GOLDEN TIMES

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CEO message



BORHAN MILANI:
Chief Executive Officer

Umbrella is at its best when it shows up for its community, and that has never been clearer.

Showing up starts with listening. Umbrella's senior leadership team joined the Walk for Reconciliation at Kings Park, and those who could make it walked together on Whadjuk Noongar land. Reconciliation starts with leaders, so the team wanted to learn and show respect for First Nations people and culture. Many of our staff and clients came here from somewhere else, and walking on that land was a reminder to respect those whose land it is. That respect carries into how Umbrella celebrates culture. Our Southern European Seniors Film Festival began with a sold-out Macedonian screening, followed by Spanish and Italian screenings, bringing our clients from each community to the cinema to enjoy something that belongs to them.

Listening matters most when it leads to speaking up. Umbrella gave evidence at the WA Parliament's guardianship inquiry so that older people from diverse backgrounds are heard when decisions are made about their lives. On a visit to Canberra, I shared with federal MPs and Senators what the reforms mean for our clients, because cultural diversity needs to be built into every system from the start, not added later.

Thank you to our staff, volunteers and clients. You are what makes Umbrella a place where people belong.

Board message



ANNA HARRISON:
Board President

On behalf of the Board, thank you to our members, staff, volunteers and clients for the trust you place in Umbrella, and for supporting us at our recent Annual General Meeting.

I am pleased to inform you that all our Board members were renominated, giving Umbrella sustainability, stability and continuity of governance at an important and challenging times.

We also warmly welcome two new Board members, Jeremy Edwards and Dr Dilhani Kapu Arachchilage, who will contribute with fresh experience, expertise and perspective to our work.

This past year has asked a great deal of everyone implementing the national aged care reforms. Board has been proud to observe our leadership team, staff and volunteers meet that change with care and respect always putting our clients first. Our priority remains the same: integrity, financial sustainability and quality care for every person Umbrella supports.

Thank you for being part of Umbrella.



Aged Care Volunteer Visitors Scheme (ACVVS)

Supporting Our Volunteers Through Learning and Connection:
Over the past three months, the ACVVS team has placed a strong focus on volunteer education, safety and confidence, helping our volunteers feel prepared and supported in their important role of connecting with older people.

We organised volunteer meetings to clarify the role of an Aged Care Volunteer Visitor in both residential aged care facilities and clients' homes. Together, we discussed the importance of companionship, building trust, respecting personal boundaries and understanding the responsibilities that come with visiting older people.

We also covered Work Health and Safety (WHS), safe visiting practices, emergency procedures and how to recognise and respond to concerns while maintaining appropriate boundaries.

These sessions provide an opportunity for volunteers to ask questions, share experiences and strengthen their understanding of how to provide safe, respectful and meaningful companionship.

Thank you to all our volunteers for your ongoing commitment to making a difference in the lives of older people. Your care, time and dedication help create meaningful connections and a stronger sense of belonging.



Peer support catch up: WHS







Mental health week: Card making workshop

Creativity, Connection and Kindness: ACVVS Art Workshop:
Umbrella ACVVS volunteers got creative during Mental Health Week, celebrating the occasion in a positive and meaningful way while doing something productive for others.

Together, we enjoyed a wonderful handmade card-making workshop, creating thoughtful cards that will be sent to Umbrella ACVVS recipients during the festive season. Each card carries a little creativity, kindness and a reminder that someone is thinking of them.

The workshop was organised by the ACVVS team in collaboration with one of our wonderful volunteers, Nat, who generously shared her time, skills, equipment and materials with everyone. Her enthusiasm and willingness to share her talents helped make the activity extra special.

A big thank you to Nat and all the volunteers who took part. This was a lovely reminder that creative activities can support wellbeing, strengthen connections and spread kindness throughout our community.

Sometimes, a handmade card and a thoughtful message can make all the difference!

Scan the QR Code for more information on volunteering:

Connecting Through Culture: Two Unforgettable Arts Experiences:
Since August, Umbrella volunteers and our wider community have enjoyed two wonderful opportunities to experience the arts, bringing people together through culture, connection and inclusion.

