

CEO message



BORHAN MILANI:
Chief Executive Officer

As we move into February 2026, I would like to thank our Board of Management, clients, volunteers, partners, and staff for the many ways they continue to support and strengthen the Umbrella community.

The start of a new year is a time for reflection. As the aged care sector continues to evolve, our focus at

Umbrella remains clear: delivering safe, respectful and high-quality services while staying deeply connected to the communities we serve. Through ongoing reform and change, we have remained committed to operating with integrity, consistency and care, ensuring people are treated with dignity and feel supported, heard and valued.

This year we are strengthening the foundations that allow Umbrella to operate confidently and sustainably, and to be trusted as a responsible aged care service provider. This includes investing in our people, improving our systems, and ensuring our services are delivered to a consistently high-quality standard across all programs. We remain equally focused on what makes Umbrella unique; our cultural responsiveness, inclusive practice, and our commitment to trust, connection and belonging.

This newsletter reflects that balance. You will see stories of creativity, celebration and community alongside updates on quality, compliance and service development. Together, they demonstrate our commitment to responsible stewardship and excellence in care.

Thank you for being part of Umbrella's journey. I look forward to the year ahead as we continue working together with clarity, purpose and care.

Board message



ANNA HARRISON AM JP:
Umbrella Board President

As Board President, I am proud to reflect on the strength and spirit of Umbrella as we begin 2026 together.

In a time of significant reform across the aged care sector, the Board remains firmly focused on ensuring Umbrella operates with integrity, strong governance and a clear commitment to quality and safety, while never losing sight of the people at the heart of our work.

I want to acknowledge the dedication of our staff and volunteers who continue to show up with compassion and professionalism, and the trust our clients and families place in us every day. This trust is something the Board takes seriously and works hard to protect.

Looking ahead, the Board is committed to supporting Umbrella's leadership and workforce to remain resilient, sustainable and future-focused. We will continue to strengthen governance, support continuous improvement, and champion Umbrella's unique, culturally responsive model of care.

Thank you for being part of the Umbrella community. Together, we will continue to ensure people can age with connection, choice and dignity.



Aged Care Volunteer Visitors Scheme (ACVVS)

Wrapping up 2025 through creativity & connection

As 2025 drew to a close, the ACVVS team was thrilled to partner with talented local artist Mr Graeme Dixon for a very special event.

As part of our LGBTIQ+ Engagement project, funded by the Department of Health through the Aged Care Volunteer Visitor Scheme (ACVVS), we hosted an inspiring art workshop designed to raise awareness of the program while bringing people together.

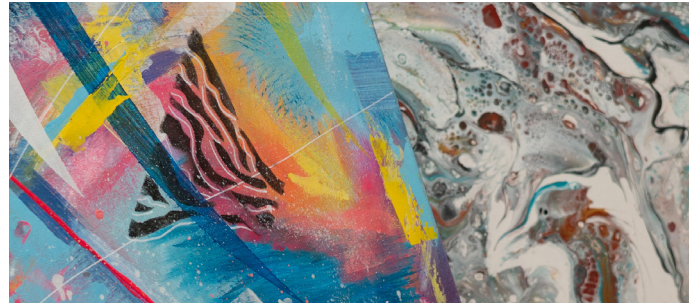
The workshop provided space for both care recipients and potential volunteers in the LGBTIQ+ community to create, connect, and share stories in a supportive, creative environment.

Under Graeme's guidance, participants explored art as a powerful way to express themselves and build intergenerational bridges.

It was a session full of laughter, shared inspiration, and meaningful conversations between generations, and beautifully demonstrated how creativity can foster connection, reduce isolation, and highlight the wonderful opportunities within ACVVS to volunteer or receive companionship.



Fun with Art with Graeme Dixon



Fun with Art with Graeme Dixon

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, multifaith, or LGBTIQ+ 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 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.*

Scan the QR Code to apply:



Upcoming Volunteer Hub catch-up sessions:

Discovery Volunteer Opportunities

Wednesday, February 18

10am - 1pm

Chat to our volunteers about different volunteer roles.

Peer support - Mindfulness Session

Tuesday, March 3

10am - 1pm

Presented by Peer Leader.

Mental Health Awareness Session

Wednesday, March 25

4pm - 6pm

Presented by Helping Minds.

