

BO/FM message



THERESA NG: Business
Operations/Finance Manager

Reflecting on 25 Years of impact and looking ahead.

This year marks Umbrella's 25th anniversary, a milestone that reminds us how far we've come since 2000. What began in a small office in Bedford, has grown into a trusted leader in inclusive and culturally responsive aged care.

At the heart of this journey is our founder's vision: that everyone deserves to enjoy their later years with dignity and connection, no matter their language, culture, gender identity or financial situation. This belief still guides everything we do.

As Umbrella's Business Operations and Finance Manager, I'm proud to help ensure our organisation runs efficiently and sustainably so our people and programs can thrive. My role is about far more than just numbers — it's about enabling our people, our programs, and our community impact to flourish. I'm deeply passionate about building strong, sustainable operations that allow our teams to focus on what matters most: supporting clients, innovating in care, and fostering inclusion.

Over the past few months, this vision has come to life in meaningful ways. The opening of *Olive Tree House* in Morley was a stand-out moment; creating a welcoming hub for Care Finder and ACVVS, and a safe space for our diverse community. It was inspiring to see so much pride from everyone involved.

Celebrating 25 years is not only about looking back, it's about looking ahead with purpose. Thank you to our staff, volunteers, clients and partners for making Umbrella what it is today.

Board message



ANNA HARRISON:
Umbrella Board President

This year marks a remarkable milestone as Umbrella celebrates 25 years of supporting elderly clients with warmth, dignity, and purpose.

The opening of *Olive Tree House* in Morley, our new community hub, was a proud moment and a reflection of what we can achieve when care, compassion and cultures come together.

As we celebrate, we are also preparing for the implementation of the new Aged Care Act, which places older people's voices at the centre of care. Our Consumer Advisory Committee is essential in this process, helping ensure our services reflect the real needs of our clients.

Looking ahead, October's Annual General Meeting (AGM) will be another important moment for reflection and renewal, as we prepare for aged care reform and strengthen our commitment to accountability, quality, transparency and client voice.

At the national level, and as part of the Aged Care Council of Elders I continue to advocate for stronger support for aged care, especially social programs that reduce isolation in multicultural and LGBTIQ+ communities.

We are also excited to begin 25th Anniversary celebrations with clients and staff, planning for Pride Parade 2025 and encourage



staff and clients to take part. It is one more way we can come together to honour diversity, inclusion, and belonging.

Thank you for your continued trust and support.

25th anniversary

This year, Umbrella Community Care proudly celebrates 25 years of supporting and empowering culturally and linguistically diverse (CaLD) and LGBTIQ+ communities across Western Australia.

Since our launch in 2000, Umbrella Inc. has grown from a small initiative into a leading not-for-profit organisation delivering innovative, inclusive, and person-centred care. Over two and a half decades, we've remained true to our vision; building a community where every older person, regardless of culture, language, or identity, feels valued, connected, and supported.

On 1 July, we officially kicked off a year-long celebration of this incredible milestone, with many exciting events and initiatives planned throughout the year. We can't wait to celebrate this journey with all of you — our clients, staff, volunteers, families, partners, and supporters.

Over the past 25 years, we've expanded our services to thousands of clients and their families, built strong volunteer programs, developed sector-leading projects, and advocated for the needs of our diverse communities. We are deeply proud of our dedicated team and grateful for the trust and support we've received from the communities we serve.

This milestone is not only a time to reflect on how far we've come, but also to look forward; to new ideas, stronger connections, and even greater inclusion in the years ahead.

Thank you for being part of our journey. Here's to the next 25 years under the Umbrella and to a year full of celebrations!

25 Yrs, 25 Stories: Be Part of Our Legacy

This year, as part of our 25th anniversary celebrations, Umbrella is creating a commemorative book that will capture the voices, memories, and journeys of the people who make up our vibrant and diverse community.

Over the past quarter-century, thousands of clients, staff, volunteers, carers, and community partners have helped shape Umbrella into the organisation it is today. Behind every service we deliver, every program we develop, and every milestone we reach, there are personal stories of resilience, connection, joy, and identity.

That's why we're inviting you — the people who bring Umbrella's mission to life — to be one of 25 stories showcased in this special publication.

