Umbrella
Multicultural Community Care

# ANNUAL REPORT

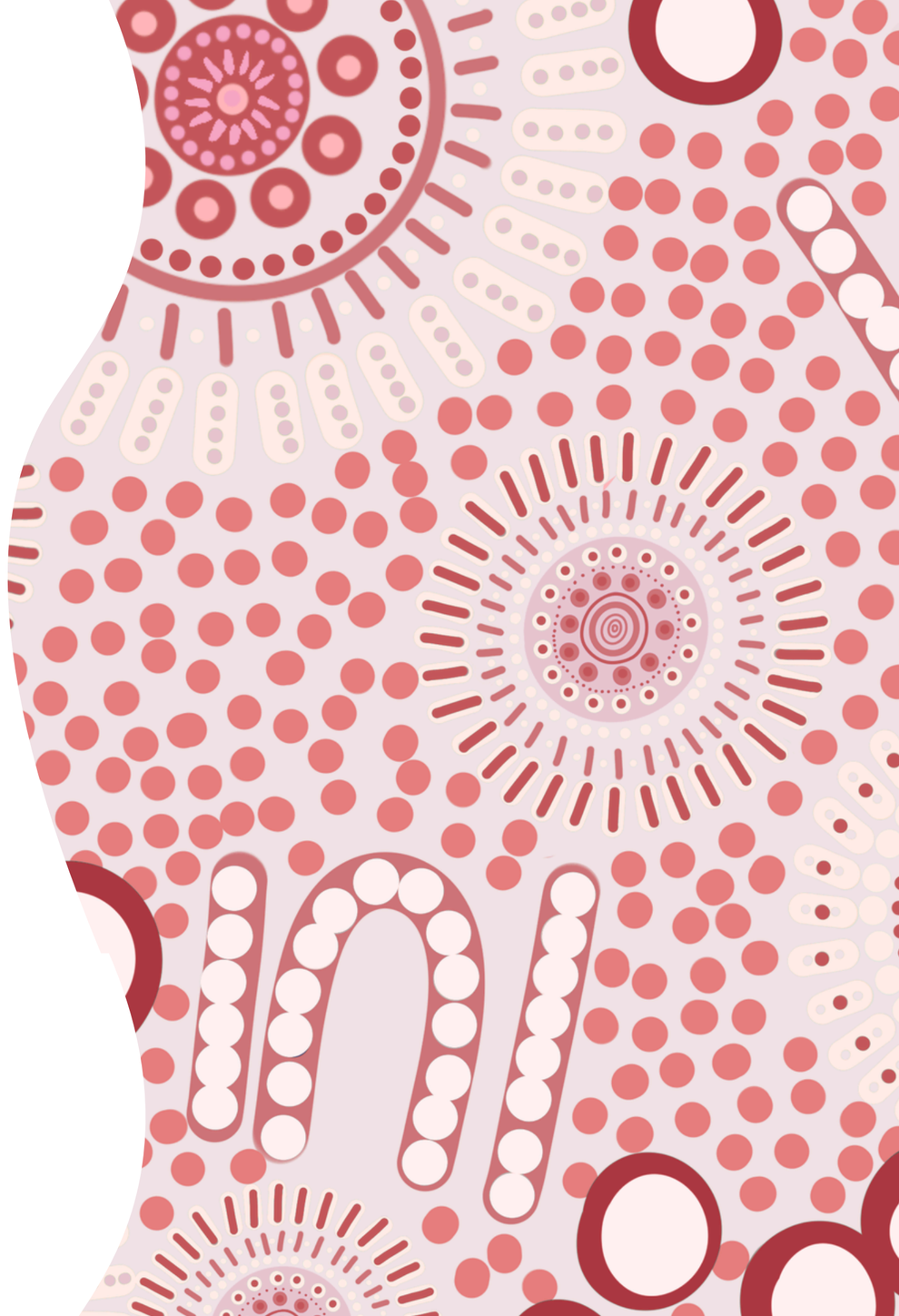
2025/26



# Acknowledgement of Country

As we work across Western Australia, we acknowledge the Traditional Custodians of Country and their deep, continuous connection to land, sea, and community.

We pay our respects to Elders past and present, and thank the Traditional Custodians for sharing their invaluable knowledge.



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BOARD MESSAGE

# **Anna Harrison** AM JP



**Twenty-five years ago, Umbrella began with a simple belief: older people should not have to leave their culture, language or identity behind in order to receive care and support.**

At the time, many older migrants were trying to navigate services that had not been designed with their experiences in mind. Language barriers, cultural differences and unfamiliar systems could make ageing in Australia isolating and difficult. Umbrella grew from a desire to do something about that - to create a place where people could feel understood, respected and at home.

To see what that idea has become today is something I am enormously proud of.
This year, as we celebrated Umbrella's 25th Anniversary, I found myself reflecting not only on how much the organisation has grown, but on the thousands of people who have contributed to that journey.

Umbrella has never been the work of one person. It has been built by communities.

