



For a stronger community

ANNUAL REPORT 2023-2024





For a stronger community

Empowering members of the Australian-Greek community to reach their full potential since 1972

Vision Statement

**To be a leading Australian-Greek Community
services agency in Australia**

Statement of Purpose

**To empower vulnerable members of the Australian - Greek Community
to reach their full potential. This will be achieved predominantly by
undertaking service provision and complimented by ancillary services which
support our clients including advocacy, policy development and research in
an innovative, culturally and linguistically appropriate manner.**



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A message from our President Μήνυμα της Προέδρου

Elpis Korosidis

It is with great pleasure that I present PRONIA's 52nd Annual Report, highlighting the remarkable achievements of the past year. In this period, our organisation has delivered a diverse range of services focused on health education, early intervention and prevention, bilingual programs (aimed at preserving cultural heritage), and numerous other initiatives that foster social connections within our community.

As I reflect on our accomplishments, I proudly share some key outcomes from the preceding year:

- 3,000 hours of generalist casework services, providing emergency relief, referrals, and essential support;
- 15,000 hours of volunteer support to socially isolated elderly individuals living in their homes and aged care facilities;
- 79,000 hours of centre-based activities across four planned activity groups; and
- 85,000 hours of in-home support through our brokered services program, offering person-centred care to older individuals in their own homes

This year also saw the implementation of a new initiative aimed at supporting women and children impacted by domestic abuse. The launch event was a tremendous success, raising over \$80,000 on the night. Though this initiative is still in its infancy, we know its potential will make a impactful difference to those enduring the horrors of domestic abuse.

At the core of PRONIA's mission is the creation and maintenance of programs that meet the evolving needs of our community. As the demographic landscape changes, so too must our services. Over the last year, we have engaged with the community, our staff, and key stakeholders to gather insights in preparation for our next strategic plan. The community consultation process has been invaluable, helping us identify both the immediate and long-term needs of our diverse community, spanning multiple generations. That process has created the groundwork necessary for PRONIA to take significant steps in formulating the strategic direction for the next phase of PRONIA's growth. That direction will be cemented in 2025 when our new strategic plan is finalised, shaping PRONIA's trajectory for years to come.

There are many I would like to thank. In no particular order:

- I take this opportunity to express my sincere gratitude to the Greek media—print, radio, and digital—for their continued support. Their efforts in showcasing the work of PRONIA play a crucial role in keeping our community informed and engaged.
- A special thank you goes to our donors and sponsors who have supported our business lunches and fundraising events throughout the year. Their generosity is critical in enabling us to deliver programs that otherwise might lack sufficient funding. PRONIA relies on the goodwill of these individuals and organisations to help fill funding gaps and enhance the impact of our services.
- I would also like to acknowledge the invaluable work of our Board members for their governance and leadership throughout the year. Their time, expertise, and contributions to numerous initiatives has been instrumental in guiding PRONIA forward.
- I commend our dedicated staff and volunteers for their tireless efforts in helping clients and carers maintain independence and dignity in their homes and communities. We wouldn't be here but for you.

Thank you to Tina Douvos-Stathopoulos, our outgoing CEO, for her service to PRONIA. Tina was a central figure in PRONIA for over 34 years. During Tina's tenure as CEO, PRONIA grew to aptly address the changing needs of our Greek-community. We wish Tina all the very best in her future endeavors.

Lastly, I welcome with open arms our new CEO, Sylvia Hadjiantoniou who joined us in September 2024. Sylvia has an exemplary record as a C-Suite Executive and is highly regarded for her ability to implement strategy and achieve operational excellence across a number of sectors, including education, health and disability services. Sylvia, with her rich experience spanning decades, is fittingly poised to lead PRONIA into its next chapter.

Elpis Korosidis
President

Μήνυμα της Προέδρου

Με ιδιαίτερη χαρά παρουσιάζω την 52η Ετήσια Έκθεση της ΠΡΟΝΟΙΑΣ, που αναδεικνύει τα αξιοσημείωτα επιτεύγματα της περασμένης χρονιάς. Κατά τη διάρκεια αυτής της περιόδου, ο οργανισμός μας παρείχε ένα ευρύ φάσμα υπηρεσιών όπως εκπαίδευση για την υγεία, έγκαιρη παρέμβαση και πρόληψη, δίγλωσσα προγράμματα (με στόχο τη διατήρηση της πολιτιστικής κληρονομιάς) και πολυάριθμες άλλες πρωτοβουλίες που ενισχύουν την κοινωνική σύνδεση στην κοινότητά μας.

Αναλογιζόμενη τα επιτεύγματά μας, με υπερηφάνεια μοιράζομαι μερικά βασικά αποτελέσματα της περασμένης χρονιάς:

- 3.000 ώρες γενικών υπηρεσιών κοινωνικής υποστήριξης, που περιλαμβάνουν επείγουσα βοήθεια, παραπομπές και ουσιαστική υποστήριξη.
- 15.000 ώρες εθελοντικής προσφοράς για την υποστήριξη κοινωνικά απομονωμένων ηλικιωμένων που διαμένουν στα σπίτια τους ή σε γηροκομεία.
- 79.000 ώρες δραστηριοτήτων σε κέντρα μέσα από τέσσερις οργανωμένες ομάδες δραστηριοτήτων.
- 85.000 ώρες κατ' οίκον υποστήριξης μέσω του προγράμματος διαμεσολαβημένων υπηρεσιών, παρέχοντας εξατομικευμένη φροντίδα στους ηλικιωμένους στα σπίτια τους.

Αυτή τη χρονιά, υλοποιήθηκε επίσης μια νέα πρωτοβουλία για την υποστήριξη γυναικών και παιδιών που επηρεάζονται από την ενδοοικογενειακή βία. Η εκδήλωση εγκαινίων σημείωσε μεγάλη επιτυχία, συγκεντρώνοντας πάνω από \$80.000 σε μία βραδιά. Παρόλο που η πρωτοβουλία αυτή βρίσκεται ακόμα σε αρχικό στάδιο, είμαστε βέβαιοι ότι η δυναμική της θα κάνει τη διαφορά για όσους υποφέρουν από τη φρίκη της ενδοοικογενειακής βίας.

Στον πυρήνα της αποστολής του οργανισμού βρίσκεται η δημιουργία και διατήρηση προγραμμάτων που ανταποκρίνονται στις μεταβαλλόμενες ανάγκες της κοινότητάς μας. Καθώς αλλάζει το δημογραφικό τοπίο, αντίστοιχα πρέπει να εξελίσσονται και οι υπηρεσίες μας. Κατά τη διάρκεια του περασμένου έτους, αλληλοεπιδράσαμε με την κοινότητα, το προσωπικό και τους βασικούς φορείς, συγκεντρώνοντας πολύτιμες απόψεις στο πλαίσιο της προετοιμασίας του επόμενου στρατηγικού μας σχεδίου. Η διαδικασία διαβούλευσης με την κοινότητα υπήρξε ανεκτίμητη, βοηθώντας μας να εντοπίσουμε τόσο τις άμεσες όσο και τις μακροπρόθεσμες ανάγκες της πολυπολιτισμικής κοινότητάς μας, που καλύπτει πολλές γενιές. Αυτή η διαδικασία αποτέλεσε τη βάση ώστε η ΠΡΟΝΟΙΑ να κάνει σημαντικά βήματα στη διαμόρφωση της στρατηγικής κατεύθυνσης για το επόμενο στάδιο ανάπτυξής της. Η κατεύθυνση αυτή θα παγιωθεί το 2025 με την ολοκλήρωση του νέου στρατηγικού σχεδίου, το οποίο θα καθορίσει την πορεία της ΠΡΟΝΟΙΑΣ για τα επόμενα χρόνια.

Θα ήθελα να εκφράσω τις ευχαριστίες μου σε πολλούς ανθρώπους. Ενδεικτικά:

- Θα ήθελα να εκφράσω την ειλικρινή ευγνωμοσύνη μου προς τα ελληνικά μέσα ενημέρωσης—έντυπα, ραδιοφωνικά και ψηφιακά—για τη συνεχή υποστήριξή τους. Οι προσπάθειές τους να αναδείξουν το έργο της ΠΡΟΝΟΙΑΣ διαδραματίζουν καθοριστικό ρόλο στο να παραμένει η κοινότητά μας ενημερωμένη και ενεργή.
- Ένα ιδιαίτερο ευχαριστώ απευθύνω στους δωρητές και τους χορηγούς μας, που στήριξαν τα επαγγελματικά μας γεύματα και τις εκδηλώσεις συγκέντρωσης πόρων κατά τη διάρκεια του έτους. Η γενναιοδωρία τους είναι κρίσιμη για την υλοποίηση προγραμμάτων που διαφορετικά θα στερούνταν επαρκούς χρηματοδότησης. Η ΠΡΟΝΟΙΑ βασίζεται στην καλή θέληση αυτών των ατόμων και οργανισμών για να καλύψει χρηματοδοτικά κενά και να ενισχύσει τον αντίκτυπο των υπηρεσιών της.
- Θα ήθελα επίσης να αναγνωρίσω την ανεκτίμητη εργασία των μελών του Διοικητικού Συμβουλίου μας για τη διακυβέρνηση και την ηγεσία τους καθ' όλη τη διάρκεια του έτους. Ο χρόνος, η εμπειρογνώμοσύνη και οι συνεισφορές τους σε πολυάριθμες πρωτοβουλίες ήταν καθοριστικά για την πρόοδο της ΠΡΟΝΟΙΑΣ.
- Επαινώ το αφοσιωμένο προσωπικό και τους εθελοντές μας για τις ακούραστες προσπάθειές τους να βοηθήσουν πελάτες και φροντιστές να διατηρήσουν την ανεξαρτησία και την αξιοπρέπειά τους στα σπίτια και στις κοινότητές τους. Χωρίς εσάς, δε θα ήμασταν εδώ.

Ιδιαίτερη μνεία αξίζει η Τίνα Δούβου-Σταθοπούλου, η απερχόμενη Διευθύνουσα Σύμβουλος μας, για την πολυετή υπηρεσία της στην ΠΡΟΝΟΙΑ. Η Τίνα υπήρξε βασικός πυλώνας του οργανισμού για περισσότερα από 34 χρόνια. Κατά τη διάρκεια της θητείας της ως Διευθύνουσα Σύμβουλος, η ΠΡΟΝΟΙΑ εξελίχθηκε ώστε να ανταποκρίνεται στις μεταβαλλόμενες ανάγκες της ελληνικής κοινότητάς μας. Ευχόμαστε στην Τίνα ό,τι καλύτερο στις μελλοντικές της προσπάθειες.

Τέλος, καλωσορίζω με ενθουσιασμό τη νέα μας Διευθύνουσα Σύμβουλο, Σύλβια Χατζηαντωνίου, που ανέλαβε καθήκοντα τον Σεπτέμβριο του 2024. Η Σύλβια διαθέτει ένα υποδειγματικό επαγγελματικό ιστορικό ως ανώτατο στέλεχος (C-Suite Executive) και χαίρει μεγάλης εκτίμησης για την ικανότητά της να εφαρμόζει στρατηγικές και να επιτυγχάνει λειτουργική αριστεία σε πολλούς τομείς, συμπεριλαμβανομένων της εκπαίδευσης, της υγείας και των υπηρεσιών αναπηρίας. Με την πλούσια εμπειρία της, που εκτείνεται σε δεκαετίες, η Σύλβια είναι ιδανικά προετοιμασμένη να ηγηθεί του οργανισμού στο επόμενο κεφάλαιό του.



Ελπίδα Κοροσίδης
Πρόεδρος



A message from our CEO Μήνυμα της Διευθύνουσας Συμβούλου

Sylvia Hadjiantoniou

PRONIA is a leading community service organisation dedicated to delivering culturally and linguistically responsive programs that meet the evolving needs of both first-generation and subsequent-generation Greek migrants, as well as the broader culturally and linguistically diverse (CALD) community. Through innovation, compassion, and expertise, we continue to support our community with services that address their most pressing needs while building a foundation for the future.