Your story might be about a moment that changed you, a memory that's stayed with you, or a part of your culture or identity you're proud to share. Maybe it's about what Umbrella has meant to you, or simply a reflection of who you are and what you value.

We believe every person connected to Umbrella has a story worth telling. This is your chance to have your voice heard, to celebrate your journey, and to become part of a legacy that honours the incredible people who have made Umbrella what it is over the past 25 years.

Perhaps your story has never been told — *until* now.



Celebrating 25 wonderful years of Umbrella!

How to get involved

We've made it simple to share your story:

- Complete our online form by scanning the QR code below.
- Or pick up a printed form at Umbrella reception and return it when you're ready.

If you have questions or would like help submitting your story, please get in touch:

marketing@umbrellacommunitycare.com.au
(08) 9275 4411

We can't wait to hear from you — because *your* story is part of *our* story.

Scan the QR Code to
access our online form:



People and culture

Join the Umbrella Family: Embracing Growth, Diversity, and Caring Innovation.

At Umbrella, we are a proud, multicultural team dedicated to providing exceptional aged care services that make a real difference in the lives of our clients. As we grow and evolve, we're looking for compassionate, driven individuals who share our commitment to improving quality of life for the elderly, while embracing new ideas and innovative approaches in care.

We believe that diversity is a strength, and our team brings unique perspectives, talents, and experiences to the table. Change is constant in our field, and we're excited to offer new opportunities for you to grow with us, challenge yourself, and contribute to a future where care is compassionate, inclusive, and tailored to the needs of those we serve.

If you're ready to make a meaningful impact, join us and help shape a future where aged care is more than just a service it's a community of support, understanding, and kindness.

Explore our open roles today and be part of something special.

Support worker: Mandarin / Vietnamese / Cantonese speaking Support staff with a minimum Cert III in

Aged Care / Individual Support

Flex Client Care Partner: Full time role based out of our Ascot Office

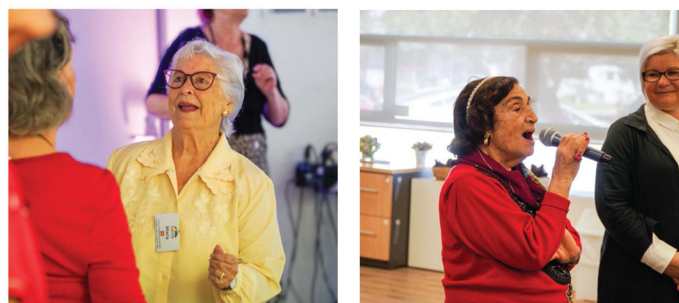
Social Support Group/Driver: Part Time position based out of our Belmont Office

Casual Domestic Assistant/Cleaner: Casual position based out of our Belmont Office

Scan the QR Code to
apply for a role with Umbrella



Council of Elders



Social Support Group recent activities

Olive Tree House: New home in Morley

Umbrella Community Care is proud to announce the official opening of a new space in the City of Bayswater. After more than a decade, the Olive Tree House has given Umbrella a new home in the heart of Morley.

Our sundowner event welcomed community members, stakeholders, local politicians and community organisations to attend. Guests were given a tour of our new space as well as addresses from our CEO Henrietta Podgorska, Founder and Board President Anna Harrison, & Member for Maylands Dan Bull.

Olive Tree House will serve as a community hub for our Care finder and ACVVS teams. The space will focus on creating a safe and inclusive environment for CaLD (culturally and linguistically diverse) and LGBTIQIA+ people. Our centralised teams will also have better access to 35% of our current Umbrella clients who live within the suburb.

Stay tuned on Umbrella social media for all our upcoming events!



/umbrellamulticultural

Here's a list of what we plan on doing within the City of Bayswater!

Aged Care Volunteer Visitors Scheme (ACVVS)

ACVVS matches volunteers with socially isolated older individuals based on language and cultural alignment. It aims to reduce loneliness and improve wellbeing among seniors living in residential care or receiving at home services, with a strong.

Care Finder

Funded under the Department of Health and Aged Care, Care finders support older people facing barriers to accessing aged care. It offers free, face-to-face help with My Aged Care, service referrals, and culturally appropriate support; particularly for CaLD, LGBTIQIA+, and isolated clients. Outreach includes expos, drop-in sessions, and community events.

