



Media Release

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UMBRELLA INC. LAUNCHES BRIDGE PROJECT TO STRENGTHEN CULTURAL INCLUSION ACROSS WA'S COMMUNITY SERVICES SECTOR

A major new initiative is set to transform how Western Australian community service organisations engage with culturally and linguistically diverse (CaLD) communities.

Building Responsive, Inclusive, Diverse Governance and Engagement (BRIDGE) is a sector-wide cultural capability program led by Umbrella Multicultural Community Care Services Inc., in partnership with Curtin University (through the NICE – Navigating Inter-Cultural Experiences Initiative).

Proudly funded by the WA Government through the Office of Multicultural Interests, the project reflects the Government's commitment to building inclusive and equitable services across the sector.

As WA's population is among the most culturally diverse in Australia, BRIDGE addresses the need for services that are not only accessible but also culturally responsive.

Through Curtin University's validated Multicultural Readiness Instrument (MRI), the program helps organisations assess their cultural capability and implement lasting improvements across governance, workforce, and service delivery.

Support includes tailored training, policy guidance, and co-designed strategies for continuous improvement aligned with national best practice, including the FECCA Cultural Competency Framework.

The program is relevant to organisations across aged care, health, housing, social services, and advocacy, supporting everyone from CEOs and boards to frontline workers and volunteers.

With decades of experience working with multicultural communities, Umbrella is well regarded within the sector and best placed to lead this work.

Borhan Milani, Chief Executive Officer of Umbrella Inc., said:

"Umbrella has always been about removing barriers and improving access. BRIDGE builds on that legacy and supports a stronger, more inclusive future for our whole sector."

The BRIDGE Project provides practical tools and strategic guidance to embed cultural responsiveness across organisations. It supports inclusive service design, aligns with WA Government priorities, and builds capability through diagnostics, training, and policy tools.

The aim of BRIDGE is to foster collaboration across sectors, engages leaders in inclusive practice, and involve multicultural communities through co-design, building trust, reducing barriers, and improving outcomes for CaLD communities statewide.

Associate Professor Russell Kingshott, NICE Co-founder at Curtin University, said:

"Being able to design and measure BRIDGE's impact through the NICE MRI ensures its sustainability and long-term contribution to community wellbeing."

Umbrella Inc. thanks the WA Government and the Office of Multicultural Interests for their leadership in advancing cultural inclusion across the community services sector.

For further information, interviews or media enquiries, please contact:

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