As PRONIA's new CEO, having joined just two months ago, I am honoured and humbled to lead an organisation with such a strong legacy of service and impact. In this short time, I have witnessed the passion, resilience, and dedication of our team and volunteers, who are the heartbeat of PRONIA. Their commitment to making a difference in people's lives is inspiring and provides a powerful foundation for our future success.

Reflecting on the achievements of the 2023-2024 year, it is clear that PRONIA has made incredible strides. We successfully delivered over 200,000 hours of in-home and community-based services, enabling ageing individuals to remain in their homes longer and retain their independence. Our casework and counselling services provided vital support, with over 3,000 client interactions recorded. These achievements underscore the extraordinary efforts of our frontline team and their unwavering commitment to the community.

PRONIA also commenced the new National Dementia Carers Program – Stronger Together. This \$3 million initiative will bring critical support to Greek communities in Melbourne and Tasmania over the next three years, furthering our impact and reach.

As we celebrate these milestones, I want to acknowledge the foundational work that has already begun on shaping PRONIA's strategic direction. In 2024, the groundwork for our strategic plan began which will be finalised in 2025. This plan will establish a clear vision for growth, innovation, and inclusivity, ensuring PRONIA remains a trusted and responsive organisation for generations to come. It will build on our proud history while positioning us to address emerging community needs with agility and purpose.

As CEO, my priority is to listen, learn, and collaborate with our people, stakeholders, partners, donors, sponsors and community to bring our vision to life. I believe that trust is fostered through transparency, shared purpose and collective effort, and I am dedicated to embedding these values at the heart of everything we do.

To our incredible team and volunteers: thank you for your dedication, compassion, and the energy you bring to PRONIA every day. You are the reason this organisation continues to make such a profound impact.

To our Board, and President Ms. Elpis Korosidis, thank you for your guidance, leadership and commitment to good governance. Your work in setting the foundations for PRONIA's future has been invaluable, and I look forward to working closely with you as we move forward together.

With the dedication of our team, the steadfast support of our Board, the trust of our stakeholders, partners and volunteers, and the valued guidance of our Patron, I am confident that we will continue to evolve, grow and make a lasting impact. Together, we will strengthen PRONIA's legacy of service and build a future that empowers and supports our community.

Sylvia Hadjiantoniou
CEO

Έκθεση Διευθύνουσας Συμβούλου

Η ΠΡΟΝΟΙΑ είναι ένας κορυφαίος οργανισμός παροχής κοινωνικών υπηρεσιών, αφιερωμένος στην υλοποίηση πολιτισμικά και γλωσσικά προσαρμοσμένων προγραμμάτων που ανταποκρίνονται στις εξελισσόμενες ανάγκες τόσο των πρώτης όσο και των επόμενων γενεών Ελλήνων μεταναστών, καθώς και της ευρύτερης πολυπολιτισμικής και γλωσσικά ποικιλόμορφης (CALD) κοινότητας. Μέσα από καινοτομία, συμπόνια και εξειδίκευση, συνεχίζουμε να στηρίζουμε την κοινότητά μας με υπηρεσίες που ανταποκρίνονται στις πιο πιεστικές ανάγκες της, ενώ παράλληλα θέτουμε τα θεμέλια για το μέλλον.

Ως η νέα Διευθύνουσα Σύμβουλος της ΠΡΟΝΟΙΑΣ, έχοντας αναλάβει καθήκοντα μόλις πριν από δύο μήνες, νιώθω τιμή και ταπεινοφροσύνη που ηγούμαι ενός οργανισμού με τόσο ισχυρή παράδοση προσφοράς και επιρροής. Σε αυτό το σύντομο διάστημα, είχα την ευκαιρία να διαπιστώσω το πάθος την ανθεκτικότητα και την αφοσίωση της ομάδας και των εθελοντών μας, οι οποίοι αποτελούν την καρδιά του οργανισμού. Η δέσμευσή τους να κάνουν τη διαφορά στις ζωές των ανθρώπων είναι πηγή έμπνευσης και παρέχει μια ισχυρή βάση για τις μελλοντικές μας επιτυχίες.


Αναλογιζόμενη τα επιτεύγματα της χρονιάς 2023-2024, είναι σαφές ότι η ΠΡΟΝΟΙΑ σημείωσε αξιοσημείωτη πρόοδο. Παρείχαμε με επιτυχία πάνω από 200.000 ώρες κατ' οίκον και κοινοτικών υπηρεσιών, δίνοντας τη δυνατότητα στους ηλικιωμένους να παραμείνουν περισσότερο στα σπίτια τους και να διατηρήσουν την ανεξαρτησία τους. Οι υπηρεσίες κοινωνικής υποστήριξης και συμβουλευτικής μας παρείχαν ζωτική βοήθεια, καταγράφοντας πάνω από 3.000 αλληλεπιδράσεις με πελάτες. Αυτά τα επιτεύγματα υπογραμμίζουν τις εξαιρετικές προσπάθειες της ομάδας πρώτης γραμμής και την ακλόνητη δέσμευσή τους στην κοινότητα.

Η ΠΡΟΝΟΙΑ ξεκίνησε επίσης το νέο Εθνικό Πρόγραμμα για Φροντιστές Ατόμων με Άνοια – 'ΜΑΖΙ ΠΙΟ ΔΥΝΑΤΟΙ'. Αυτή η πρωτοβουλία ύψους \$3 εκατομμυρίων θα προσφέρει κρίσιμη υποστήριξη στις ελληνικές παροικίες της Μεμβούρνης και της Τασμανίας τα επόμενα τρία χρόνια, διευρύνοντας περαιτέρω την επίδραση και την εμβέλειά μας. Καθώς γιορτάζουμε αυτά τα επιτεύγματα, θέλω να αναγνωρίσω τη θεμελιώδη εργασία που έχει ήδη ξεκινήσει για τη διαμόρφωση της στρατηγικής κατεύθυνσης του οργανισμού. Το 2024, τέθηκαν οι βάσεις για το στρατηγικό μας σχέδιο, το οποίο θα οριστικοποιηθεί το 2025. Το σχέδιο αυτό θα καθορίσει ένα σαφές όραμα για ανάπτυξη, καινοτομία και ενσωμάτωση, διασφαλίζοντας ότι η ΠΡΟΝΟΙΑ παραμένει ένας αξιόπιστος και

ευέλικτος οργανισμός για τις επόμενες γενιές. Θα βασιστεί στην περήφανη ιστορία μας, ενώ θα μας προετοιμάσει να αντιμετωπίσουμε τις αναδυόμενες ανάγκες της κοινότητας με ευελιξία και σκοπό. Ως Διευθύνουσα Σύμβουλος, η προτεραιότητά μου είναι να ακούω, να μαθαίνω και να συνεργάζομαι με το προσωπικό μας, τους φορείς, τους συνεργάτες, τους δωρητές, τους χορηγούς και την παροικία για να υλοποιήσουμε το όραμά μας. Πιστεύω ότι η εμπιστοσύνη καλλιεργείται μέσα από τη διαφάνεια, τον κοινό σκοπό και τη συλλογική προσπάθεια, και δεσμεύομαι να ενσωματώσω αυτές τις αξίες στον πυρήνα κάθε δραστηριότητας μας.

Στην απίστευτη ομάδα μας και τους εθελοντές μας: σας ευχαριστώ για την αφοσίωση, τη συμπόνια και την ενέργεια που προσφέρετε καθημερινά στην ΠΡΟΝΟΙΑ. Εσείς είστε ο λόγος που αυτός ο οργανισμός συνεχίζει να ασκεί τόσο βαθιά επιρροή. Στο Διοικητικό μας Συμβούλιο και στην Πρόεδρό μας, κυρία Έλπις Κορωσίδα, ευχαριστώ για την καθοδήγηση, την ηγεσία σας και τη δέσμευση στη σωστή διακυβέρνηση. Το έργο σας για τη δημιουργία των βάσεων για το μέλλον του οργανισμού υπήρξε ανεκτίμητο, και ανυπομονώ να συνεργαστούμε στενά καθώς προχωράμε μαζί μπροστά.

Με την αφοσίωση της ομάδας μας, την ακλόνητη υποστήριξη του Διοικητικού μας Συμβουλίου, την εμπιστοσύνη των φορέων, των συνεργατών και των εθελοντών μας, καθώς και την πολύτιμη καθοδήγηση του Πάτρωνα μας, είμαι βέβαιη ότι θα συνεχίσουμε να εξελισσόμαστε, να αναπτυσσόμαστε και να αφήνουμε ένα διαχρονικό και θετικό αντίκτυπο. Μαζί, θα ενισχύσουμε την κληρονομιά προσφοράς της ΠΡΟΝΟΙΑΣ και θα χτίσουμε ένα μέλλον που ενδυναμώνει και υποστηρίζει την κοινότητά μας.



Σύλβια Χατζηαντωνίου
Διευθύνουσα Συμβουλός

BOARD OF DIRECTORS



Elpis Korosidis
President



Voula Messimeri AM MAICD
Vice President



George Spiliotis
Hon. Secretary



Manuel Tsirmiris
Treasurer



Constantine Koulouris
Director



Augusta (Gus) Seremetis GAICD
Director



Elias Tsigaras
Director



Lana Laios
Director



Sofia Sidiropoulos
Director

SENIOR EXECUTIVE TEAM



Sylvia Hadjiantoniou
Chief Executive Officer



Nikki Efremidis
Aged & Co-ordinated Care Manager
Deputy CEO



John Lioupas
Business & Finance
Manager



Mary Sophou
Family & Community Services
Manager



Kelly Ioannou
Alpha Early Learning
Center Manager



Eve Harrison
People and Culture
Manager



Aged & Co-ordinated Care Unit

Nikki Efremidis Deputy CEO, Manager, Aged & Coordinated Care

Sofia Anninou
Case Manager

Eleonora Bifsa
Community Care Workforce
Team Leader (til Oct 23)

Spyridoula (Pepie) Choimpou
Rostering Services Officer

Maria Frangos
Case Manager

Julie Gakopoulos
Case Manager

Lisa Galanis
Community Care Workforce
Team Leader

Stavros Gkotsis
HCP Service Coordination Officer

Georgios Gounaris
Service Coordination and Intake
Team Leader

Kostandinos Grampsas
Case Manager

Mary Kalona
Case Manager

Elissavet Kaltzi
Case Manager

Katy Karabatsos
HCP Recruitment & Intake Officer
(til Dec 23)

Malama Koupanis
HCP Service Coordination Officer

Sophia Koutes
HCP Program Coordinator

Nick Koutroubis
HCP Case Manager

Marie Kyriakidis
HCP Customer Services Officer

Athina Lazaridou
NDIS Support Coordination Officer

Stella Liappis
Community Care Workforce
Team Leader

Sophie Manaveris
Rostering Services Officer

Irene Mantzis
Case Manager

Ekaterina Memis
Rostering Services Officer

Yasmin Miceli
NDIS Program Support Coordinator

Michael Moskiou
Case Manager

Joanna Ocampo
Community Registered Nurse

Lina Pavlidou
Brokered Services Program Coordinator

Dimitra Petropoulos
Case Manager

Hla Phyo
Community Registered Nurse
(til Oct 23)

Anastasia Psarreas
Case Manager

Gerbidave Riconalla
Community Registered Nurse

Stamatia Sofronidou
Team Leader - HCP

Esrael Tadese
Rostering Services Officer

Sophie Tsetsos
Case Manager

Tina Tsioutras
Case Manager

Helene Tzamouranis
Rostering Services Officer

Guanyi Wang
Community Registered Nurse
(until Apr 24)

Ka Wong
Community Registered Nurse

Fotini Zahariou
Brokered Services Coordinator
(til July 23)



Business & Finance

John Lioupas *Manager, Business & Finance*

Fatima Ahmad
Social Media and Digital
Marketing Officer

Barbara Baldani
Administrative Services Officer
(All Best Care) - (til May 24)

Supattra (Sue) Cochrane
Finance Officer

Dorothy Hatzopoulou
Communications & Community
Engagement Officer

Kathy Karantzalis
Administrative Services
Coordinator

Konstantina Kourtis
Administration /
Finance Officer - (til July 23)

Stephanie Moutafis
Administrative
Services Officer

Angela Papadopoulos
Administrative Services Officer

Anthony Rallis
Graphic Design, Brand and
Software Integration Officer
(til May 24)