It has been shaped by the older people who trusted us with their care, by families who welcomed us into their lives, by volunteers who offered friendship and companionship, by staff who brought their own languages and cultures into their work, and by community leaders and partners who believed in what we were trying to achieve.

Our commemorative book, *25 Stories for 25 Years*, captured this beautifully. Each story was different, but together they reflected something that has always been at the heart of Umbrella: people want to feel that they belong.

That sense of belonging remains as important today as it was when Umbrella began.

Western Australia has changed enormously over the past 25 years. Our multicultural communities have grown, aged and become increasingly diverse.

The aged care system itself is also undergoing significant reform, bringing new expectations around quality, rights, accountability and the way care is delivered.

For the Board, these changes reinforce an important responsibility: to ensure Umbrella continues to evolve without losing the values that made it necessary in the first place.

Good governance is not only about compliance or oversight. It is about stewardship. It means asking whether the decisions we make today will leave Umbrella stronger for the people who will depend on it tomorrow.

Throughout this year, the Board has continued to work closely with our Chief Executive Officer, Borhan Milani, our Leadership Team and staff as the organisation navigated major aged care reforms, strengthened its systems and governance, expanded partnerships and prepared for future growth. Borhan joined us during one of the most demanding periods the sector has faced, and the clarity and steadiness he has brought to the role have given the Board real confidence in how Umbrella is being led.

We are fortunate to have an organisation that is willing to adapt, and a Chief Executive Officer who keeps asking how we can do it better.

Umbrella today looks very different from the organisation that began 25 years ago, and I hope it continues to change. The communities we serve will change. Technology will change. Models of care will change. The expectations of older people will change. What should never change is our willingness to listen to communities and respond when people are being left behind.

I am particularly proud that inclusion at Umbrella continues to extend beyond language and cultural background. Our commitment to LGBTIQA+ communities, people experiencing social isolation, vulnerable older people and those who may struggle to access mainstream systems reflects the broader principle upon which Umbrella was founded: everyone deserves to be seen, respected and supported as the person they are.

As we look toward our next chapter, I believe there is enormous opportunity ahead of us.

Our responsibility now is to think not only about what Umbrella needs next year, but what multicultural communities will need from us in the next 10, 20 and 25 years. That requires ambition, strong governance and careful planning. It also requires us to remain open to new partnerships, new ways of delivering services and new opportunities to create places where communities can connect, participate and belong.

Growth for its own sake has never been the purpose of Umbrella. Our growth should always be guided by need, impact and our capacity to make a meaningful difference.

On behalf of the Board, I would like to acknowledge Borhan Milani and the Leadership Team for guiding Umbrella through an exceptionally significant year for the aged care sector. Under Borhan's leadership, Umbrella has met the demands of reform while staying close to the communities it was created to serve. I also thank every member of our staff for the care and professionalism they bring to their work, and our volunteers for the generosity with which they give their time.

To our government, community, health, education and sector partners, thank you for continuing to work alongside us. Collaboration has been fundamental to Umbrella's first 25 years, and it will be equally important in the years ahead.

I also thank my fellow Board members for the time, expertise and commitment they contribute to ensuring Umbrella remains well governed, sustainable and focused on its purpose.

Most importantly, to our clients, families and communities: thank you for continuing to place your trust in Umbrella.

When I look back at where we began and where we are today, I am incredibly proud. But an anniversary should not only be a celebration of what has already been achieved. It should also be an invitation to imagine what comes next.

Twenty-five years ago, our community saw a need and created something that did not yet exist.
As we begin Umbrella's next 25 years, I hope we continue to have that same courage.




**Anna Harrison AM JP**
**President and Founder**

CEO MESSAGE

# Borhan Milani



**This year has been a significant one for Umbrella.**

**As we celebrated 25 years of service to multicultural communities, we were also navigating one of the most substantial periods of change the aged care sector has experienced in decades. In many ways, it was a year that asked us to look both backwards and forwards: to recognise how far Umbrella has come, while also preparing carefully for what's ahead.**

Over 25 years, Umbrella has grown from a community-led response to unmet need into an organisation supporting older people and communities across a broad range of services, programs and initiatives. What has remained constant is the reason we exist: to make sure that culture, language, identity or circumstance do not become barriers to receiving support, participating in community or ageing with dignity.

The commencement of the Aged Care Act 2024 and the introduction of Support at Home changed how aged care is governed, funded and delivered.

Preparing for it touched almost every area of Umbrella, from clinical care and workforce training to quality systems, finance, technology, and the way we talk to clients and families about what is changing for them.

Our focus was not simply on meeting new requirements. We used this period of reform as an opportunity to strengthen the organisation for the future.

We introduced new quality and incident-management systems, strengthened oversight of our Associated Provider network, moved more workforce processes online and Progressed our digital and cyber security work.

None of this is visible to the people we support, but it is what lets us keep our promises to them as the system gets more complex.