Bridge to Belonging

Bridge to Belonging is a peer-led Multicultural Volunteering Hub for Culturally and Linguistically Diverse (CaLD) and LGBTIQIA+ volunteers. This 12-month

initiative aims to support CaLD and LGBTIQIA+ volunteers, with a particular focus on newly arrived migrants, vulnerable women, and unemployed individuals. This new hub addresses key challenges such as isolation, language barriers, and lack of recognition.

The program builds on insights from the Empowered Connections project (Dec 2024—May 2025), which saw 40% of participants engaging in volunteering. The Empowering Connections project supported the inclusion of older volunteers from CaLD and LGBTIQIA+ backgrounds, creating opportunities for these volunteers to connect, share experiences, and contribute meaningfully to their communities. Bridge to Belonging offers peer-led sessions, customised training, and dedicated support from a Volunteer Wellness Officer to help build confidence, wellbeing, and a sense of belonging. The initiative will showcase volunteer stories, case studies, and videos to highlight success and inspire broader participation.

By creating a safe and inclusive environment, Bridge to Belonging hopes to empower diverse volunteers, strengthen peer networks, and enhance community engagement through meaningful and supported volunteer opportunities.

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 KALAMUNDA

Session One

10:00am – 11:00am, 12 Aug 2025

High Wycombe Library



CITY OF KALAMUNDA

Session Two

11:00am – 12:00pm, 12 Aug 2025

High Wycombe Library



CITY OF BAYSWATER

9:30am – 11:00am, 11 Sep 2025

Bayswater Community Centre

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!

Elder Abuse Awareness Sessions

Supported by the Department of Communities and delivered in partnership with Advocare, this program raises awareness of elder abuse. At the moment, the



culturally sensitive sessions are focussing on the Indian and Iranian communities. The goal is to empower older people, reduce stigma, and strengthen community understanding to help keep seniors safe and informed.

Over the Rainbow Project

This project supports LGBTIQ+ & CaLD migrants and refugees across WA through inclusive workshops, service access support, and community-building.

In partnership with Let's Queer the Air, it promotes equity and inclusion among individuals of all ages and backgrounds. *Upcoming Symposium: 6 August at Murdoch University. See Facebook for details.*

Bridging Health Gaps Project

Bridging Health Gaps: Building Capacity in Palliative Care and Cancer Prevention for CALD and Rainbow Migrant Communities delivers culturally tailored workshops focused on palliative care and cancer awareness.

Meet the team!

Our ACVVS 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 Aged Care Volunteer Visitors Scheme:



Gosia Olszak — ACVVS Volunteers Coordinator

With over a decade at Umbrella, Gosia leads the ACVVS and Bridge to Belonging programs, supporting more than 100 volunteers. Her leadership has earned state-wide recognition, and she was recently part of the team that oversaw the opening of the new community hub at Olive Tree House, creating an inclusive space for volunteer connection and support.



Barbara Ball — Volunteer Wellness Officer

Barbara brings warmth and experience to her role supporting the well-being and development of volunteers through the Bridge to Belonging project. She coordinates a culturally safe Volunteer Hub, with a focus on empowering newly arrived migrants, women, and those facing disadvantage.



Elicia Anders — ACVVS Volunteers Officer (North Metro)

Elicia coordinates the ACVVS program across North Metro, ensuring volunteers and clients are well matched

and supported. Her person-centred approach and commitment to inclusion help foster meaningful connections that make a lasting difference.



Natalie Lucas — ACVVS Volunteer Officer (South West/South East Metro)

Natalie supports volunteers across the South West and South East Metro

regions, using her own volunteer experience to guide her empathetic and practical approach. She builds strong relationships, promotes the program locally, and helps create genuine connections for older people.



Rafaela Guitton — ACVVS Volunteers Officer (East Metro)

Back from parental leave, Rafaela resumes her role with fresh energy, supporting ACVVS volunteers in East

Metro. She's focused on strengthening provider partnerships and expanding the program to reach more seniors in the year ahead.