Dibin Sasidharan
Finance Officer

Anna Soulianidis
Financial Accountant
Chrysanthi Votaris
Administrative Services
Officer

Christina Zervoulas
Finance Officer

Lillian Zhang
Finance Team Coordinator
(til Oct 23)

Eleni Zorbas
Events & Digital Marketing
Officer



Children Services Unit

Kelly Ioannou *Children's Services Manager*

Daniel Abraham
Early Childhood Educator
(til Mar 24)

Guilherme Almeida Lyrio
Early Childhood Educator
(til May 24)

Anusha Baggam
Early Childhood Educator
(til Dec 23)

Divina Bai
Early Childhood Educator

Eirini Barotsaki
Children's Educator
(til Nov 23)

Nina Belskaya
Kindergarten Teacher

Frances Brett
Early Childhood Educator
(til Sep 23)

Roulla Contopoulos
Administrative Services Officer

Debbie Dagli
Early Childhood Educator

Anna Giannopoulos
Early Childhood Educator (2IC)

Jasmine Hashem
Early Childhood Educator
(til Jan 24)

Maria Katergaris
Early Childhood Educator

Maria Kourli
Early Childhood Educator

Rui Liu
Early Childhood Assistant
(til May 24)

Andrea Ng
Kindergarten Teacher
(til May 24)

Theodora (Roula) Palavras
Early Childhood Educator

Mary Hope Rodriguez
Early Childhood Assistant

Politimi (Paula) Savvinos
Cook

Angela Vedinopoulos
Kindergarten Teacher

Megumi Wada
Early Childhood Educator
(til Apr 24)

Ketsirin Wongchantasorn
Early Childhood Assistant

Chuling Zhang
Early Childhood Educator



Family and Community Services Unit

Mary Sophou *Manager, Family & Community Services*

Christos Agneskis
Community Care Worker
(Centre-based)
(til May 24)

Peter Andrinopoulos
Community Support
Program Coordinator

Anna Avramopoulos
Community Care Worker
(Centre-based)

Katherine Barbakos
Clients and Community
Services Coordinator
(til Jan 24)

Tanya Beavis
Community Visitors
Scheme Officer

Angela Bozovitis
Community Care Worker
(Centre-based)

Theodore Davoutis
Counsellor

Fotini Dimidou
Social Support
Program Officer

Con Dionyssopoulos
Community Care Worker
(Centre-based)

Aristea Filippakis
Community Care Worker
(centre-based)

Joyce Frittolini
Community Care Worker
(Centre-based)

Katina Georgiadis
Community Care Worker
(Centre-Based)

Helen Giotas
Respite Program Officer

Mary Gourdine
PAG Team Leader

Alexia Hondros
Community Care Worker
(Centre-based)

Sophia Karatsivoudis
Case Worker
(til Jun 23)

Loula Karefilakis
Community Care Worker
(Centre-based)
(until Jun 24)

Maria Kefalas
Community Care Worker
(Centre-based)

Evangelia Kladou
Case Worker

Helen Kourkoutzelos
Community Care Worker
(Centre-based)

Alexandra Kromidas
PAG Supervisor

Agnes Kyriakou
Client and Community
Services Coordinator

Cathy Loschiavo
PAG Supervisor

Lucy Louca
Dementia and Counselling
Services Coordinator

Stavroula Loutrakis
Project Worker
Carers Engagement
(until Apr 24)

Antonios Maglis
Community Engagement &
Capacity Building Officer

Mary Maragos
Dementia Support Worker

Lita Markou
Community Care Worker
(Centre-Based)

Anestis Mavrides
Project Worker
Carer Engagement
(until Aug 23)

Dimitrios Mavroudis
Community Care Worker
(Centre-based)

Gregory Mihalakos
Day Centre Cook
Community Care Worker
(til Aug 23)

Danny Milovanovic
Family Violence Prevention
& Response Trainee
(til Dec 23)

Marsha Minas
PAG Supervisor / CCW
(centre-based)

Kalliopi Papagianni
Community Care Worker
(Centre-Based)

Charalampos Peidis
Community Care Worker
(Centre-based)

Roula Plakourakis
PAG Supervisor
(til Jun 24)

Samantha Stathopoulos
Family Violence
Project Assistant

Valbona Terolli
PAG Supervisor / CCW
(centre-based)

Kelly Tsagournos
Family Violence Prevention
Project Worker

Konstantinos Tsakoumis
Community Engagement
Officer
(til Sep 23)

Paraskevi Tsingas-Dentsas
Volunteer Workforce
Development
Senior Coordinator
(til Sep 23)

Victoria Vlasakakis
Family Violence Prevention
and Response Trainee

Ilias Vogiatzis
Volunteer Recruitment and
Support Coordinator



People and Culture Unit

Eve Harisson *Manager, People & Culture*

Eddy Appasamy
HR Advisor
(til Jun 24)

Michael Dias
Senior Human Resource Advisor

Anna Pelosi
HR Administrator



Temp Solutions

John Lioupas *Business Finance Manager*

Havin Albotani
(til Aug 23)
Julie A Andrews
Ayushi Ayushi
Roslyn Carney
Vasanth Chandrakaran
Kashani Ernszt
(til Apr 24)
Wenjia Fan
Weronika Gzik
(til Aug 23)
Anastasia Hatzistavros
Vy Ho Lam Nguyen
(til Apr 24)
Jiahui Huang
Wei Huang
Amani Hassan Ibrahim
Nasrin Karbasi
Bipana Khanal
(til Sep 23)
Balsam Kori
(til Sep 23)
Ritika Lamichhane
(til May 24)
Chin Wai Lau
Cheuk Lui
(til Aug 23)

Shereen Marouf
Amerah Najafi Nezhad
(til Dec 23)
Nahid Osman
(til Mar 24)
Fatma Ozturk
(til Aug 23)
Jeremy Precel
(til Dec 23)
Yan Qiang
(til Mar 24)
Sanjana Ramesh Kumar
Ghazala Rashid
Alison Reberger
(til Oct 23)
Olga Rohde
Krishnaben Shah
Anita Sufizada
(til Sep 23)
Safa Suliman
Jenisha Tamrakar
Jupiter Tenzin Phan
Yianna Tzimas
(til Sep 23)
Hasitha Wijegunawardena
Semira Yassin
Ying Zhou

Community Care Workers

Alexandra Alexiadis
Thalia Andrews
Georgios Aravanis
Dimitrios Asimakopoulos
Helen Bakatsoulas
(til Jul 23)
Maria-Paraskevi Bakopoulos
Basiliki-Vicky Bantelas
Valma Bayiartakis
Roula Bhowan
Mary-Ann Bitsikas
Gina Browne
Theodora Anna
Charalambidis
Alexandra Chatziopoulos
Maria Christakis
Patricia Constantinidis
(til Feb 23)
Kerry Croft
(til Jan 24)
Olga Curley
Sofie Dangas
Almaz Desta
Anna Devinenti
Khosrow Dezfouli (til Jun 23)
Spiros Doufexi
Vicky Emsley
Vicki Ermidis
(til Jan 24)
Georgios Faklaris
Kleio Georgiopoulos
Kyriakoula Giannetta

Efstathia Grapsa
Desy Hardyani
Elisavet Ioannidi
Ronice Jepson
Alice Kaloutsakis
Charalampia Katritsi
Chrissoula Katsaros
(til Oct 23)
Rupinder Kaur
(til Sep 23)
Parminder Kaur
(til July 23)
Maria Kermali
Despina Kiriakidis
Rita Kontopoulou
Despina Kosmas
Paraskevi Kosmas
Jenny Koutoulas
Katherine Koutsantonis
Konstantinos Kyriakidis
Dionisia Lelekis
Charalampia Liappi
Pauline Lourandos
Georgia Maina
Antigoni Marangos
Dimitra Marrocco
Theodora Mavrogiannis
(til Sep 23)
Anastasia Mendrinou
John Milas
Siti Norohadzniati

Mohammad Noor
Fay Moros
Alexandra Niarhos
Antonios Pandelidis
Maria Papadelis
Penelope Papadelis
Dimitra Papadimitriou
Efthalia Paraskevaki
Lisa Pavlopoulos
Nishalka Perera
Mary Perera
Georgia Polydorou
Olga Psyllos (til May 24)
Nilani Sancha
Godage Dona
Victoria Scarfo
Jaspreetup Sharma
(til Sep 23)
Kathy Sidiropoulos
Despina Sisois
(til Aug 23)
George Sotiropoulos
Lisa Syrras
Efthalia Tanagia
Jingtao (Alia) Tang
Voula Theodoridis
Vasiliki Theodoropoulou
Theodoros Trifon
Anna Tsangaris
Nomiki Tsikouris
(til Apr 24)

Volunteers

Volunteers with the Aged Care Volunteer Visitors Scheme:

Adam, George Michael
Andrianakis, Nafsika
Antonopoulos, Maria
Apostolopoulos, Vasilis
Arapoglou, Mary
Arapoglou, Stavros
Athanasopoulos, Patra
Atmatsidis, Marie
Axiotis, Maria
Balasi, Katerina
Basias, Stella
Batistatos, Panagis
Bellos, Spyridon
Castos, Asimina (Mina)
Choleva, Aikaterini
Constandineas, Constantine
Crilis, Vassiliki
Dalianis, Angela
Di Loreto, Anastasia
Dimopoulos, Elizabeth (Elsa)
Galanakis, Efthalia (Litsa)
Gatsis, Irene
Giamoukoglou, Maria
Giannopoulo, Helen
Giordamnis, Helen
Goltsios, Georgios
Goniadis, Fonda Xenophon
Gounaris, Efi
Gourdouros, Georgia
Hatzigiakov, Kalliopi
Iliadis, Dana
Kakavas, Stergiani
Kalaitzis, Elizabeth (Vetta)
Kaloudis, Anna
Kalpouzios, Kyriaki
Karabatsos, Maria
Karafillis, Elizabeth

Karafyllidi, Eleni
Kargiotis, Alexandra
Kefaloukou, Poppy
Kemeridis, Sophia
Kofteros, Helen
Kolokythas, Aspasia (Soula)
Konstantinidis, George
Koparanidou, Paraskevi
Korosidis, Elpis
Korras, Melba
Kosmas, Despina
Koulouris, Georgia
Koutrouza, Niki
Krokos, Helen
Kyriakopoulos, Sophie
Lantouris, Helen
Lazaropoulos, Helen
Loukas, Stella
Mahri, Stella
Maina, Georgia Amalia
Mavroulis, Panagiota
Michaelidis, George
Michalakakis, Christos
Michalopoulos, Maria
Misogtes, Harry
Moschoyiannis, Maria
Neophytou, Zena
Nicholaides, Emmanuel
Nicolaou, Christoula
Paliogianis, Eleni
Pantelidou, Anastasia
Papadopoulou, Paraskevi
Papamakarios, Pigi
Papanikos, Georgia
Papavasileiou, Eleni
Paradisis, Con
Parellis, Anna
Patsiolis, Stefania
Patsouris, Athanasios
Pehlivanis, Eleni
Perakis, Maria

Petrogiannis-Graton, Tania
Politis, Dionisia
Provataris, Athanasios
Raftopoulos, Athina
Rentzis, Voula
Rozanitis, Anna
Sambanis, Vasilios
Sambanis, Vicki
Savva, Agathi
Schoina, Lemonia
Simoglou, Vicki
Sismanis, Foteini
Skatharoudis, Anastasia
Striglogiannis, Panagiotis
Tamvakis, Theodora
Theologou, Spiridoula
Tsakonas, Tina (Fotini)
Tsekouras, Penelope
Tsiakataras, Vasilios
Tsihrintzis, Konstantina
Tsipas, Anastasia
Tsoulfa, Maria
Tzaferis, Miranda Maria
Vella, Mary
Vergou, Dimitra
Vouterakos, Andriana
Xenos, Konstantinos
Zournatzian, Sarkis Mathaios

Volunteers with the Legal and Migration Advisory Service

Barbayannis, Georgia
Dellidis, Helen
Dimopoulos, Penny
Katsigiannis, Kalliroy
Patras, Katerina
Souvlakis, Zefy
Zaia, Joseph-Michael



Family and Relationship Services

Through PRONIA's Family & Relationship Services (FaRS) program, community members and their families can access person-centred counselling designed to support mental health, wellbeing, and strengthen family and personal relationships. Funded by the Department of Social Services, the FaRS program also offers early intervention and prevention programs, community information sessions, webinars, seminars, and workshops aimed at building resilience, promoting positive relationships, and maintaining emotional wellbeing.