Through all of it, the actual work continued. Our teams delivered thousands of hours of care, companionship, and social support. Our Support Groups continued to grow, our Aged Care Volunteer Visitors Scheme exceeded its funded targets, and our care finder team supported hundreds of people who were experiencing barriers to navigating aged care and other essential services.

The figures throughout this report are important measures of our reach, but they only tell part of the story.

Behind every number is a person: someone able to remain in their own home for longer, someone finding friendship after experiencing isolation, a family feeling less overwhelmed by the aged care system, or an older person able to participate in community without having to leave their culture or identity behind. Those individual experiences remain the most meaningful measure of our success.

Umbrella's role has also grown beyond traditional aged care. Through initiatives such as Bridge to Belonging, Bridging Health Gaps, Over the Rainbow and our cyber safety education work, we continued addressing some of the wider social, cultural and systemic barriers facing multicultural and LGBTIQA+ communities, the ones that sit outside any single service or funding agreement.

Our partnerships with government, universities, health services, multicultural organisations, local governments and community groups have deepened. These relationships are increasingly important because the challenges facing older people rarely sit neatly within one service or one sector. Stronger outcomes are achieved when organisations bring their different expertise, resources and perspectives together.

Our 25th Anniversary provided a particularly meaningful opportunity to reflect on the people and relationships that have made Umbrella what it is today.

The launch of 25 Stories for 25 Years captured this beautifully. The book is a reminder that Umbrella's history is not a list of programs, buildings or funding agreements. It is people: clients, families, volunteers, staff, community leaders and partners who have contributed their experiences, energy and belief into this organisation over many years.

Our people remain our greatest strength, with around three quarters of our staff identifying as culturally and linguistically diverse, and 53 languages are spoken across the organisation. This diversity helps us better understand our clients and communities. It is how we build trust and provide care that feels personal, respectful and culturally meaningful.

I am incredibly grateful to our staff for the care and steadiness they showed through a demanding year. Reform brings uncertainty and pressure, and our teams continued to learn, adapt and support one another while keeping the people we serve at the centre of their work.

I am equally grateful to our volunteers, whose contribution cannot be captured simply by counting hours. They bring companionship, connection and friendship into people's lives, and they remind us of the enormous impact that human connection can have on wellbeing.

We finish the year with a surplus of $211,652. In an environment where funding models, pricing structures and client contribution arrangements continue to evolve, maintaining strong financial stewardship is essential. A sustainable organisation is better able to invest in its workforce, systems and services and, most importantly, continue supporting communities through periods of change.

Looking ahead, our next challenge is not only to respond to reform, but to prepare Umbrella for the communities we will serve in the years to come.

Western Australia's multicultural population continues to grow and change. Future generations of older migrants will bring different cultural backgrounds, expectations, languages and experiences from those that shaped Umbrella's first 25 years. Our services, workforce, partnerships, technology and infrastructure must continue evolving with them.

That means continuing to strengthen our core aged care services while also being willing to think more broadly about what Umbrella can become. We will continue investing in quality, governance, technology and our people; strengthening strategic partnerships; expanding our community reach; and exploring opportunities that allow us to respond to emerging needs in thoughtful and sustainable ways.

Our first 25 years demonstrated what can be achieved when communities recognise a need and have the courage to respond to it. Our responsibility now is to ensure that the organisation built through that work remains strong, relevant and ambitious enough to serve the next generation.

My thanks to Anna Harrison and the Board for their leadership through a complex year, to our Leadership Team, to staff and volunteers, and our partners and supporters for continuing to believe in Umbrella's work. Most of all, thank you to our clients, families and communities for the trust you place in us.

As Umbrella enters its next chapter, our purpose remains clear: to ensure the people we support can age with dignity, connection and belonging, without having to leave their culture, language or identity at the door.



**Borhan Milani**
Chief Executive Officer

Umbrella
Multicultural Community Care

# Our Organisation

Scan the QR code to view our full Strategic Plan and learn more about the priorities guiding Umbrella's future.

## Our Values

- Compassion
- Accountability
- Respect
- Excellence

## Our Vision

A world where everyone, regardless of language, gender identity, culture or financial status, can fully enjoy their Golden Years with respect and dignity

## Our Mission

To deliver accessible, affordable and high quality community and aged care services that respect and honour linguistic, gender, cultural and economic diversity

## Our Objectives

### The Happiest Clients

Always strive to make our clients feel that we care for them like family

### The Best People

Ensure we recruit and retain the best people to deliver our services

### Enabling Environment

Ensure our assets, systems and structures support us in achieving our goals

### Strong Governance and Brand

Maintain long term governance, financial capacity and reputation to ensure our long-term sustainability

## Our Strategies

- Collaborate with clients to deliver the care they need.
- Grow and support a skilled, compassionate workforce.
- Strengthen our digital, physical, and organisational systems.
- Embed multicultural and inclusive practice across everything we do.
- Ensure strong governance and long-term sustainability.