Volunteer Peer Support Session

Tuesday, March 31

10am - 1pm

Discovering Volunteer Opportunities

Tuesday, April 14

4pm - 6pm

Chat to our volunteers about different volunteer roles.

Peer Support Session

Tuesday, April 28

10am - 1pm

World Day for Safety and Health at Work.

Discovering Volunteering Opportunities

Tuesday, May 12

10am - 1pm

Chat to our volunteers about different volunteer roles.

National Volunteer Week 2026 Celebration

Thursday, May 21

4pm - 7pm

Hub Celebration/Program Summary

Tuesday, June 9

10am - 1pm



Enjoy wellness activities and hear about different volunteer roles at our Volunteer Hub.

Care finder program

Our Care finders Outreach team recently held an information session at Menora Gardens Village on January 8th about the Support at Home Program.

Sindhu and Leigh presented key details on the program's transition from the Commonwealth Home Support Program (CHSP), which will conclude in 2027 and answered specific questions from the audience.

- **New program structure:**
We shared details about the Support at Home Program, including the range of services it offers.
- **Impact on current services:**
We outlined how these changes may affect the support you currently receive.
- **Transition process:**
We discussed the steps we will take to ensure continuity of care throughout this transition.

Key concerns raised by attendees included the status of services post-CHSP, the transition process, changing providers, reassessments, and communication challenges with aged care services.

In response, the Care finder team will create clear communication materials and consider organising follow-up sessions for further support.



The information session was attended by 50 community members.

For more information on Care finder, visit:
<https://umbrellacommunitycare.com.au/service/care-finder-services/>
or scan the QR code



Upcoming Care finder events:

Cyber Security Awareness Support

Facilitated by Magoo IT and supported by Technology for Ageing and Disability WA (TADWA). These FREE sessions are funded through a grant from the Department of Home Affairs under the Cyber Security Awareness Support for Vulnerable Groups program. The grant aims to improve cyber security understanding among vulnerable groups, including seniors, by supporting local, practical training to build confidence online and stay safe from scams.

TOWN OF BASSENDEAN

1:30pm – 3:30pm, 3 February 2026
Bassendean Memorial Library
46 Old Perth Rd, Bassendean WA

**Refreshments provided*



CaLD Women Elder Abuse Session

Facilitated by Legal Aid and funded by the Department of Communities, these sessions aim to empower Culturally and Linguistically Diverse (CaLD) women by increasing awareness of elder abuse, including signs, prevention strategies, and support services.

Ishar Multicultural Women's Health Services

10am-11am, February 6th 2026
Mirrabooka Community Hub

For further information:
Contact: Hamdelan ICH
0447 659 998

**Refreshments provided*



Compliance and Quality Assurance

Our Quality team continues to pursue compliance to the new sector reforms and strengthened Quality Standards.

We have shifted towards an industry supported Policies, Incident / Feedback / Complaints and Continuous Improvement platform geared by the industry body Ageing Australia. We are looking to an early February soft launch and full implantation throughout the Umbrella workforce by the end of the month.

Recently, we completed our CAC (Consumer Advisory Committee) and QCAC (Quality Care Advisory Committee) meetings with positive inputs and outcomes from both. We will be continuing seeking valuable information from our advisory committees in 2026 on a 6 monthly basis.



Umbrella's Quality team have also been working to ensure our Associated Provider network (external service providers) are all contracted, trained and compliant in line with the Aged Care Act to ensure we meet the highest levels of quality care, and that our associated providers are also compliant with the industry act requirements. This includes the design and development of contracts and an Umbrella Associated Provider handbook.



As a team, we will also be procuring the best network of providers to ensure our clients have a choice of quality-based service providers.

At the end of the 2025, Umbrella, in tandem with Curtin University, launched a staff survey with the aim to collect staff feedback, create an actionable plan and continue to make informed investments into our team.

This survey is vital for the growth of Umbrella and to ensure quality care starts at our core. A client survey is planned to launch in the first 6 months of 2026.



We value your feedback!

At Umbrella, we are always looking for ways to better serve our community.

Whether you have a suggestion, a compliment, or a question, your feedback is incredibly valuable to us.

There are many ways to get in touch:

Online: Scan the QR code below to visit our Online Feedback Form to submit your thoughts at any time.