Individuals and families accessing our counselling service work closely with our professional counsellors to identify the challenges they face, develop effective strategies, and implement solutions for improved emotional health and wellbeing. Our counsellors provide guidance to support clients on their journey toward self-awareness and acceptance.

As a unique Greek bilingual and bicultural counselling service in Victoria, PRONIA continues to serve Greek-speaking migrants who face barriers accessing mainstream

services due to language issues. We also support second-generation clients who seek a culturally sensitive and responsive service.

Our Impact

- 400+ counselling sessions provided
- 30 clients served per month through individual counselling
- 9 online webinars hosted in partnership with Anglicare-Parentzone
- 128 participants engaged in Anglicare-Parentzone webinars
- 5 community information sessions with over 50 attendees
- 120 hours of professional development for counsellors
- Presentation at the Family and Relationship Services Australia National Conference
- Development and delivery of the "All About Dads" program

Individual Counselling

Individual counselling sessions are available in person at our Brunswick and Clayton Community Centres, by phone, online, or via home visits for clients with mobility con-



cerns or vulnerabilities. While in-person sessions are gradually increasing, most clients continue to prefer telephone counselling due to its convenience.

Common issues experienced by counselling clients include:

- Family conflict
- Isolation and loneliness
- Grief, loss, and bereavement
- Illness and frailty
- Terminal diagnoses and end-of-life planning
- Carer stress
- Mental health challenges, including depression and anxiety
- Relationship breakdowns
- Family violence
- Elder abuse

Ongoing community awareness campaigns have led to an increasing number of clients accessing counselling services for issues that have long been taboo or stigmatized in the Greek community, such as mental illness, family violence, elder abuse, gambling, and addiction.

This year, many individuals and families have faced heightened challenges due to financial distress, which has affected all aspects of life. When combined with the lasting psychological effects of the COVID-19 lockdowns, these pressures have resulted in clients presenting with more complex issues, often requiring specialised consultations and referrals.

Workshops, Webinars, and Community Sessions

In collaboration with Anglicare/Parentzone, we launched the “How to ...” series of parenting webinars, which provided guidance for parents navigating difficult situations. Topics included:

- Sibling rivalry
- School refusal
- Parenting teens
- Managing anxiety
- Positive discipline

In addition, community sessions were delivered in both Greek and English, covering important topics such as:

- Women's health and wellbeing
- Depression and mental health
- Wellness strategies for new mums
- The benefits of counselling

This year also saw the introduction of the “All About Dads” program—a 4-week initiative that offers a supportive and inclusive space for new dads navigating the challenges of fatherhood and changes in their relationships. The program has been well-received, and we plan to continue offering it regularly to support fathers and families in the future.



Prevention and Early Intervention

Clinical Care Program

In 2023-2024, PRONIA placed a significant focus on enhancing clinical care and ensuring continuous improvement in the delivery of nursing services to its Home Care Package (HCP) clients.

This year marked a milestone in expanding our clinical care services and refining our approach to meet the evolving needs of our clients. PRONIA delivered just under 1,900 hours of clinical care across all Home Care Package clients, including those served by external nursing providers subcontracted through PRONIA.

Of these hours, approximately 62% (1,200 hours) were delivered internally by PRONIA's dedicated team of Registered Nurses, ensuring that clients received personalized and consistent care.

Our clinical services covered a range of core nursing areas, including:

Medication management

- Wound care
- Continence management
- Dementia care
- Diabetes management

Additionally, we focused on identifying and addressing other critical health issues such as significant or unplanned weight loss, pressure injuries, falls risks, and the prevention of major injury from falls.

The PRONIA Registered Nursing Team was able to achieve notable outcomes in many cases by improving clinical care or effectively managing clients outside of an acute health setting. This approach minimized unnecessary visits to the GP for treatment and helped avoid hospital admissions where possible.

An important aspect of our clinical care provision was the identification of welfare and support issues that were promptly communicated to both family carers and case management staff. This holistic approach contributed to improved overall care management and care planning for our clients.

Where relevant, the PRONIA Nursing Team provided feedback to General Practitioners (GPs), allied health professionals, and specialists, including continence or wound care nurses and associated publicly funded clinics, to ensure coordinated care and timely interventions.

This year also saw the introduction of clinical baseline assessments as part of our continuous improvement efforts and the initial steps toward expanding our PRONIA Nurses in the Home (PNITH) program.

Clinical Governance

PRONIA remains committed to continuous improvement in clinical governance under the new Aged Care Quality and Safety Standards, particularly focusing on Clinical Standard 5. This year, we successfully met all governance obligations outlined in this standard and other related standards, including holding our first Quality Consumer Advisory Body and Consumer Advisory Body meetings.

We are committed to further expanding our internal and external clinical services. Our future plans include offering nursing services to individuals awaiting a Home Care Package or those who do not qualify for other funded programs. Additionally, we aim to increase our capacity to offer more nursing care to clients who may require more intensive support in the later stages of life, particularly those choosing to receive palliative care at home rather than in a residential aged care facility.

PRONIA is proud of the progress made in its relatively new journey into clinical care and plans to continue expanding the nursing team, with additional clinical training for staff to deepen their knowledge of prevalent co-morbidities. We will also engage with clients and carers through community forums and online support groups to promote the benefits of clinical care under the Home Care Package program.

Allied Health: Focus on Wellbeing and Re-enablement

The year 2023-2024 also saw an increase in the availability of allied health services, including physiotherapy, osteopathy, dietetics, speech therapy, and occupational therapy. These services have been crucial in providing recommendations for client safety, including advice on home

modifications and equipment purchases under the Home Care Package (HCP) and Short-Term Restorative Care (STRC) programs.

The increasing demand on publicly funded rehabilitation hospitals, particularly in managing acute health patient overflow (including frail or vulnerable individuals without next of kin), has resulted in clients being discharged without the necessary rehabilitation or equipment to support their continued independence at home.

To address this gap, PRONIA has coordinated the purchase and hire of mobility and safety equipment, which has significantly improved the health, wellbeing, and safety of our clients. This proactive approach has also helped minimize reports under the Serious Incident Response Scheme.

PRONIA will continue to invest in clinical support at home, ensuring that our direct and indirect care workforce receives the necessary training and education to maintain high standards of care. This ongoing investment will help ensure compliance with the Aged Care Quality and Safety Commission's future audits and contribute to the continual improvement of our services.

PRONIA is dedicated to providing high-quality clinical care and support services to its clients, and the progress made in 2023-2024 underscores our commitment to meeting the needs of a growing and diverse client base. Through continuous improvement, effective clinical governance, and expanding allied health services, PRONIA is enhancing its capacity to deliver holistic, person-centred care that supports the independence and wellbeing of those we serve.

Short Term Restorative Care (STRC)

In 2023-24, PRONIA continued to support the community through its Short-Term Restorative Care (STRC) Program, providing wellbeing and re-enablement services, while advocating for the Greek



community to maintain independence as part of its ageing population.

PRONIA managed up to 20 packages in both the Northern and Eastern regions, with eligible and assessed clients receiving allied health and other approved therapeutic services under the eight-week (56-day) STRC program.

PRONIA aligns with the core objectives of the STRC program, which focuses on early intervention aimed at reversing or slowing functional decline in older individuals. The program also seeks to improve the overall wellbeing of clients by addressing their medical, physical, social, and psychological needs.

We continue to emphasize the STRC program's goal of delaying the need for higher levels of care, such as residential aged care, and view it as a valuable supplement to the Commonwealth Home Support and Home Care Package Programs.

In total, PRONIA supported 76 STRC clients during the year, including 32 in the Northern Region (down 41.81% from 55 clients in

FY 22-23) and 44 in the Eastern Region (up 628.57% from 7 clients in FY 22-23). The significant increase in the Eastern Region is likely due to a higher number of Greek clients being assessed for restorative care, either as an alternative to other funded care options or while waiting for approval for a home care package.

PRONIA delivers Short-Term Restorative Care (STRC) services primarily in a home-based care setting. Some of the supports provided under the STRC program include:





- Physiotherapy
- Occupational Therapy
- Allied Health Services (e.g., speech therapy, podiatry, audiology, diversional therapy)
- Psychology and Counselling Support
- Nursing Services (e.g., medication management, continence care, wound care)
- Personal Care and Assistance
- Cleaning and Domestic Support
- Community Connection and Socialization
- Meal Preparation and Assistance, including nutritional advice (dietetics)

Aids and Equipment

- Walking frames
- Walking sticks
- Exercise equipment
- Wheelchairs
- Electric recliner chairs

Home Modifications

- Ramps for safe home access
- Handrails
- Minor bathroom modifications





Greek Cardiac Rehabilitation Program

Now in its 20th year, the Greek Cardiac Rehabilitation Program is delivered in partnership with the Royal Melbourne Hospital. We welcome participants who are committed to maintaining their physical and heart health. The program includes both a health education session and a light exercise session designed to support overall well-being.

Since the program's inception in September 2004, Ms. Kathryn Kelly, a Cardiac Rehab Clinical Nurse, has led the 50-minute educational session. This session covers a variety of topics related to cardiovascu-

lar health, post-operative care, exercise, medication management, healthy eating, and tips for living a longer, healthier life. Following the educational session, participants take part in a 50-minute exercise routine, led by physiotherapists, who guide them through low-impact exercises tailored to individual health plans and medical recommendations.

In addition to the nurse and physiotherapists, PRONIA's team facilitate the group sessions. This year, we introduced new topics based on the needs of participants, such as the impact of mental health on overall well-being, stress management, and its effects on heart health. These dis-





cussions have been particularly valuable, offering participants a safe space to address mental health concerns for the first time.

On average, 22 participants attend each Thursday morning session, which runs from 10:00 AM to 12:00 PM. Each session begins with 50 minutes of exercise, followed by a 10-minute break, and concludes with an educational session led by the nurse, a guest speaker, or trained staff.

Educational Sessions and Program Overview

This year, the educational sessions in the Cardiac Rehabilitation Program covered a wide range of important topics, including:

- The importance of adhering to prescribed medication
- Managing cholesterol levels
- Health risks associated with prolonged sitting
- The benefits of regular physical activity
- The Mediterranean diet and its impact on longevity
- The effects of processed foods on health
- Recognizing and addressing pain with a specialist
- The relationship between stress, exercise, and overall health

- Understanding and managing anger
- Living an active, healthy lifestyle

Participants in the Cardiac Rehabilitation Program are not only committed to improving their heart health but are also active members of the community.

Many are involved in projects and collaborations with healthcare professionals, universities, and research initiatives. This engagement supports their mental and physical well-being beyond the program and helps build lasting social connections. The program offers valuable insights into managing health, preventing disease, and accessing important community resources.

The program runs year-round, with a short break over the Christmas/Summer holidays. Due to recent renovations, the program has temporarily relocated to Brunswick Baths. PRONIA remains committed to providing educational opportunities and collaborating with medical professionals to deliver informative and impactful sessions.

We would like to express our sincere gratitude to our physiotherapists and to Kathryn Kelly for their unwavering dedication and commitment, which are vital to the success of this high-quality program.







«Το Ελληνικό
Πρόγραμμα
Καρδιακής
Αποκατάστασης με
βοήθησε να ξεπεράσω
την κατάθλιψη μετά
από το έμφραγμα
μου.»

«Χάρη στο Ελληνικό
Πρόγραμμα
Καρδιακής
Αποκατάστασης,
είμαι πολύ πιο υγιής
και απολαμβάνω τη
ζωή περισσότερο από
ό,τι όταν ήμουν 40
ετών.»

• «Το Ελληνικό
Πρόγραμμα
Καρδιακής
Αποκατάστασης
μεταμόρφωσε
τη ζωή μου.
• Παλαιότερα,
• ήμουν ερημίτης
και ζούσα
• ανθύγιεινή
ζωή.»