These experiences included West Australian Ballet's community dress rehearsal of Macbeth and, most recently, West Australian Opera's community dress rehearsal of Romeo and Juliet, both held at His Majesty's Theatre in Perth.

Across these two events, approximately 50 volunteers, Board members, staff and community members enjoyed memorable evenings of ballet and opera, sharing special cultural experiences and creating lasting memories together.

The latest opera experience also opened the door to another exciting opportunity: Umbrella being featured in a video case study, highlighting the value of these cultural experiences and how they bring people together. We look forward to sharing more about this project!

We extend our heartfelt thanks to WA Ballet, West Australian Opera and the City of Perth for their generosity in making these experiences possible.

At Umbrella, we believe that meaningful experiences bring people together, create lasting memories and remind us of the power of culture to connect us all.



Volunteers attending show at Opera WA

Introducing New ACVVS Online Referral Form:
Referring an older person to the ACVVS program is now easier than ever!

Our new online referral form offers a simple, convenient alternative to traditional paper-based referrals, making it quicker and easier to connect eligible older people with a volunteer visitor.

Simply scan the QR code to access the form and submit a referral online.

Together, we can make meaningful connections easier to access!

Priority is given to eligible older people who are:

- From culturally and linguistically diverse (CALD) backgrounds.
- Living with financial or social disadvantage.
- LGBTIQA+

Please keep these priority groups in mind when identifying and referring older people to the ACVVS program.

Scan the QR Code for the referral link

Upcoming Volunteer Events:

17.11.2026 - Peer Support catch up session: Reflexology Session

02.12.2026 – International Volunteer Day Celebration

15.12.2026 – Festive Season Celebration: Bring your own lunch to share with others (traditional dishes)

Care finder services

Outreach & Community Engagement: Across August and October, the care finder team delivered targeted presentations for the Arabic (Ishar), Indian (ISWA), and Persian (Baha'i Community) communities.

Delivered with cultural sensitivity (including sessions presented in Farsi) these events addressed key challenges such as carer fatigue, language barriers, and common misconceptions about aged care.

The team emphasised that external support complements family care rather than replacing it, empowering families to access early help and navigate the aged care system with confidence.





The care finder community outreach and engagement

Malaysian Consulate:
The care finder team met with Consul Mr Aimeer Raffiq from the Malaysian Consulate to discuss the health and aged care needs of older Malaysian Australians in WA.

The meeting focused on understanding barriers such as language and cultural needs, while building stronger connections to improve awareness of care finder services and ensure culturally appropriate support is easily accessible.



The care finder team met with Consul Mr Aimeer Raffiq

Connecting Cancer Care project outreach:
In October, Umbrella's Connecting Cancer Care project engaged in key cancer awareness events across Perth.

Project Officer Jocelyn attended the Perth Melanoma Community Forum to learn from leading medical oncologists and lived-experience advocates about current treatment developments and supportive care.

Jocelyn also attended ECCWA's Lung Cancer Awareness Event tailored for Arabic-speaking communities, joining Dr. Hamza Amira to promote early symptom recognition and strengthen health education pathways for multicultural groups.

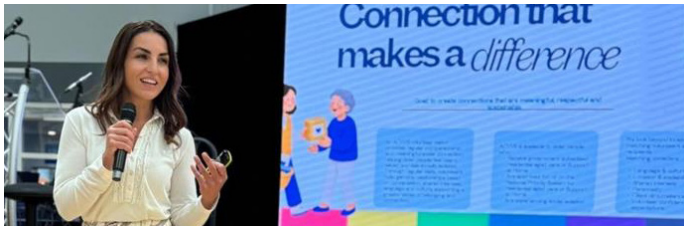


Connecting Cancer Care project officer attends lung cancer awareness event

Expos and presentations:
In mid-October, the care finder team focused on raising awareness with both seniors and local service providers.

