social media and your local council for upcoming dates — we can't wait to see you there!



'Over the Rainbow' Symposium

Aged Care Reform

Starting **1 November 2025**, the **new Aged Care Act** will officially come into effect, marking a major step forward in how aged care is delivered across Australia. The strengthened **Aged Care Standards** and the introduction of the **Support at Home** program are designed around the Wellness and Reablement approach, focusing on promoting independence, wellbeing, and choice for older Australians.

Wellness:



Do activities with you, rather than for you
Acknowledge your strengths
Build up your skills

Reablement:



Achieve specific goals and outcomes with you
Maintain or regain skills you desire
Help you to resume everyday activities

The Australian Government will begin **phasing in the Support at Home program** to replace existing home care programs. While this transition may sound significant, it is important to note that **existing client services will not be affected**. Going forward, there will be three client groups with differing rules. If you are unsure which category applies to you, please contact your Care Partner for guidance. The key factor will be whether you were accessing, or eligible for, a Home Care Package on or before **12 September 2024**, as this will influence your client contributions.

GRANDPARENTED HCP CLIENTS

If you had a Home Care Package (or at least assessed as eligible) as of **12 Sept 2024**. You will have a **no worse off principle** under SAH.

TRANSITIONED HCP CLIENTS

If you had a HCP between **13 Sept 2024 and 31 Oct 2025**. When SAH starts on 1 Nov 2025, **you will automatically become a SAH participant**.

SUPPORT AT HOME PARTICIPANTS

If you are assessed or granted aged care support from **1 Nov 2025 onwards**.

These changes come after years of consultation with clients, providers, and the broader community. The goal is to make aged care more client-focused, offering greater freedom of choice and flexibility in how services are delivered.

Funding Changes

Nationally, there are currently around \$4 billion in unspent funds sitting in clients' accounts. The new funding model will aim to free up these resources so that individuals who need more care can access it sooner. By introducing client contributions and placing reasonable limits on savings, the system will allow more people to benefit from the care they need. Existing clients will keep their current balances, but new clients will follow the updated funding structure.

Choice and Independence

Support at Home will introduce eight levels of funding, allowing clients to better tailor services to their needs. From 2027, clients will also have the option to engage multiple providers across different services, similar to the flexibility offered by the NDIS.

Quality and Compliance

At Umbrella, our **Compliance and Quality Assurance team** has been working diligently to ensure we are fully prepared for these reforms. This includes comprehensive staff training, ongoing education, and the implementation of **Complispace**, our new central library for quality indicators, compliance documents, and achievements.

We are also adjusting our governance processes, with the **Consumer Advisory Committee** now meeting every six months (next session: **25 November 2025**). To stay responsive to change, **staff and client engagement surveys** are also being planned to help us better understand how our community is managing during this period of transition.

No matter how much the industry evolves, Umbrella remains committed to providing **high-quality, compassionate, and culturally safe care**. The new system may look different, but our mission stays the same: to empower every client to live independently, confidently, and with dignity.



Assistive Technology and Home Modifications

Good news! There will be **extra money available** for **equipment and home changes** to keep you safe. This funding is separate from your quarterly care budget, meaning you won't have to wait or sacrifice other services to access the equipment and changes you need.

Funding tiers include:

- **SMALL ITEMS:** Non-slip mats or shower stools (up to \$500)
- **MEDIUM ITEMS:** Walkers or mobility aids (up to \$2,000)
- **BIG CHANGES:** Bathroom upgrades or ramps (up to \$15,000 or more)

Your new statement of rights - Nov 1, 2025

The new Aged Care Act will include a new Statement of Rights which will replace the Charter of Aged Care Rights, outlining the rights that older people will have when accessing aged care services. The rights will help to ensure that older people and their needs are at the centre of the new aged care system.

The statement of rights includes the right for every person to have:

- Independence, autonomy, empowerment and freedom of choice.
- Equitable access.
- Quality and safe funded aged care services.
- Respect for privacy and information.
- Person-centred communication and the ability to raise issues without reprisal.
- Advocates, significant persons & social connections.