«Πάντα λέω
στους άλλους
για τη θετική
επίδραση που
είχε το Ελληνικό
Πρόγραμμα
Καρδιακής
Αποκατάστασης
στη ζωή μου.»





STRONGER TOGETHER - Dementia Support Service Program

In July 2023, PRONIA launched “Stronger Together”, a new Dementia Support Services Program designed to assist people living at home with early stages of dementia and their carers. This initiative was made possible through a four-year grant from the Australian Government. For the first time, the program has been extended to Tasmania, in collaboration with the Greek Community of Tasmania. PRONIA is the only organisation funded to deliver this service in Tasmania, and we have been deeply encouraged by the warm welcome and enthusiastic participation from the Greek community in Hobart.

A Culturally Responsive Program

“Stronger Together” is a unique program tailored to the needs of Greek-speaking Victorians and Tasmanians living independently with early-stage dementia, along with their carers. The program aims to:

- Enhance participants' confidence
- Improve engagement with relevant services

- Increase access to knowledge, skills, and resources
- Promote physical and psychological wellbeing

At its core, the program provides culturally and linguistically appropriate services that affirm participants' identities, foster a sense of belonging, and ensure cultural connectedness through language, cultural practices, and psychosocial support.

Services Offered

“Stronger Together” provides a comprehensive range of services to support both individuals with dementia and their carers:

- Centre-based respite: Weekly groups for those in the early stages of dementia, offered at four locations in Melbourne, as well as a monthly session in Hobart.
- Monthly in-person carer support groups: These groups offer peer connection, support, information, and education, with two groups in Melbourne and one in Tasmania.
- Weekly telephone support groups: For carers unable to attend in-person



sessions.

- Case support services: Assistance for people with dementia and their families in navigating services, planning for the future, and exploring care options.
- After-hours telephone support: Available to program participants until 9 pm daily.
- All services are delivered by bilingual staff, ensuring cultural sensitivity and a person-centred approach.

Program Evaluation

The National Ageing Research Institute (NARI) is evaluating the "Stronger Together" program to assess its effectiveness in improving the lives of people with dementia and their carers. The evaluation aims to identify best practices and processes that can inform service provision for other culturally and linguistically diverse (CALD) communities.

Program Impact

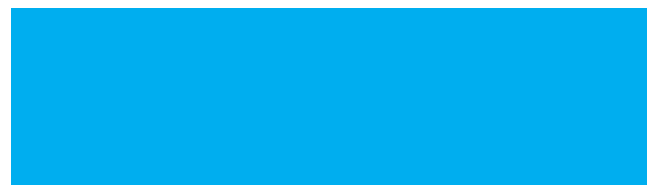
As we near the one-year mark of "Stronger Together", the program has already made a significant impact. During this financial year, 117 people with dementia and 144 carers accessed at least one service as

part of the program.

We continue to engage with communities in both Victoria and Tasmania to expand the program, raise awareness about dementia-related issues, and provide much-needed support. We are also collaborating with key organisations such as Dementia Australia, Dementia Support Australia, and Carers Gateway to enhance the services we offer.

Acknowledgements and Future Collaboration

We are deeply grateful for the support of our communities, especially the Greek Community of Tasmania, who have welcomed PRONIA with open arms and embraced all that we offer. We look forward to strengthening our collaboration and continuing to support individuals living with dementia and their carers for many years to come.





Family Violence and Elder Abuse Prevention

Over the past year, PRONIA has made significant strides in advancing our goals of primary prevention, education, and awareness-building within both our organization and the broader community. For over four decades, PRONIA has been a steadfast advocate for the Greek and wider communities, addressing critical issues such as family violence, elder abuse, and gender-based violence.

With the support of extended funding, we have continued to prioritize primary prevention and early intervention, with a particular focus on raising awareness about the various forms of family violence, elder abuse, and gender-based violence.

Our efforts have centered on identifying the root causes of these issues, increasing understanding of their many forms, and empowering individuals to make informed choices—whether that be seeking help or understanding referral pathways to support services.

Community Engagement and Understanding Needs

Our primary objective has been twofold:

1. to enhance the community's understanding of these critical issues and
2. to gain a deeper insight into the community's needs.

Through targeted outreach, we have successfully engaged with diverse community members, particularly those impacted by family violence and elder abuse.

A key aspect of our work has been supporting sensitive conversations around these issues, with particular attention to cultural nuances. We recognize the importance of culturally appropriate approaches, especially when addressing complex topics like family violence and elder abuse.

Through these efforts, we have been able to foster an environment where open discussions can take place, free from stigma, and where individuals feel supported in seeking help. Our work continues to demonstrate the clear need for services in these vital areas, reinforcing the importance of ongoing education and awareness-building within the community.

Culturally Sensitive Approach

A cornerstone of our approach has been ensuring that all community engagement activities are culturally sensitive and appropriate. Navigating these challenging topics with care and respect has been essential in fostering trust and creating an atmosphere where people feel comfortable engaging in conversations about difficult issues without fear of judgment.

Key Activities of Our Project Include:

- Community Engagement and Education
- Bilingual Community Education
- Greek Elder Abuse Prevention Sessions delivered to Greek Senior Citizens Clubs
- World Elder Abuse Awareness Day Activities: Plan for the Future – including Lawyer, Wills, and Power of Attorney sessions titled Your Life, Your Choice
- Financial Literacy: Let's Talk Money workshop in collaboration with Women's Health in the North and Services Australia
- Radio Presentations
- PRONIA Staff Training on Family Violence, including MARAM and Elder Abuse. A total of 10 training sessions were delivered to approximately 140 staff members, including Community Care Workers, Planned Activity Groups, and Operations Teams.
- Elder Abuse Online Training:
- Prevention of Elder Abuse Training delivered to the community in collaboration with the ECCV
- 16 Days of Activism: Participated in a social media campaign and community events for prevention and awareness,

including: Joining 5,000 Victorians in the Walk Against Family Violence and 120 Planned Activity Group (PAG) participants created orange hearts and hands to explore the meaning of respectful relationships

Key Learnings from our work in Family Violence

Our activities have highlighted the complexity of addressing family violence in a culturally specific context, particularly among older generations. Ongoing interactions with the community continue to emphasize the need for culturally sensitive engagement that respects participants' lived experiences while gently challenging harmful norms.

The mixed responses we've received reinforce the importance of framing discussions in a way that aligns with the values of our community and its demographic.

Moving forward, our projects and initiatives will build on these insights by prioritizing cultural sensitivity and adaptability in program design. There is a confirmed need to develop more targeted resources that address the intersection of cultural identity and family violence, and we recognize that early training for facilitators on cultural competence is crucial to delivering future activities effectively.

Through these efforts, we have strengthened key relationships within the community to raise awareness and are actively participating in Communities of Practice across our region to continuously inform and improve our approach.

PRONIA Case Work Service support for People impacted by Family Violence 2023- 2024:

- 65 people assisted who reported Family Violence
- 34 people aged under 65 years and 31 people aged over 65 years.
- Victim survivors are Primarily women
- Supported over a period of time, generally months,
- Referrals come from Family Violence specialists services, Self-referrals or may be existing clients



Coordinated Care

Home Care Packages Program

The Home Care Packages (HCP) program offered by the Australian Government to support people to remain living at home as they age. The HCP program is available to eligible people over the age of 65 years who are assessed as needing services due to ageing related health needs. The program aims to assist people to continue living safely and independently in their own home.

In the 2023-24 financial year, the Home Care Package (HCP) Program saw marginal growth, with 95 new packages compared to 179 the previous year, reflecting a 46.93% decrease in growth. This reduction was largely due to a decision by the organisation to ensure the sustainability of the program and the continual delivery of high quality services given the shortage of the aged care workforce across the sector.

Overall, 690 recipients were supported through the HCP Program during the last financial year. Managed growth focused on addressing the increased demand for care services from current clients, driven by requests for home care package

reviews and reassessments. This surge in service requests impacted both internal service delivery (including in-home respite, escorted shopping, and domestic care) and external services, with a larger focus on personal care, allied health, and spring cleaning.

HCP Case Managers continued to provide dedicated support to HCP recipients and their carers during this period of high demand in aged care, working with a diverse range of clients and carers competing for limited resources and services.

Support for New Clients

New HCP clients, awaiting their daily subsidy allocation to accumulate (funding), were supported by our Concierge Interim Case Managers. The team worked with clients to make the most of their limited budgets, providing interim services.

Challenges and Community Expectations

PRONIA continues to face the challenge of meeting high expectations from the Greek Community for access to Greek-speaking care workers across all service types. Additionally, there has been an increased

demand for both in-home and external community care as carers return to work in office settings following the COVID-19 pandemic.

The HCP Team has worked closely with both clients and carers to manage transitions to new or additional support workers in the home, as well as to provide contingency support when regular care workers are unavailable due to mandatory training or personal leave.

Increase in Expenses

HCP-related expenses grew significantly during the year, as clients increasingly utilized their funding for home care services to promote their independence. Expenses primarily increased in clinical and safety-related areas, including:

- Continence products
- Nutritional drinks
- Wound care supplies
- Falls and safety alarms
- Mobility aids
- Minor home modifications

The Australian government has clear rules on approved expenditure items under the HCP program. PRONIA continues to educate clients on approved vs. non-eligible purchases under the HCP program, particularly with regard to major home modifications. There has been a strong focus on wellbeing and re-enablement services, including allied health, as opposed to domestic care or home maintenance. Our team is dedicated to assisting HCP recipient to use allocated funds aligned with the support goals identified in their ACAS assessment.

Dementia Support under Home Care Packages

Dementia support has been a key area of focus, with Case Managers providing additional support to clients with dementia through the Dementia and Cognition Supplement. This supplement helps with the costs of caring for individuals with moderate to severe cognitive impairment due to dementia or other conditions.

Case managers supported carers in recognizing early signs of dementia and facilitating professional assessments

through GPs, geriatricians, and registered nurses. Where appropriate, the Dementia and Cognition Supplement has been used to provide equipment and support to promote safety for HCP recipients diagnosed with dementia.

Carer Support and Respite

In 2023-24, we saw an increase in carers utilizing residential respite services, with many carers taking advantage of up to two weeks or a month per year, in line with the 63-day annual entitlement under the HCP program. The increasing demand for care to remain at home has placed significant stress on carers, and the rising costs of permanent aged care have acted as a disincentive for many families to consider this option.

Residential respite, once seldom considered, is now in higher demand. PRONIA case managers have been assisting families in selecting culturally sensitive respite facilities that meet their needs. In addition, carers have increasingly sought in-home respite on evenings and weekends, sometimes exhausting their funding to request a review of their care package through the Aged Care Assessment Service (ACAS).

ACAS teams have been responsive to carer stress and requests for respite, often accepting these as valid reasons for HCP package reviews and reassessments.

Support at Home Program – Preparing for Change

Preparation is well underway for the new 'Support at Home' (SaH) Program, which is set to commence on 1 July 2025. The program is part of broader reforms under the new Aged Care Act and the revised Aged Care Quality and Safety Standards. The reforms will result in the abolishment of package management and the reduction in care management.

PRONIA's HCP Leadership and Management Team is engaged in extensive internal consultation and planning, to ensure all internal and external are prepared for these once-in-a-generation changes. Our goal is to maintain the sustainability and viability of our community care services while continuing to provide the highest quality care to our valued client





National Disability Insurance Scheme (NDIS)

In the 2023-24 financial year, PRONIA continued to provide vital support to its NDIS clients across all regions of Victoria in the under-65 age category. The Support Coordination program saw a modest increase in demand, supporting over 23 participants, marking a 21.05% increase compared to the previous year. The program is anticipated to grow over the next financial year with the allocation of additional staffing resources.

Key Focus Areas: Support and Advocacy

Support and advocacy remained the cornerstone of PRONIA's NDIS program this year. Support Coordinators dedicated significant time to helping participants navigate the often-complex disability services sector, ensuring they accessed services, assessments, and supports in a timely manner.

Despite these efforts, participants continued to face challenges, particularly with long waitlists for essential practitioners, such as psychologists, psychiatrists, and behavioural support specialists. These critical services remain in high demand and are often constrained by underfunded programs.