# GOVERNANCE



## BOARD MEMBERS:

**President** - Anna Harrison AM JP
**Vice-President** - Marika Krstevska
**Treasurer** - Dr Anna Golab
**Secretary** - Dr Krystyna Haq
**Board Member** - Dr Janina Anderst
**Board Member** - Assoc Prof Russel Kingshott
**Board Member** - Melissa Del Borrello
**Board Member** - Halina Adamczyk

## SENIOR LEADERSHIP:

**Chief Executive Officer** - Borhan Milani
**Head of Finance and Operations** - Theresa Ng
**Head of People and Corporate Services** - Robyn Parker
**Manager Social Support Programs and Transport** - Robert Wilhelm
**Compliance & Quality Assurance Manager** - Gail Pears
**Home Support Services Manager** - Juan Quintana
**Clinical Team Leader** - Sue Pike
**Manager Grants, Partnerships and Engagement** - Ella Kolomyjec
**Manager care finder and Projects** - Fiorda Kule
**ACVVS (Aged Care Volunteer Visitors Scheme) Coordinator** - Malgorzata Olszak
**Information Technology Manager** - Dominic Toczyski

# YEAR AT A GLANCE

## CELEBRATING UMBRELLA'S 25TH ANNIVERSARY

This financial year marked an important milestone for Umbrella: our 25th anniversary.

All year we celebrated this achievement with staff, volunteers, clients and community partners.





## Night of Stars Gala

In November we held our *Night of Stars Gala*, celebrating Umbrella's 25 years of service, dedication, and community impact. Dressed in 'black-tie with a hint of sparkle', our team, volunteers, and partners came together for an unforgettable evening.

A central highlight of the night was our Staff Recognition Awards, honouring exceptional staff and volunteers whose tireless efforts continue to transform the lives of our clients and strengthen our mission.




## 25 Stories For 25 Years Commemorative Book

We celebrated the launch of *25 Stories for 25 Years*, our commemorative book that features a collection of stories that honour the people, partnerships and communities that have shaped Umbrella Multicultural Community Care Services over the past quarter of a century.

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

## Pride 2025

Umbrella's participation in the Pride Parade each year reflects our commitment to visibility, inclusion and community support for LGBTIQA+ people from every cultural background.

The 2025 theme, "We Are Here", inspired our own message: we are here from all over the world. Staff, volunteers and clients marched together, proud of both their LGBTIQA+ identity and their birth countries.  Thank you to Pride WA for organising the parade and Fairday, where Umbrella has proudly held a stall each year.




# SPECIAL PROJECTS

## Bridge to Belonging: Volunteer Hub

We also launched Bridge to Belonging, a peer-led community volunteering hub supported by Volunteering WA and funded by the Australian Government Department of Social Services.

The hub gave newly arrived migrants, unemployed people and vulnerable women the chance to build confidence, skills and connection as volunteer leaders in their own communities. You can read about the results it achieved in the Aged Care Volunteer Visitors Scheme section.



## Bridging Health Gaps

In partnership with Palliative Care WA and Cancer Council WA, Umbrella launched the 'Bridging Health Gaps' project to improve healthcare access and literacy for culturally and linguistically diverse (CaLD) and Rainbow Migrant communities.

The initiative addresses key barriers, such as language limits, cultural stigma, and medical system distrust, by offering culturally responsive palliative care workshops, targeted cancer prevention education, and practical tools to help these communities confidently navigate supportive healthcare services.



# OUR PEOPLE

Our people are at the heart of everything Umbrella achieves.

This year we kept building a culture where our team feels included, supported and genuinely proud of the difference they make every day.

# OUR PEOPLE

**This financial year, to better support staff wellbeing, Umbrella partnered with a new confidential wellbeing service for staff and their families. Giving our team direct access to counselling and mental health support whenever they need it, without having to go through a referral.**

As part of our digital roadmap, we also moved our people systems online, from recruitment through to compliance, making our processes more streamlined, secure and efficient.

Better workforce data is helping us plan ahead, so we can anticipate staffing needs and invest in training where it matters most as the aged care sector continues to change.

We also prepared our workforce for the strengthened Aged Care Act, updating our policies, onboarding and training so person-centred care is embedded in everything our team does, and strengthening how we track risk and quality across the organisation.

Umbrella maintained an average workforce of 160 employees across support worker (95) and office (65) roles, predominantly in part-time (93) and casual (67) positions. We welcomed 24 new hires and recorded 36 separations (22.8% turnover rate). Reflecting our commitment to multicultural aged care, approximately 120 staff identify as Culturally and Linguistically Diverse (CaLD).




**50+**

distinct languages spoken by our staff

**120**

staff identify as CaLD

*Our staff take pride in knowing that their work not only supports individuals but also strengthens the multicultural communities we serve.*

*By fostering a supportive and inclusive workplace, Umbrella enables employees to make a meaningful impact every day while growing both personally and professionally.*

# OUR PROGRAMS



**Home Support Services**



**Social Support Groups**



**Care finder Services**



**ACVVS**

(Aged Care Volunteers Visitors Scheme)



# HOME SUPPORT SERVICES

Our Home Support Service team works to empower our clients to live independently in the safety, comfort, and familiarity of their own homes.