	WEEKLY	EVERY 2ND WEEK	MONTHLY
MONDAY			
Italian Home@Home	✓		
Golden Age Club	✓		
TUESDAY			
SEA Home@Home	✓		
Golden Age Club	✓		
WEDNESDAY			
Macedonian Home@Home	✓		
Multicultural Home@Home		✓	
THURSDAY			
Golden Age Club	✓		
Internet Café	✓		
FRIDAY			
Polish Home@Home		✓	
Party at Basia's			✓

Come rain or shine: Social Support That Never Stops!

At Umbrella, our Social Support Groups are here to brighten every season, even the coldest winter days! No matter the weather, we make sure our clients enjoy meaningful activities, good company, and plenty of fun.

During the cooler months, we offer tailored alternatives to suit the season and ensure everyone stays comfortable and engaged. We also keep flexible back-up plans on hand in case the weather takes a turn.

When a new client joins Umbrella, we recommend Social Support Groups based on their language, culture, interests, and activity level. Best of all everyone can *try before they buy!*

You're welcome to come along and experience any group for *free* to see where you feel most at home.



Marian's 100th birthday celebration



Social Support Group recent activities.



Social Support Group recent activities.

Celebrating our volunteers

During National Volunteer Week, we took time to celebrate the incredible people who give their time, kindness, and compassion through our Aged Care Volunteer Visitors Scheme (ACVVS).

Our special High Tea was a heartfelt afternoon of laughter, connection, and gratitude. Just a small way to thank our amazing volunteers who brighten the lives of so many older members of our community. Through their visits, they offer not just company, but friendship, understanding, and a powerful reminder that no one is ever truly alone.

To all our ACVVS volunteers: thank you for the difference you make. Your warmth and generosity are the heart of our program. A big thank you as well to our dedicated ACVVS team for organising such a beautiful event and for the ongoing support you provide to our volunteers and clients every day. Interested in becoming a volunteer? It only takes an hour a fortnight to make a real difference. Head to our website to fill in the Umbrella Volunteer form.

Celebrating our amazing volunteers.

Umbrella goes to the VMAs!

ACVVS Coordinator, Gosia Olszak, proudly represented Umbrella at the Volunteer Management Activity (VMA) Project Showcase, hosted by Volunteering WA.

The event brings grant funded organisations from all over WA together, to share real-world stories about breaking down barriers to volunteering.

The event concluded with a “Backyard BBQ Crawl” workshop, reminding us that fun and creativity has a place in building stronger volunteer communities.



Umbrella at the Volunteer Management Activity (VMA) Project Showcase.

Pride marches on!

Our preparations for the 2025 Pride March have begun! If you'd like to join our float, please submit an EOI using the form below.

Everyone is welcome; friends, family, clients, volunteers, staff, partner organisations, allies, and of course, anyone from the LGBTQIA+ community who would like to walk alongside us.

Scan the QR Code to register your interest in our pride float:



Cancer Council morning tea

It's never too late to donate! Umbrella was proud to host The Greatest Morning Tea, bringing together community, staff, and volunteers for a morning of connection, conversation, and delicious treats.

The courtyard was buzzing with conversation, laughter, and a strong sense of community. Events like these remind us how powerful a simple cup of tea can be in bringing people together.

Scan the QR Code to donate and help us reach our goal:



More than just a morning tea, it was a chance to pause, come together, and support a meaningful cause. A big thank you to everyone who donated, brewed, and joined us, you helped make it truly great!

Curtin students

Over the past few months, Umbrella hosted a group of Curtin University film students to help us film a volunteer-client story. Our short narrative tells the story of an ACVVS volunteer and his client, who have formed a genuine friendship over the years of seeing each other. Premiering soon, follow Umbrella's Facebook page to be one of the first to see the video.



Aged care reform postponed

The new Aged Care Act was meant to launch on 1 July 2025. The government has since delayed the roll out to give the sector more time to refine the implementation of the Aged Care Reform. At the time of publication, the reform is scheduled to launch on 1 November 2025.

Umbrella will continue with the same commitment to your services and guide you through the process when the time comes. For now, all services delivered by Umbrella will continue to meet our trusted standards and prioritise putting the needs of our clients, their families, our volunteers and our staff first.

If you have any questions about, please reach out to your Home Support Coordinator, or directly to us at (08) 9275 4411.

