# GP engage *event*

*New and Developing Care Pathways for Vulnerable and Complex Patients*

*17th September 2026 - Fiorda Kule*



Umbrella
Multicultural Community Care



# Acknowledgements

## EVERYONE WELCOME UNDER ONE UMBRELLA

We acknowledge the Whadjuk people of the Noongar Nation as the Traditional Custodians of the land on which our services are based. We pay our respects to the Elders, past, present and emerging.

We acknowledge LGBTI+ elders and express our gratitude for the recognition and acceptance the LGBTI+ community experiences today. We also acknowledge the elders of the Culturally and Linguistically Diverse communities.

They serve as the inspiration to Umbrella Inc's Mission and Values. As we stand on their shoulders today, we celebrate and continue to promote respect and inclusion for all.

Umbrella
Multicultural Community Care

# Our History



Umbrella Inc was funded in 2000. Our founders aimed to create services that were easy to understand, respectful of different cultures and welcoming to LGBTI+ individuals. This way, everyone would feel comfortable, safe, and listened to.



22 years later, Umbrella Inc. delivers the Commonwealth Home Support Program (**CHSP**), Home Care Packages (**HCP**) and Aged Care Volunteer Visitors Scheme (**ACVVS**), and we are also part of the **Carers Gateway** services, **Village Hub** program and the new **Care finder services.**



Umbrella Inc. delivers services to over **1000 clients** from **67** countries, including seniors from **LGBTI** backgrounds. We also speak **57 languages.**



Representatives serve as experts on national and state advisory groups. Umbrella aims to present best practices that can lead to more inclusive policy development and service provision that will benefit clients and **improve the system for all.**

Winner Winner Winner Winner Winner Winner Winner

# Recognising *barriers*

GPs are often the first people to recognise when an older person is struggling:

- declining health
- social isolation
- difficulty managing appointments,
- language barriers, or
- challenges accessing aged care.

However, many patients need more than a referral,  they need someone to walk alongside them.



Umbrella
Multicultural Community Care

# care finder *services*

Helps older people who:

- do not know where to start with aged care
- are overwhelmed by the processes
- have language or cultural barriers
- do not have family or support networks
- have complex needs that require coordination



Umbrella
Multicultural Community Care

# Why *care finders*

build trust with clients

visit them in their home or preferred location

explain options in a way they understand

assist with My Aged Care processes

connect them with appropriate services

advocate on their behalf

follow up to ensure services are actually accessed



Umbrella
Multicultural Community Care

# Who can *GPs* refer





- Socially isolated
- CaLD older adults
- Patients with complex needs
- Patients who ‘fall through the cracks’

Umbrella
Multicultural Community Care

# Thank You



**Adress**
6B Blades Close, Morley

**Website**
www.umbrellacommunitycare.com.au

**Contact**
92754411

**Email**
cfs@umbrellacommunitycare.com.au