# HOME SUPPORT SERVICES

**Through two government-funded initiatives (the Commonwealth Home Support Program (CHSP) and the Support at Home (SAH) program) our Home Support Services (HSS) team provide personalised care that keeps seniors connected to their communities.**

The introduction of the Support at Home program in November represented one of the most significant changes to the aged care sector in recent years, requiring substantial preparation, adaptation, and collaboration across our organisation.

Throughout the transition, our team focused on keeping clients and their families informed, supported and reassured, through individual conversations, updated documentation and ongoing communication. The successful rollout reflected the dedication of our staff, who embraced significant change while keeping high-quality, person-centred care front of mind.

Our team also completed extensive training throughout the year, from clinical and emergency readiness through to specialist preparation for the Support at Home reforms and connected with sector leaders at national conferences to stay ahead of best practice.

Over the coming year, the HSS team will focus on three main strategic priorities: implementing a new client management system, maximising Support at Home funding so clients receive their approved care, and driving growth to meet the growing service demand within the community.

*"I am so grateful for their help. They are always ready to help, and they gave me confidence that someone cares.' "*

**40,000**

hours of home support services delivered



# CLINICAL CARE

**Our Clinical Services department is led by a dedicated team of nursing professionals committed to high-quality, person-centred care.**

Operating Monday to Friday from 8:00am to 5:00pm, including public holidays for essential care, the team maintains a continuous model of care through rigorous, structured handovers prior to every shift, and collaborates closely with Support Workers, Home Support Services and Care Partners to deliver seamless, holistic care.

This past year, the team advanced its education and compliance standards by delivering quarterly Medication Assistance training, while ensuring all nursing staff met mandatory clinical governance requirements, including annual AHPRA registration, professional indemnity insurance and infection control certification.





The team also delivered a broad range of high-quality clinical and supportive care tailored to individual needs, from cognitive and mobility assessments through to complex and acute care spanning wound management, falls prevention, mental health support and end-of-life care.

A holistic model of care was reinforced through post-hospital discharge assessments, post-fall recovery reviews, and timely referrals to allied health professionals, ensuring seamless, well-rounded community health support.





# SOCIAL SUPPORT SERVICES

Our amazing multicultural Social Support Group team help our clients connect with their community and culture through specially tailored programs and activities.

SOCIAL SUPPORT SERVICES

# Bringing community and culture together

**Umbrella's Social Support Group Program provides high-quality, person-centred services for older people who may be experiencing age-related challenges, disability, frailty or social isolation.**

Our dedicated, compassionate and multilingual team supports clients to remain active, connected and engaged within their communities while promoting independence, wellbeing and personal choice, including for clients living with dementia, physical disabilities and complex care requirements.

From the moment clients join our centre, they become part of Umbrella's welcoming community. Through a holistic approach to care, our team encourages meaningful social connections and provides opportunities to participate in a wide range of activities that promote physical, emotional and social wellbeing, including excursions, concerts, dancing, physiotherapy with music, arts and crafts, picnics, barbecues, guest presentations, and cultural celebrations.

Our social support groups reflect the diversity of the communities we serve, with programs delivered in Italian, Macedonian, Polish, Spanish and multicultural settings. Participants are assisted with transport to and from the centre, and enjoy a freshly prepared three-course lunch each day.

Operating Monday to Thursday at the Umbrella centre, our Golden Age Clubs promote healthy ageing, independence, and social connection. Centre-based activities support clients' mobility, cognitive function, and mental wellbeing, reducing isolation and building lasting friendships.





*"I have friends to share laughs with, activities to take part in, and something to look forward to each week.*

*Umbrella has given me support I didn't realise I needed."*

**Client**



Our Home @ Home program delivers culturally responsive social support through five tailored language and heritage groups: Italian, Macedonian, Polish, South East Asian, and Multicultural. Designed around shared customs, values, and traditions, each group fosters a welcoming environment where participants feel deeply respected and connected. Outside of the centre, regular outings to culturally significant venues, including traditional restaurants, local clubs, and heritage celebrations, spark cherished memories, reinforce cultural identity, and build lasting friendships.

Held every Thursday, the Internet Café empowers older adults to build digital skills and confidence in a warm, café-style environment. Through personalised, hands-on guidance, participants learn to navigate smartphones, tablets, video calling, and everyday applications. Online safety is central to the program, equipping clients to recognise scams, safeguard personal data, and securely access online banking and health services. By combining digital literacy training with morning tea and peer connection, the Internet Café bridges the digital divide; fostering independence, protecting against financial exploitation, and keeping seniors safely connected.

Beyond regular centre programs, our Special Activities offer unique opportunities for learning, entertainment, and connection. Held every second Friday afternoon, *Friday Live Music* has become one of Umbrella's most beloved events. Bringing together older adults from diverse multicultural backgrounds, the program uses live music to bridge language gaps, spark cherished memories, and celebrate community through singing, dancing, and shared laughter.