By Phone: Give us a call Mon-Fri between 9am - 5pm on **(08) 9275 4411**.

In Person: Feel free to speak with any of our staff members during your next visit.

Thank you for helping us grow and improve!

Scan the QR code to fill in
our online feedback form



Social Support Groups

Ho ho Happy Holidays!

Our Social Support Group absolutely sleighed the festive season!

No thanks to the Grinch, Umbrella's Christmas parties were full of food, blessings, music and dance. Our clients enjoyed parties with a bespoke cultural menu, live entertainment, plus a special visit from the man in red!

As Santa and Grinch battled it out for the presents, the little elves brought Christmas cheer back to our clients.



Christmas Parties

New Years Celebrations

Jingle bells no more, for once the clock struck 12 and the champagne flutes clinked, we knew 2026 would be the year we partied harder, don't you think?

We welcomed the new year with festivities, big hugs and well wishes. Our short break gave us all a chance to come back fresher, brighter and ready for the dancefloor!

Here's to many more parties and making memories together. Cheers!



New Years parties

A season of celebration!

This festive season, our Social Support Groups team were proud to host **11** parties, welcoming **over 600** clients as our guests for both occasions.

Our kitchen was just as busy as the dance floor, as we served up **380** delicious, traditional 3 course Christmas meals to clients and staff!

Thank you to everyone who joined us and made these events so special.

Join our Social Support Groups!

Whether you're looking to reconnect with your culture or simply make new friends, the Umbrella Social Support Groups are the perfect place to belong! Our groups are designed to support your wellbeing while celebrating the diversity of our community. From sharing traditional meals and languages to enjoying our lively events and outings, there is truly something for everyone.

Not sure if it's for you? We invite you to come along for a free trial session! It's a great way to experience the atmosphere and meet our friendly team with no obligation. To book your trial or to find a group that's right for you, please contact us at **(08) 9275 4411**.



Stay in touch!

Whether you have questions about our social clubs, need help navigating your services, or simply aren't sure where to start, our team is here to provide clear, compassionate guidance.

We take pride in making sure every enquiry is met with a helpful ear and a warm smile, ensuring you feel supported every step of the way.

No question is too big or too small, give us a call at **(08) 9275 4411**, and let our team help you get the most out of your community!



Our mailing list

The easiest way to keep up with Umbrella!

Our digital mailing list makes it easier than ever to bring the latest news straight to you!

Subscribe now to receive our digital newsletter, service updates, event invitations, photos 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



Join our team!

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.

We are currently seeking casual and part-time **Home Support Workers** to support clients in the South and Southeast Metro, Perth Hills Region, North Metro Region and East Metro Region.

We're also excited to offer an immediate opportunity for an experienced **Client Care Partner** (formerly Home Support Services Care Coordinator) to join our Home Support Services team at our Ascot office.

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

or scan the QR code



Upcoming Events

Harmony Day in Belmont:

Find us at the City of Belmont Harmony Week Festival which will be held on **Saturday 21 March 2026**, at **Tomato Lake**!

This festival showcases the cultural, linguistic and ethnic diversity of the City of Belmont in conjunction with Harmony Week.

Altone Comes Alive:

Join us for Altone Comes Alive, the City of Swan's annual Harmony Week celebration of culture, connection, and community. This celebration features more than four hours of cultural performances, over 70 stalls, and a wide variety of multicultural food courts.

Drop by and play our language game at **Altone Park Oval** on **Saturday March 21** from **3pm - 9pm**.

Italian Festival:

We will be celebrating the Perth Italian Festival, returning for its third year, on **Saturday, 11 April 2026** at **Langley Park** from **11am - 10:30pm**.

From mouth-watering Italian food and a bustling marketplace, to traditional dances, live music, and more, its sure to be a great day out for the whole family!

Visit our stall and play our language game!

Follow us on social media

Stay connected with everything happening at Umbrella by following us on social media!

We love sharing the stories and smiles that make our Umbrella family so special, and we'd love for you to be part of our online community too.

Find us on Facebook, Instagram, and LinkedIn to join the conversation and never miss an update!



facebook.com/umbrellamulticultural



linkedin.com/company/umbrellacommunitycare



instagram.com/umbrellacommunitycare/

