

CEO message



BORHAN MILANI:
Chief Executive Officer

Over the past few months, I've found myself reflecting on just how much Umbrella continues to grow and evolve.

We've celebrated 25 years of service by launching our 25 Stories for 25 Years book, showcasing the people and stories that have shaped this organisation.

We've also had the opportunity to shine a light on the impact of our work in reducing loneliness and social isolation across the community, and we've continued building momentum towards the BRIDGE Project, an initiative that I believe will strengthen not only Umbrella, but organisations and communities across Western Australia.

These are milestones worth celebrating, but they didn't happen by chance. They are the result of hundreds of small acts of care, professionalism and commitment that happen every single day across our organisation. Whether you're supporting a client, answering the phone, preparing rosters, coordinating volunteers, managing compliance or working behind the scenes, you're contributing to something much bigger than any one program or department. Thank you for everything you do. I'm excited about where we're heading, and even more grateful to be working alongside such a dedicated team.

Board message



ANNA HARRISON AM JP:
Umbrella Board President

As we officially wrap up our 25th anniversary celebrations, I am filled with immense gratitude for the journey we have shared. In looking back at where we started, I am reminded of the enduring strength of our community and the simple, powerful vision that continues to guide us.

Looking ahead, the Board's focus remains steadfast on providing stable governance, financial sustainability, and the strategic oversight needed to navigate ongoing sector reforms successfully.

We are deeply committed to ensuring that our organisation not only meets the highest standards of quality and compliance but does so without losing the personal, culturally safe touch that defines us. Our success is built entirely on trust; the trust of our clients, the dedication of our staff, and the invaluable contribution of our volunteers.

Thank you for your ongoing partnership as we build on the legacy of the past 25 years and move into a strong, resilient future together.



Aged Care Volunteer Visitors Scheme (ACVVS)

National Volunteer Week Celebration:

During National Volunteer Week, we came together to celebrate and recognise the incredible volunteers who generously give their time, energy and compassion to support older people and strengthen our community.

We were honoured to welcome Hon. Ayor Makur Chuot MLC as our guest speaker, representing Hon. Hannah Beazley MLA. Her inspiring address highlighted the importance of volunteering and the lasting difference volunteers make in the lives of individuals, families and communities.

A special highlight of the celebration was recognising our long-serving volunteers. Recognition certificates were presented to volunteers celebrating significant service milestones, acknowledging their commitment, dedication and the positive impact they have made over many years.

To our milestone recipients, and to every one of our volunteers, thank you.

Your kindness, generosity and ongoing commitment help reduce social isolation and loneliness, foster meaningful connections, and enrich the lives of so many older Western Australians. The contribution you make is truly invaluable, and we are deeply grateful for everything you do.

This celebration was made possible through the support of the Australian Government Department of Health and Aged Care through the Aged Care Volunteer Visitors Scheme (ACVVS), and Volunteering WA's Volunteer Management Activity (VMA), funded by the Australian Government Department of Social Services.

Scan the QR Code for more information on volunteering:



National Volunteer Week Celebration

Visit from the Department of Health:

Earlier this month, Umbrella was pleased to welcome Craig Masterson, A/g Director – Advocacy and Volunteering from the Australian Government Department of Health, Disability and Ageing during his visit to Perth for Aged Care Volunteer Visitors Scheme (ACVVS) stakeholder engagement.

The visit provided a valuable opportunity to discuss the new ACVVS grant commencing 1 July 2026, the delivery of the program under the new National Aged Care Act definition of an Aged Care Volunteer Visitor, and to share the experiences of our dedicated volunteers and the older people they support.

Our team also appreciated the opportunity to discuss the successes we have achieved through the program, as well as the challenges we continue to navigate in delivering meaningful volunteer visits across Western Australia. These conversations are vital in ensuring the ACVVS continues to meet the needs of older Australians

experiencing loneliness and social isolation.

Thank you, Craig, for taking the time to meet with our team, listen to our experiences, and engage in valuable discussions about the future of the ACVVS. Together, we continue to strengthen opportunities for older people to stay connected through the power of volunteering.



ACVVS team and Craig Masterson

Volunteer Hub Update:

Thanks to the support of Volunteering WA Volunteer Management Activity Project and funding from the Australian Government Department of Social Services, Umbrella successfully delivered the Bridge to Belonging project, creating an inclusive and culturally safe Volunteer Hub for newly arrived migrants, vulnerable women, unemployed individuals, and other priority groups.