*"I feel supported.*

*When I'm not at Umbrella, I'm at home, alone most of the time, counting down the days until Umbrella Day."*

**Client**







# Social Support in numbers

**68,215**
hours of social support delivered

**12,893**
visits to our Belmont centre

**450**
clients supported

**56**
countries of birth

**18,580**
transport trips provided

**A moment to celebrate**

The SSG team successfully delivered the Improve Your Health This May initiative, a culturally inclusive health promotion series developed in partnership with Injury Matters.

The project provided practical education on nutrition, medication safety and physical wellbeing. More than 250 people attended the first session alone, with 660 attendances recorded across the three weeks. The initiative helped raise health awareness, encourage healthy lifestyle choices and strengthen social connections within our community.

The team also brought together older people from diverse cultural backgrounds for Seniors Week's Pasta and Painting in the Park, a day of creativity, social connection and wellbeing. The program received overwhelmingly positive feedback from participants and created wonderful memories, as well as a beautiful piece of collaborative artwork to showcase.





# AGED CARE VOLUNTEER VISITORS SCHEME

## ACVVS

Our ACVVS team matches volunteers with older adults who may be experiencing social isolation based on shared culture, location, and interests.

AGED CARE VOLUNTEER VISITORS SCHEME

# Creating Connection, Building Belonging

**Umbrella's Aged Care Volunteer Visitors Scheme (ACVVS), funded by the Australian Government, addresses social isolation by fostering genuine community connections. The program matches vulnerable older adults, with a specialised focus on culturally diverse and LGBTIQA+ seniors, with dedicated volunteers who deliver regular companionship, emotional support and identity-affirming care.**

This financial year, our funding partners included the Australian Government Department of Health, Disability and Ageing, Volunteering WA, the Department of Social Services and the Department of Communities through the International Volunteer Day Grant. We also collaborated with organisations including Palliative Care WA, Dementia Australia, Helping Minds, Horizon's Power, the UWA Conservatorium of Music, Vinnies and GRAI, as well as city volunteer centres across the metropolitan area.

The ACVVS program surpassed its key performance targets this financial year, delivering volunteer companionship to 271 CaLD clients, 11.3% over target, while also extending support across multiple priority populations including veterans, LGBTIQA+ clients, individuals with cognitive impairment, and socially or financially disadvantaged older adults.

*"Give it a try and go for it. Your language and your migrant experience are a gift. There are people out there who need exactly what you have to offer."*

**Vanessa,** Volunteer

## Events

This year we gathered to celebrate National Volunteer Week and to honour the amazing individuals who dedicate their time, energy, and hearts to our community.

We were privileged to welcome the Hon. Ayor Makur Chuot MLC as our guest speaker, who attended on behalf of the Hon. Hannah Beazley MLA, whose inspiring words reminded us all of the profound power of giving back.

Our long-serving volunteers were presented with recognition certificates to highlight the impact they have made in their communities.

## Highlights

This year we established Bridge to Belonging, a peer-led community volunteering hub for CaLD and LGBTIQA+ communities, introducing a Volunteer Wellness Officer and supporting over 150 volunteers. Project outcomes showed exceptional engagement: 100% of participants felt safe, welcomed and respected, 97% reported improved social connection, 83% gained new skills, and 94% experienced improved mental wellbeing.

As part of a national consortium, the team also delivered the LGBTIQA+ ACVVS Engagement Project, connecting with 59 organisations across 35 activities to reduce isolation for older LGBTIQA+ Australians, reaching over 560 community members and achieving a 100% awareness-improvement rating across training sessions.



# Growing Access to Meaningful Companionship

Looking ahead, the team will focus on expanding the reach of the ACVVS program by streamlining referral pathways and reducing client matching times.

The team will continue supporting volunteer wellbeing and retention through the Volunteer Hub's training and CaLD-inclusive initiatives, while deepening partnerships with Support at Home providers to improve companionship access for CaLD and LGBTIQA+ seniors.

*"I am so grateful for the volunteer's visits. It means so much to know that someone is spending time with [Dad], sharing a cup of tea, having a chat, and providing an extra friendly visitor alongside the wonderful care he receives from the residential care facility. It gives me great comfort knowing he has that companionship."*

**Sarah, client's daughter**

## OUR VOLUNTEER STATISTICS

**126**
Total Volunteers

**42**
Nationalities

**3,411**
Hours of support

## RECIPIENTS OF OUR PROGRAM

**372**
Seniors

**62**
Countries of birth

**73%**
Identifying as CaLD




# CARE FINDER SERVICES

Our care finders give free, personalised support to navigate aged care and connect with other services you may need.

# Connecting People to the Care They Need

**This financial year was a period of growth, innovation and expanded community reach for Umbrella's care finder program. Through culturally responsive care, targeted outreach and strong cross-sector partnerships, the team continued to dismantle barriers faced by vulnerable older Australians, particularly culturally and linguistically diverse (CaLD) individuals and LGBTIQA+ seniors.**

The team delivered over 2,800 hours of direct client support across the North and South PHN regions, and achieved strong performance against PHN KPIs, including client support hours, priority population engagement and client satisfaction.