Self-Hire and Provider Engagement

To address these barriers, PRONIA's Support Coordinators provided participants with information, supplier lists, and checklists to facilitate the self-hiring of appropriately qualified staff

through platforms and contractors in the home care environment. Considerable time was spent helping clients understand their support plans and how to effectively engage providers and services to meet their goal outcomes.

Housing and Mental Health Support

A significant issue faced by NDIS participants this year was the shortage of secure housing. This challenge was particularly pronounced for participants with mental health issues, who are often at a higher risk of homelessness due to the complexities of their health conditions. Finding safe and secure accommodation for these participants remains an ongoing struggle.

Supporting CALD Carers

The program also prioritized support for ageing Culturally and Linguistically Diverse (CALD) carers of NDIS participants. Many of these carers face additional challenges, including language barriers and difficulties in understanding the NDIS system. To assist these carers, PRONIA's skilled Support Coordinators provided expert guidance, especially during Support Plan Reviews, to ensure both the client's and carer's needs were adequately represented.

Our Support Coordinators worked closely with CALD carers to ensure that their loved ones' NDIS plans were person-centred, aligned with their care needs, and positioned to maximize the support and services they received.



Brokered Services Program: Supporting Quality Care in the Home and Community

The Brokered Services Program is one of the largest and most vital initiatives within our Aged & Coordinated Care Unit. With a dedicated team of over 80 community care workers and skilled head office staff—including a strong leadership team and an exceptional rostering team—this program successfully manages a complex daily logistical challenge, ensuring care workers are on the road 364 days a year.

Despite the growing demand for high-quality care services, workforce shortages remain one of the biggest challenges facing the aged care sector.

At PRONIA, we are committed to addressing this challenge by prioritizing the recruitment of Greek-speaking Community Care Workers. Clients and carers consistently express a preference for receiving care in their language of choice, and while we continue to recruit Greek-speaking staff, we are also expanding our team to include bilingual workers who speak a variety of languages, ensuring we can better serve the diverse needs of our

community.

In the past year, PRONIA's community care workforce delivered over 85,000 hours of brokered services, including home care, personal care, medical escorts, meal preparation (specializing in Greek cuisine), companionship, socialization, and emergency respite care. This extensive service delivery reflects our ongoing commitment to ensuring that our workforce is equipped to meet the evolving needs of our ageing population.

Our community care workers are highly trained to provide both general and specialist care, ranging from low-level assistance to high-care support. Additional training is provided to address specific client needs, such as dementia, mental illness, and other disabilities. This ensures that we can provide a holistic, tailored approach to each individual's care.

Community care workers are often the unsung heroes of the healthcare system. They support clients with complex care needs, chronic illness, and mobility challenges, while also offering essential emotional support, companionship,



and empathy. By fostering a nurturing environment, our workers help elderly individuals maintain their dignity, independence, and quality of life in the comfort of their own homes.

The success of the Brokered Services Program is built upon the dedication and professionalism of our workforce. Their compassion and skill ensure that elderly clients receive the highest standard of care. Recognizing and supporting the vital role of our care workers is essential to delivering the best possible outcomes for our clients and maintaining the quality of care they deserve.

At PRONIA, we remain committed to investing in the continued training, support, and well-being of our community care workers, ensuring that we can continue to provide the highest level of care and improve the lives of elderly individuals in our community

Planned Activity Groups (PAGs)

PRONIA operates the PAGs throughout the week covering most of Melbourne. Our centres are based in the North (Brunswick), West (Sunshine), East (North Balwyn) and South (Clarinda). The groups provide socialisation to participants of Greek background aged over 65 years old.

The PAGs are run by experienced and qualified bilingual staff who provide a high quality and culturally sensitive

service within a Greek-specific context. The groups provide opportunities for participants who feel isolated to engage in activities that cater to both the group and individual interests and needs. The service aims to support the participants to maintain their independence and connection with the community.

The PRONIA PAGs catered for 417 individuals and achieved 98.32% utilisation.

The PAGs celebrated both Australian and Greek festivities such as Australia Day, Valentine's Day, Apokries Greek Carnival, Greek Independence, Easter, May Day, Mother's Day, Kings Birthday, 15 August, Father's Day, OHI Day, Melbourne Cup and Christmas. They also went to restaurants for luncheons and excursions to Mornington, Mt Dandenong and Geelong.

They undertook a variety of activities such as Mind games which included Bingo, Greek Quiz and cross words, stacking blocks, dominos and playing cards. Group activities like movies, discussion on recipes, jokes, news and world events, guest speakers, health literacy presentations and name day and birthday celebrations. Individual activities like reading books and the Greek paper, art and craft, knitting, painting, drawing, As well as physical activities such as light exercise, walking, indoor bowling, cooking, gardening, music



& dancing and outings.

A highlight was Alpha Early Learning Centre's Children's Concert where the 4 year old children performed Greek songs and dances and where the children prepared and gave a personalised card with poems for each client.

We also undertook a music melodies program with live performance with musician where the clients clapped and sang along to classic Greek songs and in some cases danced and played along with tambourines and other musical instruments.

Respite Volunteer Services

PRONIA offers various types of respite services funded by the Commonwealth Government allowing carers to take much needed breaks to tend to their own needs. It helps to prevent carer burnout and enhance the quality of life of clients and to access care with the support of a trained support workers.

Our Flexible Respite service provided

both regular, ad hoc and emergency support and achieved 100% utilisation, catering to 104 clients at any time throughout the year. Whilst our Social Support Individual program achieved 107% utilisation, providing support to 61 clients

Our Community Carer Workers (CCWs) provided both in home respite and recreational respite for the client that significantly contributed to our clients' physical and mental wellbeing. CCWs provided companionship, engaged in conversations, provided shopping assistance and transportation to appointments. They also assisted clients to increase their mobility by going for small walks as well as their dexterity by undertaking gardening activities together. Additionally they prepared light meals for the client.

Our team members include trained volunteers as well as staff. Our Volunteers participated in meaningful conversations with the clients where they shared their cultural traditions and reflected about various regions



of their homeland and celebrations such as Christmas and Easter. They accompanied clients during short walks, read newspapers, books and magazines. Listened to news on TV/ Radio broadcast. Attended to church. Prepared coffee/tea.

Flexible Respite Program

The Flexible Respite Program, funded under the Commonwealth Home Support Program (CHSP), is designed to support the essential caregiving relationships between carers and care recipients. The program offers planned respite to provide carers with a much-needed break from their caregiving responsibilities, allowing them to rest, recharge, and focus on their own wellbeing.

The program targets older individuals with care needs who live independently at home. By offering tailored support, the program helps these individuals maintain their independence and continue living in their homes and communities for as long as possible, while ensuring they receive the care they require.

Respite services can include a range of at-home support activities, such as:

- Assistance with shopping and errands

- Transport to appointments
- Light physical activities, such as walking or gardening

In the past year, the program provided assistance to 104 participants, totaling 15,854 hours of service. This support not only helps carers manage their responsibilities, but also enables care recipients to maintain their independence and quality of life.

Additional Respite for Carers Program

The Additional Respite for Carers Program, funded for two years by the Victorian Government, offers unpaid carers a much-needed opportunity to take a well-earned break and enjoy some time to relax. The program aims to reduce the burden on carers by providing them with respite while ensuring they have the chance to unwind and rejuvenate.

To maximize participation across Melbourne, buses depart from various locations around the city, accommodating up to 35 carers per trip. During the 2023-24 financial year, 84 carers participated in three day trips. An additional three trips are planned for the next financial year.

Day trips to the Dandenong Ranges provide carers with a chance to enjoy a free, relaxing day out, complete with



opportunities to laugh, connect, and recharge. Each trip includes bus travel, a delicious lunch at a fine restaurant, and visits to key locations in the Dandenong Ranges. The program has successfully facilitated three trips this year, and three more are scheduled for the upcoming year.

Carers' Feedback on the Day at the Dandenong Ranges:

- "It was a wonderful day—enjoying lunch at a beautiful restaurant and meeting new people."
- "I really hope we get this opportunity again."
- "I really needed this—a day away from my loved ones, where all I had to do was focus on myself."
- "I loved spending time with the Greek community. Everyone was so welcoming, entertaining, and friendly, despite the language barrier."

PRONIA is proud to support carers in maintaining their health, wellbeing, and quality of life through meaningful activities and events like these.

Australian Aged Care Volunteer Visitors Scheme (AACVS)

Under PRONIA's Aged Care Volunteer Visitors Scheme (ACVVS) we recruited, matched and coordinated PRONIA trained volunteers who provided friendship and companionship to socially isolate older people and to develop social connections. This was done through one on one visits to both Home Care Package (HCP) clients and residents in Aged Care Facilities (ACF).

PRONIA delivered a culturally & linguistically focused service which provided quality socialisation to isolated Greek elderly across Melbourne. This restored their emotional, spiritual & physical wellbeing and improved their quality of life.

Our trained bilingual volunteers dedicated 1625 visits to ACF residents and 360 visits to HCP clients. Despite the stringent entrance requirements and intermittent lockdowns in Aged Care Facilities, we had a steady growth in our utilisation throughout the year.

Ongoing monitoring & feedback from clients showed the quality & level of service provided by PRONIA. Clients & family members felt safe & happy knowing that they had a volunteer from their CALD



background. They often indicated that it was the highlight of their week to speak to a volunteer in the same language.

The PRONIA ACVVS program provided services to both Home Care Package (HCP) clients and Aged Care Facilities (ACF). We provided services for 18 HCP clients and achieved 90% utilisation and 113 ACF residents and achieved 94.04% utilisation.

Recruitment and retention of volunteers continues to be impacted with the effects of COVID. But we actively recruiting new volunteers and ensuring that they are adequately trained and acknowledged for the valuable support and positive impact they are providing to our socially isolated elders.

Social Support Individual Program

The Social Support Individual Program, funded under the Commonwealth Home Support Program (CHSP), is designed to help older individuals with care needs (aged 65 and over) maintain their independence and stay connected to their communities. The program offers personalized support through volunteers who assist with activities like companionship, shopping, and engaging in group activities.

Our volunteers provide meaningful companionship by engaging participants in conversations, sharing memories, discussing life journeys, cultural traditions, and celebrations. They also accompany participants on short walks, read newspapers, books, and magazines together, analyze local and international news, attend church services, and share meals and coffee. These interactions enrich participants' lives and help them maintain social connections.

Social Support Individual Service:

- Assisted 48 participants
- Delivered a total of 6,537 hours of service
- Planned Activity Group Service:
- Assisted 417 participants
- Delivered a total of 79,143 hours of service





Community Engagement

Case-Work Service

PRONIA's Casework Service continues to be a vital first point of contact for community members seeking support. Our services are designed to provide culturally responsive information, intervention, and advocacy, delivering holistic care that is tailored to each individual's needs. We offer assistance through various channels, including phone consultations, conferences, home visits, and face-to-face appointments, ensuring flexible and effective delivery.

Our casework services are grounded in a person-centred, trauma-informed approach, focusing on assessing and addressing the needs of individuals and families. We work to coordinate, monitor, and evaluate services that are aligned with the specific and often complex needs of our clients, advocating on their behalf to ensure they receive the support they require.

Our goal is to enhance well-being and meet basic human needs, with a particular focus on empowering individuals who are vulnerable, marginalized, or facing challenging circumstances. We aim to help people regain control over their lives and live with dignity and purpose.

These services are funded by both State and Commonwealth government sources. Our comprehensive casework support includes:

- Advocacy
- Information, support, and referrals
- Crisis intervention and outreach
- Financial assistance
- Access to essential services and housing
- Legal and migration information and referral support
- Mental health support
- Family violence and elder abuse assistance

The breadth of support we offer reflects the complex, multifaceted challenges our clients face, and underscores the commitment of our Casework Service to achieving positive outcomes for individuals in need.

Key issues requiring support include:

- Housing insecurity
- Financial relief
- Migration support



- My Aged Care referrals
- Family violence and Elder abuse
- Mental Health Crisis
- Assistance to understand correspondence

Individuals under 65 years often sought support related to accessing carer services, housing insecurity, unemployment, and financial assistance.