The project delivered peer-led connection sessions, volunteer training, and wellbeing workshops, helping participants build confidence, reduce social isolation, and develop pathways into volunteering.

More than 150 people participated in training, with many going on to commence volunteer roles. The project also celebrated inspiring volunteer stories through videos, case studies, and volunteer profiles, encouraging others to get involved.

As Peer Leader Joanna shared, "I enjoy seeing participants become more confident and open over time, creating a space where people feel included, heard, and supported. I also value leading reflection activities that help others manage stress and feel calmer in their daily lives."

The project's success and learnings were presented at the Volunteer Management Activity Showcase 2026 by Barbara Ball, Volunteer Wellness Officer, highlighting Umbrella's leadership in inclusive volunteering and establishing a sustainable Volunteer Hub that will continue supporting diverse communities beyond the funded project.

The resources from the project are available on Umbrella’s website.



Highlights of Volunteer Hub Sessions

Scan the QR Code to
check out our resources:

Care finder program

The care finder forum:

In May, our care finder team had the opportunity to present at the care finder Forum organised by WA Primary Health Alliance.

The presentation explored the client journey, practice learnings, outcomes achieved, key system barriers, and reflections for organisations working with highly vulnerable and complex clients on a daily basis.

It was also a great opportunity to showcase the important work care finders do in supporting older people experiencing vulnerability, abuse, homelessness risk, and difficulties navigating complex systems.

The presentation generated strong engagement and discussion among providers across the sector, and the team received positive feedback from both WAPHA and the Department of Health regarding the presentation approach and content shared.



The care finder forum

Seniors Safety Morning Tea:

Umbrella recently participated in a panel at the City of Rockingham's Seniors Safety Morning Tea.

Representing Umbrella, Manager, Care Finder Services and Projects, Fiorda Kule discussed the importance of culturally safe aged care, trust, and community engagement.

She highlighted Umbrella's aged care services, outreach efforts, and the care finder program, which helps vulnerable multicultural seniors navigate the aged care system so they can age with dignity and confidence.

Health Consumers' Council WA Diversity:

Umbrella's Manager, Care Finder Services and Projects, Fiorda Kule, was invited by the Health Consumers' Council WA to participate as a panelist at their Diversity Dialogues event. The discussion focused on the importance of creating inclusive and culturally responsive health and aged care systems that better support diverse communities.

Fiorda shared insights from Umbrella's work supporting older people from multicultural backgrounds and highlighted the importance of ensuring everyone has equitable access to services, information and support. The event provided a valuable opportunity to connect with sector partners and contribute to conversations shaping a more inclusive future.



Health Consumers' Council WA Diversity

Cancer Supportive Care Services:

The Bridging the Gap Project continues to connect with diverse communities across Perth, most recently through a community session with the Multicultural Women's Friendship Group in Belmont.

Cancer Council WA presented information about its Supportive Care Services, followed by an engaging and lively discussion with participants.

The project aims to better understand why people from different cultural backgrounds may be unaware of available support services and to identify any barriers to accessing them.

A special thank you to Sabah Suleiman, leader of the group, for hosting the session, and to Jess and Adele from Cancer Council WA for sharing their knowledge and expertise.

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

or scan the QR code



Compliance and Quality Assurance

On 1 July, 2026, Umbrella went live with a fully digitalised Quality Management System, ensuring Umbrella attains and meets provider compliance in line with the reforms of 1 November, 2025.

This user-friendly, transparent system streamlines incident, feedback, and complaints management while providing a robust policy and procedure platform for strict governance. Additionally, it features reliable document control and tracks staff onboarding and ongoing learning to continuously build team competencies.

It is one very positive step forward for Umbrella and governance requirements, providing greater quality and communication channels for our clients and staff.

In late May we held our 6 monthly Consumer Advisory Committee meeting where community clients were invited to attend and hear about Umbrella and what has been happening in each of our departments. As representatives of our client base, they are given the opportunity to provide their own personal feedback of their experiences. This feedback is received in a positive way and their suggestions used to add to our ongoing commitment to Continuous Improvement.

Umbrella will regroup and address these findings as a group with our aim of continuously improving.



Congratulations, Austin and Rimish!

Home Support Services:

In June, we had the pleasure of celebrating two incredible members of our Home Support Services team, Austin and Rimish, who have

officially graduated with their Bachelor of Community Services qualifications.

To mark this important milestone, our team gathered at the Ascot office for a special graduation ceremony followed by a morning tea, recognising the hard work, dedication, and commitment they have shown throughout their studies.