Alongside the core care finder program, the team also delivered Bridging Health Gaps, Over the Rainbow, Cyber Safety and the Elder Rights Project, and received over 120 referrals in a single month, a strong sign of community and sector trust.

The team engaged with communities right across the Perth metropolitan and Peel regions, visiting retirement villages, community centres, GP clinics and hospitals, and taking part in multicultural events such as Harmony Day and the Perth Italian Festival.

The care finder program was contracted for a further three years, leading to an expansion of the team and its resources.

The team managed 627 total referrals and completed 1,943 client interactions across both regions, guiding individuals through initial outreach, navigating My Aged Care, preparing for assessments, choosing service providers and routine safety check-ins.

The team delivered approximately 2,887 direct client support hours, and the Bridging Cancer Care workshops alone engaged over 330 participants, with more than 260 evaluation responses confirming high learning outcomes.

Looking forward, the care finder team will expand access for vulnerable older Australians by increasing community presence, referral pathways and targeted outreach across priority regions.

The team will also strengthen collaboration with health services, multicultural organisations, universities, government and community leaders to improve equity of access, as well as invest in staff development, leadership capability, continuous improvement and innovative approaches to supporting diverse communities.

*"Before meeting the care finder team, I felt overwhelmed and didn't know where to start with aged care. They listened to my needs, explained my options in a way I understood and supported me every step of the way. I now feel confident and connected"*

**Client**



# IMPACT OF CARE FINDER

**2,887**

direct client support hours delivered by the care finder team

*"The support provided helped me understand what services were available and reduced the pressure I was experiencing as a carer. Knowing there was someone to guide us made a huge difference."*

**Testimonial by Carer**

**627**

total referrals managed by the care finder team

*"Care finder has shown me the importance of culturally safe support. Every day we see how small interventions can make a significant difference in an older person's life".*

**Testimonial by Staff**






# CORPORATE SERVICES

Communications, Engagement & Projects

Compliance, Quality & Training

Finance




# Communications, Engagement & Projects

Our Communications, Engagement and Projects team elevates Umbrella's presence by amplifying client stories, building accessible digital spaces, and deepening community connections to celebrate our impact and foster lasting partnerships.

COMMUNICATIONS, ENGAGEMENT & PROJECTS

# Telling the stories that connect us

**This year has been one of transformation, growth and celebration for Umbrella's Communications and Engagement portfolio. With a renewed focus on strategic engagement, accessibility and quality, we strengthened how we connect with clients, partners, funders and the wider community, while celebrating one of the most significant milestones in our history: Umbrella's 25th Anniversary.**

Throughout the year, our communications strategy shifted from prioritising quantity to creating more meaningful, story-driven content that better reflects the impact of our services. New initiatives such as our Behind the Smiles series placed clients and volunteers at the centre of our storytelling, celebrating their wisdom, experiences and contributions.






## Events and projects

This year Umbrella proudly participated in events including the Perth Pride Parade, Perth Italian Festival and Have a Go Day, and welcomed government representatives including the Honourable Amber-Jade Sanderson MLA and Zaneta Mascarenhas MP to our services.

Our team also delivered Umbrella's 25th anniversary commemorative book, *25 Stories for 25 Years*, and celebrated its publication at the book launch event.

Another success was the *Night of Stars Gala*, a black-tie event that celebrated 25 years of service and connection.

## Highlights

A major achievement was the launch of Umbrella's new website, designed with accessibility, usability and inclusion at its core, offering improved navigation, multilingual functionality and a more intuitive experience.

We also introduced a new digital mailing system and subscriber database, and began developing a central stakeholder database to strengthen engagement with government, industry and community partners.

*"Every story shared, every partnership formed and every conversation started helps strengthen a more connected, inclusive community."*






# Compliance & Quality Assurance

Our Compliance & Quality Assurance team is the driving force behind keeping systems compliant, providers accountable, and our workforce prepared to deliver exceptional client care.

# Safeguarding our standards

**Compliance and Quality Assurance underwent a significant evolution over the past year, transitioning from a reactive compliance model into an integrated framework centred on risk management, safeguarding, and continuous improvement.**

To align with ongoing aged care reforms and strengthened Quality Standards, the Compliance and Quality Assurance team led an organisational restructuring and successfully replaced the manual platforms with a tailored Quality Management System (QMS) through Centro Assist and collaborating with our industry body Ageing Australia.

This transition established a centralised digital framework for managing incidents, complaints, feedback, and risk, ultimately reinforcing organisational visibility, regulatory compliance and operational accountability.

Direct engagement with the Aged Care Quality and Safety Commission (ACQSC) remained a key focus, with the team providing oversight for Serious Incident Response Scheme (SIRS) reporting, WHS incidents, and complex complaints.