At the Rockingham Seniors and Carers Expo, the team presented on healthy ageing and early intervention, highlighting how care finder supports older adults facing language or social barriers.

At the Together We Thrive gathering, the team connected with service providers from across the Perth North Primary Health Network (PHN) region, raising awareness of Umbrella's services and strengthening local referral pathways for multicultural seniors who may need additional care and support.



The care finder team presenting at Together We Thrive

For more information on care finder services, visit our website or scan the QR code

Compliance & Quality Assurance

Our CAQA team welcomed our new CAQA Coordinator, Esther, who started with Umbrella in August. We are very pleased to have Esther join the team and look forward to the contribution she will make as we continue strengthening our quality and compliance framework.



Welcome to the team Esther!

It is also approaching a year since the commencement of the transformative aged care reforms, including the implementation of the Aged Care Act 2024, the Strengthened Quality Standards (SQS) and Support at Home (SAH).

Umbrella has now transitioned to a fully digitalised quality environment, including implementating our Umbrella Quality Management System and the Centro Assist incident and quality reporting platform, with guidance and support from Ageing Australia.

Umbrella continues to build and strengthen our Associated Provider (AP) network, with a focus on ensuring our external providers meet the required standards and that our clients continue to receive safe, appropriate and high-quality care and services.

Behind the scenes, the Quality team is busy rebirthing our existing policies, procedures and processes to bring them into alignment with the new legislation, strengthened standards and the way we now deliver aged care.

From systems and incidents to policies, compliance, APs, training, continuous improvement and everything in between, the CAQA engine room continues to work hard behind the scenes to support Umbrella's ongoing quality journey.

Correct Seatbelt Usage - Your Safety Matters!
Umbrella is reminding all staff and clients of the importance of wearing seatbelts correctly whenever travelling in a motor vehicle. Seatbelts are designed to protect everyone in the vehicle, but they must be worn and positioned correctly to provide the intended protection and comply with road safety requirements. Simple checks can make every journey safer.

Position it correctly: The shoulder strap should sit across your chest and shoulder, resting over the collarbone. The lap belt should sit low, firmly across your hips.

Never tuck the belt under your arm or behind your back: This can significantly reduce the protection provided by the seatbelt and may be an offence.

Check the fit: Use the vehicle's seatbelt height adjuster, where available, to achieve a comfortable and appropriate fit.

Keep it flat: Ensure seatbelt is not twisted and lies flat against your body.

Check the buckle: Make sure it clicks securely into place every time.

Check for wear and damage: Seatbelts should be regularly checked for fraying, damage or deterioration.

Check the locking mechanism: The belt should lock as designed during sudden braking and retract smoothly when released.

Some clients may experience discomfort or difficulty wearing a standard seatbelt due to mobility limitations, posture, pain or medical conditions. If this applies to you, please speak with your GP or treating health professional about whether an appropriate medical exemption may be available. Exemptions must meet relevant legal requirements. Please do not alter, reposition or wear a seatbelt incorrectly without appropriate advice.

Correct seatbelt use is everyone's responsibility. Staff are to check clients are appropriately secured before commencing a journey & to raise concerns about seatbelt fit, comfort or vehicle safety with their manager.

Social Support Groups

Macedonian film event:
In October, we were thrilled to welcome over 100 seniors and community members from Macedonian backgrounds to our Umbrella Macedonian Film Festival screening, filling the cinema for a special morning of film, culture and connection.

Guests enjoyed morning tea, the opportunity to catch up with familiar faces and make new friends, and a wonderful film shared together on the big screen.

Seeing a sold-out cinema filled with laughter, conversation and a shared sense of cultural pride was truly special. Events like these remind us just how important it is to create opportunities for older people to celebrate their heritage, connect with their community and feel a sense of belonging.

A huge thank you to everyone who joined us and helped make the morning such a success! We can't wait to continue celebrating the many cultures that make our community so special. We look forward to seeing members of the Spanish and Italian communities attending our two other language screening sessions.

This event was proudly supported by the Villa Dalmacia Association Community Grants Program.