Balancing work, study, and personal commitments is no small feat, and Austin and Rimish have demonstrated remarkable perseverance in achieving their goals. Their new qualifications will further strengthen the knowledge, skills, and compassion they bring to supporting our community every day.

Congratulations, Austin and Rimish! We are incredibly proud of your achievements and grateful to have you as part of the Umbrella family. We look forward to seeing all that you accomplish in the years ahead.

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

Festa della Repubblica:

Our Italian Home@Home group celebrated Festa della Repubblica (Italian Republic Day held on 2 June)!

The room was full of vibrant singing, sharing smiles and enjoying each other's company, making the day a beautiful reminder of the strength of heritage and the joy of coming together.



Festa della Repubblica

Christmas in July:

Our Umbrella community recently embraced the winter cheer with festive Christmas in July celebrations!

The week was packed with merry, Christmas-themed activities that brought out everyone's holiday spirit.

To top it all off, vibrant live music had guests up on their feet and dancing the day away, making

it a truly joyful and memorable occasion for all involved.

Join our Social Support Groups!

Whether you're looking to reconnect with your culture or make new friends, Umbrella Social Support Groups are a welcoming space to belong. Our groups support your wellbeing while celebrating the diversity of our community.

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**.



25 Stories for 25 Years book launch

25 Stories for 25 Years book launch:

In June, we celebrated the launch of 25 Stories for 25 Years - a collection of stories that honour the people, partnerships and communities that have shaped Umbrella over the past quarter of a century.

From heartfelt conversations and inspiring stories to laughter, connection and celebration, the day was a powerful reminder of what can be achieved when communities come together.

To everyone who joined us, shared their story, supported the project, or has been part of our journey over the last 25 years - thank you. This milestone belongs to all of you.

BRIDGE Project launch:

In July Umbrella, in partnership with Curtin University and funded by the Office of Multicultural Interests, launched the BRIDGE Project.

The new WA initiative uses Curtin University's Multicultural Readiness Instrument (MRI) to help community organisations better support culturally and linguistically diverse (CaLD) communities. Covering health, housing, aged care, and social services, the program offers tailored training, policy guidance, and strategies for everyone from board members to frontline workers.

The launch was opened with a performance by Indigo Ellis, and a beautiful Welcome to Country by Uncle Lenny Yarran and his brother. Cassie Rowe MLA shared a few words as Member for Belmont representing the electorate, and on behalf of the Honourable Dr. Tony Buti MLA and the Honourable Simone McGurk MLA.

Thank you to Dan Bull MLA and Zaneta Mascarenhas MP for attending the launch and for your ongoing support, and thank you to all our guests in attendance, your support for this project means so much.



BRIDGE Project launch

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.

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

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.

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?

We're growing and looking for committed **Home Support Workers** across East Metro, North Metro, and the Perth Hills.

If you're passionate about empowering people to live independently, thrive in community settings, and bring compassion to every interaction, we'd love to hear from you.

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

or scan the QR code



Upcoming Events

SRCWA Metro LiveLighter Aged Care Games 2026:

On **Thursday 6 August 2026**, the **Belmont Oasis Leisure Centre** will be buzzed with excitement as teams from Perth's Metropolitan Aged Care facilities come together for the Annual Metro LiveLighter Aged Care Games, hosted by the Seniors Recreation Council of WA Inc.

Games will include Seated Hockey, Passball, Bean Bag Toss and Skittles. Will our teams come away with the trophy?

Census 2026:

Every five years, the Australian Bureau of Statistics (ABS) conducts the compulsory Census of Population and Housing. The next Census will take place on **Tuesday, 11 August 2026**.

Everyone in Australia on Census night must participate by answering questions about their age, cultural background, living situation, employment and education. The information collected helps governments and organisations plan funding, services and infrastructure for communities, including healthcare, transport, schools and local facilities.

Completing the Census can sometimes feel confusing, especially for people who require language support, digital assistance or further information about the process. The Umbrella team is always happy to provide support, guidance and information to help our clients understand where to access assistance. There are a range of support options available through the Australian Government and the ABS, and our team or your Care Partner can help connect you with the right information if you need assistance, including support in your preferred language.

You can also visit the **Census pop-up station** on **Tuesday, 11 August 2026**, outside **Woolworths in Westfield Carousel** for in-person assistance.

For more information about the Census, visit the ABS website by scanning the QR code:



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.



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