You have the right to make decisions about the things that affect your life including decisions about:

- Aged care services you want to use
- Who gives you aged care services
- How you get aged care services

If you currently receive at home services from Umbrella, please chat to your **Care Partner** if you have any questions or concerns. You can call them at **(08) 9275 4411** or through email at **enquiries@umbrellacommunitycare.com.au**

Social Support Groups

Aged Care Games:

Our incredible Social Support clients brought their A-game to the LiveLighter Aged Care Games demonstrating teamwork, resilience, and that unbeatable competitive spirit. Our teams competed over two events hosted by the Seniors Recreation Council of WA Inc., one held in August at Belmont Oasis Leisure Centre, and other in September at the Kingsway Indoor Stadium.

The games brought together vibrant teams from aged care organisations across Perth for a day packed with joy, laughter, and spirited competition as participants showcased their enthusiasm across a variety of adapted games, such as Pass Ball, Bean Bag Toss, and Skittles. It was especially heartwarming to see many of our Umbrella family eagerly stepping up to join in the fun!

We're so proud of our 'Super Seniors' team, who came in second place in the September games, after placing in the top for several games.



Aged Care Games

Celebrating Spring!

Spring has sprung in Perth, and our Social Support Groups have been soaking up the sunshine and enjoying the beautiful weather with lots of nature-based outings!

Recently our clients visited S&R Orchard Perth during their Blossom Festival.

They had a great time posing for photos at all the different photo stations and went on a tractor ride that took them around the whole orchard.



S&R Orchard

Our lucky clients also had an amazing day out at the Perth Hills Discovery Centre. They explored the beauty of native flora and fauna, learning all about the unique plants and wildlife that make our region so special.

Our SEA group also visited Landsdale Farm, where they had a wonderful time meeting and feeding some cuddly animals. It's hard to have a bad day when you're patting a cow!

Clients also got to enjoy the full spring blooms at Kings Park, along with a picnic and a gentle stroll under the sunshine.



Landsdale Farm

Happy Diwali!

In October, our wonderful clients joined us in a vibrant Diwali celebration filled with cultural performances, traditional food, prayers and lively activities.

From the sparkle of dance to the warmth of shared rituals, everyone embraced the spirit of light and community.

Clients painted clay lamps, experimented with henna and the traditional art of Rangoli! It was such a joy to witness the smiles, laughter and connection as our clients came together to honour this special occasion and learn about each other's culture.



Diwali celebrations

Join our family!

Are you looking for more than just a job?

Do you want to be part of a close knit team that genuinely makes a difference?

Here at Umbrella, we understand that life isn't one-size-fits-all which is why we offer casual, part-time, and full-time roles to suit different lifestyles and career goals.

Whether you're interested in driving our buses and supporting our clients with our Social Support Groups, wanting to use your language skills to be a Home Support Worker, or looking to help coordinate our teams, we have a role for you!

To view our current availabilities visit:
<https://umbrellacommunitycare.com.au/about/careers/>

or scan the QR code



Upcoming Events

Have a Go Day:

Come visit our stall at Have a Go Day on **Wednesday, 12 November 2025**, at **Burswood Park**!

We'll have friendly faces ready to chat about what we do, share volunteering opportunities, run mini-activities, and help you explore how you can get involved in your community. Plus, it's always a fun day out, with lots of other stalls, activities, and a great chance to connect with others.

Swing by, say hello, and see what's possible when you Have a Go with us!

Pride FairDay:

PrideFest 2025 is fast approaching!

You can find our friendly staff and the Umbrella stall at the PrideFest Fairday on **Sunday, November 23rd**. Fairday is for everyone from clubs to crafts, kids to seniors, LGBTQIA+ individuals to allies. It's all about celebrating, supporting and engaging with the LGBTQIA+ community and allied organisations.

Pride Parade:

We are returning for our annual march in the Pride Parade!

This year's Pride theme is "We Are Here", with our take on the theme being "We Are Here...From Everywhere" highlighting our Umbrella family's cultural diversity and celebrating how we all come together under one umbrella.

Come and watch the parade from 8 pm on **Saturday, November 29**, and show your support for all the organisations marching this year!

Our mailing list

The easiest way to keep up with Umbrella!

We're thrilled to officially launch our new digital mailing list, making it easier than ever to bring the latest news straight to you!

Subscribe now to receive our digital newsletter, service updates, event invitations, and stories from our Umbrella community, delivered directly to your inbox.

Share this mailing list with your friends and family so they can stay up to date with any information from us!

Scan the QR code to sign up
for our mailing list