The team contributed frontline expertise directly to the ACQSC's SIRS form redesign panel while systematically reviewing, updating, and preparing all organisational policies for Umbrella's Quality Management System migration.

Looking ahead to the coming year, strategic priorities include completing the QMS document migration across governance policies and procedures, advancing continuous improvement projects and maintaining proactive alignment with emerging aged care reforms.







# Finance

Our Finance team serves as the backbone of Umbrella's financial strength, ensuring sound budgeting, transparent funding management, and total compliance so our programs can operate without interruption for every client.

FINANCE

# Empowering our mission

**The 2025–26 financial year reflects a positive turnaround for Umbrella, achieved against a backdrop of significant sector-wide disruption arising from aged care reform and the transition of Home Care Packages to the Support at Home program.**

Despite the operational and financial pressures this transition has placed on providers across the sector, including changes to funding arrangements, client fees and service delivery models, Umbrella recorded revenue growth that outpaced expense growth. This resulted in a surplus of $211,652 and a stronger cash position.



## Key initiatives

To respond to the challenges and opportunities presented by aged care reform and to consolidate the financial gains achieved in 2025–26, Umbrella will focus on the following key initiatives in the year ahead:

**1. Reform Readiness and Compliance**
Continuing to strengthen internal systems, policies, and staff training to support regulatory and compliance obligations under the aged care reform agenda.

**2. Workforce Investment and Capability**
Investing in recruitment, training, and retention of a skilled, culturally competent workforce to meet growing service demand.

**3. Culturally Responsive Service Delivery**
Maintaining and expanding culturally and linguistically appropriate care services to ensure multicultural communities continue to access support without disruption as the sector transitions to new service models.

**4. Systems and Process Improvement**
Continuing to invest in administrative and operational systems to support efficient service delivery, accurate billing under new client contribution arrangements, and effective financial reporting throughout the transition period.



## Looking ahead

The aged care sector will continue to navigate significant structural change into 2026–27, with the ongoing implementation of the Support at Home program and broader aged care reform agenda expected to continue reshaping funding models, service delivery requirements, and compliance obligations for providers.

Umbrella anticipates further transition-related pressures, including continued adjustment to new pricing, evolving client fee structures, and the operational demands of aligning systems and processes with reform requirements.





Despite these headwinds, Umbrella enters the new financial year from a position of financial strength. The improved surplus result strengthened cash reserves achieved in 2025–26 provide a solid foundation to absorb transitional volatility and continue investing in service quality and workforce capability. Management remains focused on:

- Monitoring the financial impact of reform transition, particularly changes to grant funding arrangements and client contribution models under Support at Home, to ensure pricing and service delivery remain sustainable;
- Maintaining disciplined cost management, building on the strong control of administration expenses demonstrated this year, while continuing to invest appropriately in operational capacity to meet growing service demand;
- Strengthening cash flow and working capital management, following the significant improvement in receivables collection and liquidity achieved during the year; and
- Supporting the multicultural communities it serves through the transition, ensuring continuity and accessibility of culturally appropriate care as the sector's funding and service delivery landscape evolves.

The Board and management remain confident that the organisation's improved financial position, prudent financial management, strengthened governance and demonstrated resilience through a period of significant sector disruption position Umbrella well to manage the challenges ahead.

Umbrella will continue to focus on financial sustainability while investing in the quality of its services, its workforce and the communities it serves, supporting the organisation's mission throughout 2026–27 and beyond.



# Thank you to our supporters and partners

**We at Umbrella Multicultural Community Care Services Inc. extend our sincere thanks to every individual, group, and organisation that supports us. Your generosity and advocacy empower us to deliver inclusive and compassionate care to our communities. A special thank you to:**

- Australian Government Department of Health, Disability and Ageing
- Department of Communities
- Department of Home Affairs
- Department of Social Services
- Office of Multicultural Interests (OMI)
- Western Australian Primary Health Alliance (WAPHA)
- Cancer Australia
- Cancer Council WA
- City of Armadale
- City of Bayswater
- City of Belmont
- City of Canning
- City of Cockburn
- City of Gosnells
- City of Kenwick
- City of Melville
- City of Perth
- City of Rockingham
- City of Stirling
- City of Swan
- City of Wanneroo
- City of Willetton
- Act Belong Commit
- Curtin University
- Dementia Australia
- GRAI
- Helping Minds
- Horizon's Power
- The Kids Research Institute Australia
- Laguna Club
- Macedonian Club North Perth
- Macedonian Club Varda
- Murdoch University
- Palliative Care WA
- Polish Club Cracovia Club
- Polish Club Sikorski Club
- Vinnies
- Volunteering WA
- West Australian Ballet
- West Australian Opera
- UWA Conservatorium of Music

Without your generosity, dedication, and advocacy, our mission to deliver compassionate, inclusive care to multicultural and LGBTIQA+ communities would not be possible. We look forward to continuing our work together to support the communities we serve.



Umbrella
Multicultural Community Care

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