For those over 65, the primary needs were related to accessing aged care support and referrals to My Aged Care. However, there has been a notable increase in concerns about housing instability among this group. Additionally, crisis intervention for family violence and elder abuse remains in high demand, with many referrals coming from specialist family violence agencies seeking culturally responsive advocacy.

PRONIA's Casework Services will remain a critical source of support and intervention for the most vulnerable and disadvantaged members of the Australian-Greek community.

We will continue to work closely with both internal and external agencies, specialist services, and government bodies to address clients' needs and help them reach their full potential.

Carer Support Service

PRONIA recognizes and values the essential contributions made by

family members and friends who provide care for those in need.

According to Carers Australia, a carer is someone who provides "unpaid care and support to family members or friends" who are living with a disability, physical frailty, mental health challenges, or are impacted by substance use.

Key Facts about Carers:

- There are over 3 million carers across Australia
- 7 out of 10 primary carers are women
- More than half of primary carers provide care for at least 20 hours per week
- The average age of a primary carer is 54
- One-third of primary carers provide 40 hours or more of unpaid care each week
- 43.8% of primary carers report having a disability themselves

(Source: carersaustralia.com.au)

PRONIA supports carers through a range of programs funded by both the Commonwealth and Victorian Government

Support for Carers Program

The Support for Carers Program is funded by the Victorian Government to provide a range of services



designed to assist and support unpaid carers. These services include:

- Information and advice
- One-on-one support
- Group support
- Counselling
- Emergency funding
- Day activities

PRONIA has been committed to supporting carers through our Casework Service, helping them access the resources and assistance they need. In the past financial year, we supported over 40 carers, delivering 800 hours of service to ensure they received the necessary support.

Digital Literacy Program for Carers:

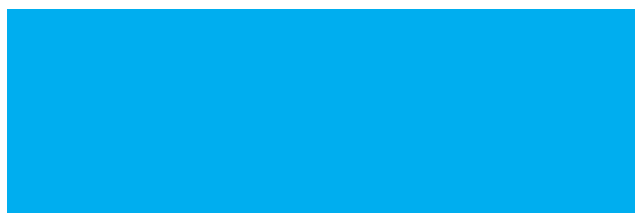
As part of our Carer Support Program, PRONIA also runs a Digital Literacy Program, which is offered three times a week at the Brunswick and Reservoir Libraries. This program provides carers with the opportunity to learn how to use

their digital devices in a safe, comfortable environment. It also allows carers to take some time out, socialise, and acquire new skills to enhance their everyday lives.

Over the past year, the Digital Literacy Program delivered:

- 132 classes across three locations
- 21 carers attended the classes
- 4,158 hours of service

These sessions empower carers with the skills needed to communicate through digital channels such as email, social media, and video calls. This enables them to stay connected with family, friends, and communities, access online services, schedule appointments, and find helpful information, all while staying safe online.





Legal Information & Migration Service

For over 20 years, PRONIA has been committed to providing free legal and migration services in collaboration with bilingual legal professionals who generously volunteer their time and expertise. Our mission is to empower the local community by ensuring access to essential information, expert advice, and guidance on securing additional legal support when needed.

We are deeply grateful to our dedicated team of Legal and Migration Advisors for their tireless commitment and selfless contributions to the community. Special thanks to our Legal Advisors: Helen Dellidis, Kalliroi Katsigiannis, Katerina Patras, and Georgia Barbayannis, and our Migration Advisors: Penny Dimopoulos, Zefy Souvlakis, and Joseph Michael Zaia. Your ongoing dedication makes this invaluable service possible.

Service Usage

During the 2023-2024 financial year, 95 clients accessed PRONIA's Legal Information and Migration Referral services. Of these, 88 clients received Legal Services, and 7 utilized Migration Services. Services were tailored to meet the needs of each client, with many choosing in-person consultations and others opting for phone-based support. Given the diverse backgrounds and needs of our clients, we aim to offer the most accessible format for each individual.

This year, demand for Legal Services significantly outpaced Migration Services,

leading to many clients scheduling appointments months in advance, and some requiring consultations outside of normal operating hours.

Areas of Legal Assistance Provided

PRONIA offers a broad range of legal support, with the highest demand in the following areas:

- Wills and Estate Law (20%)
- Power of Attorney (10%)
- Family Violence (10%)
- Housing and Tenancy Issues (10%)
- Aged Pension Matters (10%)
- Other areas of legal assistance include:
- Neighbourhood Disputes (5%)
- Family Law (3%)
- Property Law (10%)
- Migration Issues (5%)
- Road Accident Injuries (1%)
- Taxation Matters (5%)
- Commercial Law (1%)
- Victims of Scams (5%)
- Legal Document Assistance (5%)

In the coming financial year, we aim to expand our volunteer-driven Legal Services by increasing service hours and appointment availability. The rising demand for free or low-cost legal assistance is reflected in both the growing number of service hours provided and the wide range of legal areas clients seek help with. We are currently exploring various service delivery models to determine the most effective approach to meet community needs while aligning with PRONIA's structure and resources.



City of Monash

"Stin Grami" Go Online Don't Wait in Line!

In the 2023/2024 financial year, PRONIA successfully completed the first year of a three-year project funded by the Monash Community Development Grants. This project is designed to strengthen and enhance the local community by delivering services and activities aimed at benefiting residents, particularly Greek-speaking seniors. The funding for this initiative has been secured until June 2026, enabling PRONIA to deliver services one day per week in the City of Monash.

The project consists of three core activities:

- 1. Community Information and Awareness:** This component provides important information to Greek seniors through outreach efforts. Monthly sessions are held at senior clubs, and key information is also disseminated via Greek media. Topics covered include health, aged care services, dementia, carer support, gambling, and general physical and psychosocial well-being.
- 2. Service Linkages and Assistance:** This activity connects participants with internal and external services and programs, offering culturally and

linguistically appropriate support. It includes networking, participation in local government forums, and other events where skills training and community access are facilitated.

- 3. Digital Literacy Classes:** These classes aim to improve digital literacy for people aged 65 and over. During the school term, participants learn to navigate online services, enhancing their ability to access essential resources and services.

The project has fostered collaborations with several community organizations, including Monash Library Services, the Clayton Community Centre, and Services Australia.

These partnerships have facilitated the delivery of digital literacy sessions at Oakleigh Library and monthly events at Clayton. Engaging community leaders has also been a vital part of the project, helping to increase seniors' civic participation and empowering local clubs to become more involved.

Project Reach:

- 150 people aged 65 and over attended monthly health literacy sessions at the Clayton Community Centre.
- Over 300 hours of direct delivery were



provided, including digital literacy classes and community information sessions.

- PRONIA engaged with 9 Greek Senior Citizens Clubs, reaching over 670 participants.
- The project was promoted through 24 radio programs and 16 media releases, reaching over 5,000 Greek radio listeners and newspaper readers.
- 879 participants benefited from outreach activities and community education sessions.
- Over 100 local Monash professionals were engaged through collaborations with the Positive Ageing Lifestyle (PALS) program, Victoria Police, Hearing Services, Carers Victoria, Services Australia, and others.

• **Significance of the Activities:**

1. Enhanced Digital Literacy and Safety Awareness:

The growing reliance on digital technology has underscored the need for increased digital safety awareness. Through partnerships with Services Australia, joint sessions were held on topics such as online safety, fraud prevention, cybersecurity, and using online government services like MyGov. The Be Connected website

was central to teaching seniors how to safely navigate the digital world.

2. Community Engagement and Outreach:

Continued outreach to Greek senior citizen clubs and collaboration with local organizations has ensured PRONIA remains embedded in the community. This outreach helps us connect with those who are most in need of services, fostering an inclusive and accessible environment.

3. Collaborative Partnerships:

The success of the project has been bolstered by sustained partnerships with Monash Libraries, the Clayton Community Centre, and other organizations such as Carers Victoria and Services Australia. These partnerships provide essential resources, including iPads, laptops, and other electronic equipment, to deliver the program in a culturally appropriate and impactful way.

4. Innovative Program Development:

The project continually explores new avenues for growth and development. By integrating new technologies and responding to feedback from participants, PRONIA is able to adapt the program to meet evolving community needs. This proactive approach ensures that our activities and events.



Collaborations and Partnerships

This year, PRONIA's Counselling team was honoured to be accepted to deliver a presentation at the Family and Relationships Services Australia (FRSA) National Conference, held in May 2024. The presentation, titled "#Loneliness," addressed the pressing social issue of loneliness, which is affecting many individuals in our community. The session was well-attended and has continued to generate interest. Over 600 delegates from across Australia participated in this year's conference in Melbourne, providing a valuable platform for ongoing dialogue and awareness.

In addition to our conference participation, we remain actively involved in the FRSA Community of Practice project, representing PRONIA in this national peer network of organisations. This engagement allows us to share knowledge, exchange best practices, and strengthen our role in supporting the community.

Our ongoing advocacy efforts are also supported by our active involvement in various projects, collaborations, and research initiatives. This engagement ensures that PRONIA stays at the forefront of evolving community needs, enabling us to continuously adapt our services and part-

nerships to meet the challenges faced by the communities we serve.

In all these efforts, PRONIA is committed to fostering a strong, supportive, and culturally sensitive environment for those who rely on our counselling services, as we work alongside other service providers to ensure that our clients receive the care they need.

Strong and Active – Merri-Bek City Council Partnership

PRONIA partnered with Merri-Bek City Council, Merri Health, and Sussex Neighbourhood House to deliver a six-month pilot program aimed at increasing opportunities for physical activity among older residents of Merri-Bek. The program connected participants to new physical activity classes while addressing barriers to engagement, encouraging greater participation in community-based activities.

A total of 27 Merri-Bek residents took part in the program, collectively attending 212 new classes that they had not participated in previously. Of these, 8 PRONIA participants attended an average of 7 classes each, maintaining a high attendance rate of 84% across the sessions.

Participants reported feeling more confident in their ability to exercise and noted improvements in their physical health, with many describing themselves as feeling stronger. Beyond the physical benefits, the program also provided valuable social connections, with participants highlighting the sense of community and camaraderie they experienced during the classes.

The success of this pilot program underscored the importance of offering coordinated and supported activities for older adults. It revealed that reducing barriers to participation and providing structured, accessible programs can significantly increase engagement and overall attendance, fostering both physical and social wellbeing in older community members.

Austin Health – CALD Definitions for Health Setting Users

In 2024, PRONIA was invited to collaborate on a project led by Austin Health and the Victorian Comprehensive Cancer Centre (VCCC) Alliance. The aim of this project is to improve how the healthcare system identifies and serves patients from CALD communities. The project seeks to help healthcare providers better understand the unique needs of CALD populations, leading to more targeted resource allocation and improved healthcare delivery.

One of the main challenges in addressing the healthcare needs of CALD communities is the inconsistency of current data collection methods. These methods often fail to consistently identify CALD patients, making it difficult to report on health outcomes for these groups. To address this, four focus groups were conducted in Mandarin, Greek, Arabic, and Italian, with interpreters, to gather valuable community insights on the relevance and effectiveness of existing CALD definitions, data fields, and data collection processes.

PRONIA contributed 10 participants to the focus group discussions. The participants were eager and enthusiastic to share their experiences, knowing that their input would help shape the future of how medical and health settings engage with CALD communities.

During the sessions, participants identified key areas where they face challenges in communicating their healthcare needs to professionals and highlighted aspects of the healthcare system they believe need improvement. Despite these challenges, the overall sentiment from the group was positive, with participants expressing satisfaction with the Australian medical system. Many noted that the system provides comprehensive support throughout different stages of life.

This project is a crucial step towards creating a more inclusive and responsive healthcare environment for CALD communities, ensuring that their voices are heard and their needs are better understood and met.

iSupport – A Culturally Tailored Support Model for Carers of People with Dementia

Flinders University (South Australia) is leading a ground-breaking project in collaboration with seven ethno-specific aged care organisations to design and evaluate a culturally tailored version of the iSupport model. This initiative aims to enhance support for carers, enabling them to care for family members living with dementia in their homes.

The iSupport for Dementia program, originally developed by the World Health Organisation (WHO), is a skilled training program for informal carers. The model is being adapted to include culturally relevant information, ensuring that it meets the needs of diverse communities. Greek-speaking carers from PRONIA, along with other cultural groups, such as Bahasa, Cantonese, Italian, Mandarin, Spanish, and Vietnamese, are participating in this tailored version.