Macedonian film event

Diwali celebrations:
In October our Umbrella community celebrated Diwali.

Known as the Hindu Festival of Lights, Diwali marks the spiritual triumph of light over darkness and good over evil. It was such a joy bringing our wonderful community together to share in these rich traditions.

From crafting colourful lanterns and making traditional sweets to dancing together, every moment was packed with laughter, learning, and connection.

Thank you to everyone who joined us and helped make this celebration so bright and memorable!







Diwali celebrations

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.

Speaking up for older Australians in Parliament

Every community deserves to be reflected in the decisions that shape their lives.

Recently, Umbrella has been ensuring that the voices of culturally and linguistically diverse (CaLD) older Western Australians are heard at the highest levels of both state and national government.

CEO Borhan Milani recently appeared before the WA Parliament's Community Development and Justice Standing Committee as part of its Inquiry into Guardianship and Administration. Drawing on Umbrella's frontline experience, Borhan highlighted the significant language and cultural barriers CaLD seniors face when navigating complex legal and administrative systems.

"We welcome opportunities like this to help shape systems that better reflect the Western Australia we live in," Borhan shared. "Cultural and language diversity needs to be considered from the beginning when systems are designed and reformed, rather than added as an afterthought. Good systems should be accessible, understandable and responsive to everyone they are there to serve."

On a national level, Borhan also travelled to Canberra to join aged care leaders at Ageing Australia's inaugural Parliamentary Engagement Program. As one of the few multicultural service providers represented, Umbrella had a vital opportunity to speak directly with Federal Ministers, Senators, and MPs about critical funding, workforce shortages, and service accessibility.

"Older Australians are counting on decisions being made right now about the future of aged care," Borhan emphasised. "We were in Canberra to make sure the voices of the people we support were heard."Umbrella remains deeply committed to fighting for inclusive, culturally responsive systems; because good policy should never be lost in translation.

Umbrella proudly partners with Act Belong Commit

We're proud to be a community partner of Act Belong Commit, a statewide mental health promotion campaign encouraging Western Australians to take simple, positive steps to protect and improve their mental health and wellbeing.The campaign is built around three simple messages:

- **Act** - Keep mentally, physically and socially active.
- **Belong** - Stay connected with friends, loved ones and your community.
- **Commit** - Do something meaningful that gives you a sense of purpose.

At Umbrella, these values are at the heart of what we do. Through our programs and services, we help older people from diverse backgrounds build friendships, stay active and feel connected to their community.

Our partnership reinforces our commitment to creating welcoming, inclusive spaces where everyone has the opportunity to participate, connect and thrive. Because looking after our mental wellbeing is something we can all do, together.

To learn more about Act Belong Commit and discover ways to support your mental wellbeing, visit www.actbelongcommit.org.au

Join our team!

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 lifestyles and career goals. We are currently seeking applications for Support Workers in the Perth Hills, North Metro and Eastern Metro regions.

To view our current availabilities visit our website or scan the QR code

Upcoming Events

Have A Go Day:
Come visit our stall at Have a Go Day on **Wednesday, 11 November**, at **Burswood Park**!

We'll have friendly faces ready to chat about what we do, share volunteering opportunities, run mini-activities, and help you explore how you can get involved in your community. Plus, it's always a fun day out, with lots of other stalls, activities, and a great chance to connect with others.

Swing by, say hello, and see what's possible when you Have a Go with us!

Pride Parade:
We are returning for our annual march in the Pride Parade!

This year's Pride theme is "Side by Side", with our take on the theme is 'Umbrella Airways – we've flown in from all over the world to stand Side by Side!'; highlighting our Umbrella family's cultural diversity and celebrating how we all come together under one umbrella.

Come and watch the parade from 8 pm on **Saturday, 28 November**, and show your support for all the organisations marching this year!

We value your feedback!

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!

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.

facebook.com/umbrellamulticultural

linkedin.com/company/umbrellacommunitycare

instagram.com/umbrellacommunitycare/