The project involves partnerships with the following organisations across Australia:

- Australian Nursing Home Foundation (NSW)
- Chinese Australian Services Society Ltd (NSW)
- Community Access and Services (CAaSSA) (SA)
- Multicultural Aged Care Incorporated (SA)



- Murray Valley Aged Care Group (SA)
- PRONIA (VIC)
- United-Spanish Latin American Welfare Centre (VIC).

This five-year research project is currently in its first year. At the heart of the initiative is a commitment to gathering continuous feedback from both carers and professionals to ensure the model remains relevant and effective in meeting the specific needs of carers from diverse cultural backgrounds.

This culturally adapted iSupport model promises to strengthen the capacity of carers, improving their ability to provide care while also offering a supportive network that recognises and respects their cultural values and needs.

Palliative Care Victoria Collaboration

PRONIA has a long-standing partnership with Palliative Care Victoria, collaborating on various projects designed to support individuals with palliative care needs and their carers. One of the recent initiatives is the Dignified and Respectful Decision

(DARD) project, which provides a set of resources for family members who are caring for a loved one who can no longer make decisions for themselves.

The DARD project aims to raise awareness of these valuable resources within the community, gather feedback from community members on the cultural relevance of the materials, and involve participants who may be interested in contributing to future culturally appropriate resources through photographs and other media.

The project focuses on engaging families in discussions around the difficult and sensitive topics of end-of-life care, highlighting the importance of having conversations about these issues as life circumstances change.

To date, 14 participants have provided feedback on the cultural relevance of the DARD resources, and have agreed to continue their involvement in the project. Their input is helping shape resources that are more aligned with the diverse cultural needs of the community, ensuring that families from all backgrounds are sup-

ported in making dignified and respectful decisions for their loved ones.

Greek Story Time @ Glenroy Library

PRONIA is proud to sponsor Greek Story Time at the Glenroy Library, which takes place every Friday morning during the school term. This initiative was made possible through a three-year funding application submitted in collaboration with Ms. Vasso Zangalis's Greek Story Time group, with the goal of offering Greek-language story sessions at local libraries.

Over time, attendance has steadily increased, with an average of 15 carers and 15 children participating each week. The sessions are filled with engaging activities and a storybook, all delivered in Greek by a qualified and experienced educator.

Greek Story Time not only provides children with the opportunity to connect with the Greek language and culture, but it also serves as an invaluable resource for parents and grandparents. By actively participating in these sessions, they help foster a deeper cultural connection, making it an enriching experience for the whole family.

Student Placements

In 2022, PRONIA successfully secured funding from the Victorian Government's Family Violence and Sexual Assault Trainee Program. This funding enabled PRONIA to recruit two new trainees and support the professional development of an existing staff member. The program aimed to:

- Assist organisations in establishing traineeships and other models to

increase the number of workers in the family violence and sexual assault sectors.

- Provide critical upskilling opportunities for current workers to address emerging challenges in the field.
- Strengthen organisations' capacity to deliver future capacity-building initiatives.

The program concluded in June 2024. By the end of the program, PRONIA had supported two trainees pursuing a Diploma of Community Services, giving them valuable experience in supporting individuals impacted by family violence, as well as engaging in prevention work within the community.

Key outcomes of this initiative included:

- Embedding family violence initial response and prevention into the organisation's core operations.
- Active involvement in the development of family violence assessment tools, policies, and research.
- Creation and facilitation of volunteer training in both Greek and English, aligned with the MARAM (Multi-Agency Risk Assessment and Management) Framework requirements.
- Over 30 staff members completed both online and in-person training on understanding and responding to family violence and elder abuse.

Through this program, PRONIA has made significant strides in strengthening its capacity to address family violence and support those impacted, while also contributing to the professional growth of its workforce.





Our People are Our Business

Workforce – Employees

As of June 2024, PRONIA's staff headcount totalled 188 employees. During this reporting period, the organisation experienced a 30% turnover rate, with 60 staff departures and 63 new hires joining the team.

The incoming staff have brought with them valuable skills, experience, and fresh perspectives, while the contributions of those who left have been sincerely acknowledged and appreciated.

Key Statistics:

- Total staff headcount (June 2024): 188
- New staff hired: 63
- Staff who left: 60
- Employee turnover rate: 30%

Workforce Planning and Recruitment Initiatives

Workforce planning has been a key strategic priority for PRONIA throughout the year, with a focus on ensuring that the right people are placed in the right roles to meet organisational needs. To address vacancies and strengthen the workforce, over 70 targeted recruitment campaigns were launched. These campaigns successfully

attracted a diverse pool of highly skilled and talented candidates, enhancing the overall capacity of the organisation and aligning with our long-term strategic goals.

While the 30% turnover rate reflects the dynamic nature of staffing, the successful recruitment of 63 new employees highlights PRONIA's ongoing commitment to attracting top talent. Workforce planning remains a critical focus to ensure we maintain a highly capable and engaged team, driving the continued growth and success of the organisation.

Employee Engagement Survey Insights

At PRONIA, we recognise that listening to and understanding our staff is fundamental to strengthening our organisational culture, upholding our values, and maintaining our reputation as an employer of choice. As part of our ongoing commitment to fostering a positive work environment, we recently conducted our annual Employee Engagement Survey. I am pleased to share the following key insights:

- Survey sent to: 195 staff
- Survey responses received: 132
- Response rate: 67.7%

The survey results revealed several key highlights, demonstrating the commitment and dedication of our staff to PRONIA. The highest-scoring responses, reflecting strong staff engagement, were as follows:

1. It is personally important to me that I do my job to the best of my ability – 4.5/5
2. I am committed to the success of PRONIA – 4.3/5
3. I am proud to work for PRONIA – 4.2/5
4. My direct manager is available to me when I have questions or need help – 4.2/5
5. I like the people I work with – 4.2/5

Additionally, employees expressed strong confidence in their future with the organisation, with a score of 4.1/5 in response to the statement, "I expect that I will still be with PRONIA in 12 months' time."

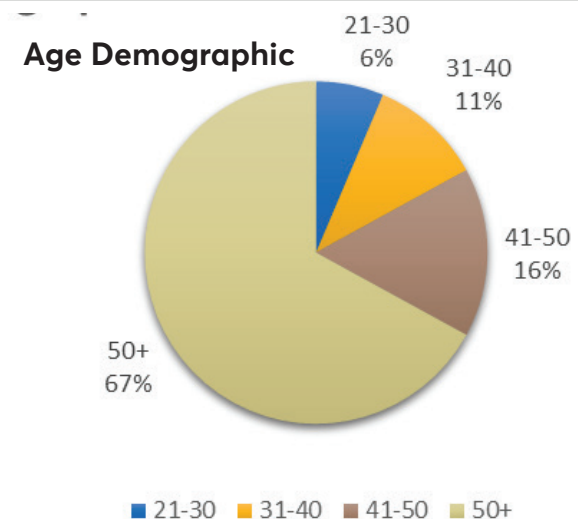
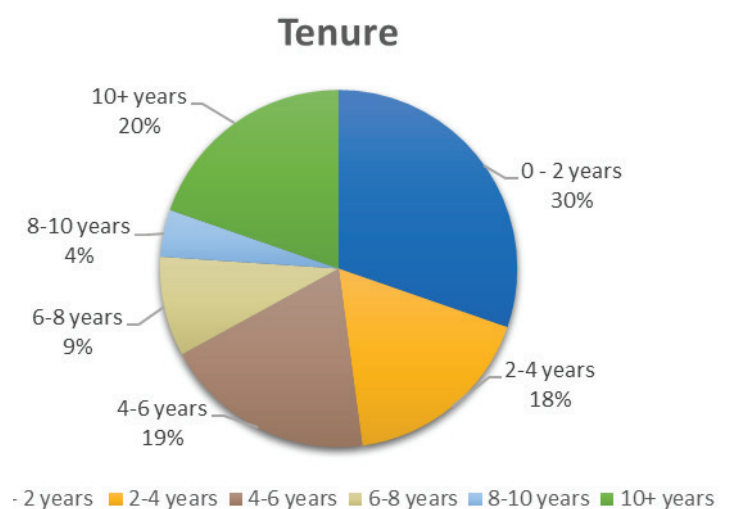
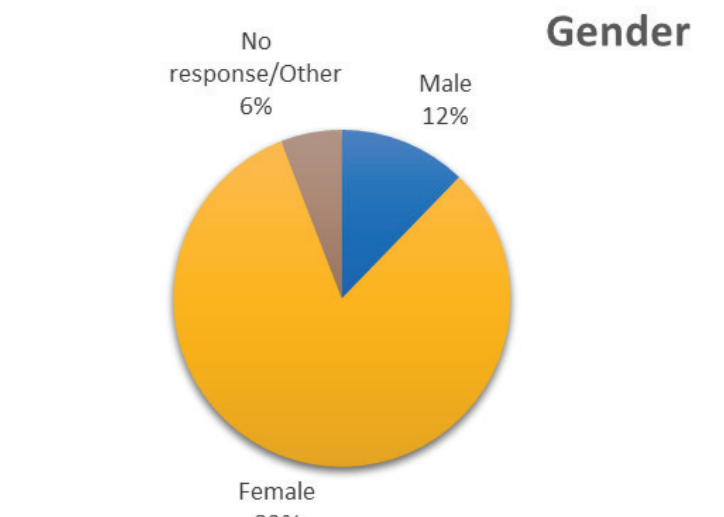
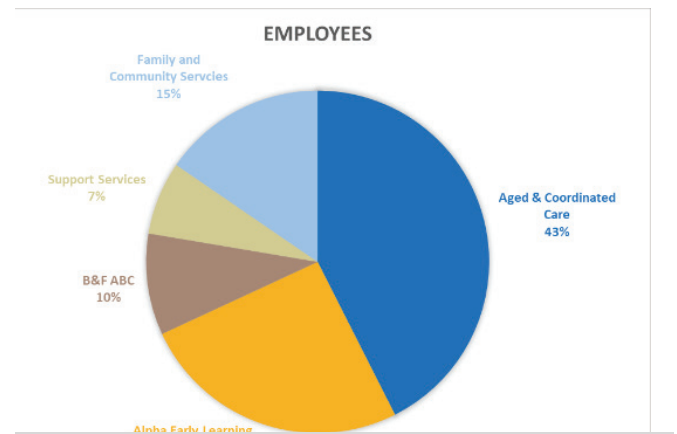
Our Employee Net Promoter Score (eNPS) stands at +29, reflecting a higher proportion of staff who would recommend PRONIA as a great place to work, compared to those who would not. While this is a positive result, it also highlights areas where we can continue to grow and improve as we strive to make PRONIA an even more supportive and engaging workplace for all.

We are grateful for the valuable feedback provided by our team, and we are committed to taking action based on these insights to ensure that PRONIA remains a great place to work for all staff.

Training and Development

During this reporting period, PRONIA successfully completed over 2,500 hours of training, aimed at enhancing the skills and capabilities of our workforce. The training covered a range of essential areas, including:

- 191 staff participated in Acceptable Workplace Behaviour Training
- 193 staff participated in Manual Handling Training
- 59 staff participated in CPR Training
- 23 staff participated in First Aid Training
- 127 staff participated in Dementia Training





These training initiatives demonstrate our commitment to supporting staff development and ensuring that our team is equipped with the knowledge and skills necessary to provide high-quality services to the community.

Safety and Wellbeing of Our People

At PRONIA, the safety and wellbeing of our staff is a top priority. Our commitment to creating a safe and supportive workplace is reflected in our proactive approach to training, wellbeing programs, and a holistic support system that addresses physical, mental, and emotional health.

During this reporting period, we have continued to invest in vital programs that ensure our staff are supported, protected, and empowered. These include:

- Employee Assistance Program (EAP)
- Salary Packaging
- Proactive Injury Management Strategies
- Ongoing Health and Safety Training.

Our focus has remained on:

- Regular Safety, Health, and Wellbeing Training: Equipping staff with the essential skills and knowledge for safe work practices.
- Promoting a Positive Work Environ-

ment: Fostering a culture of respect and support.

- Early Intervention and Risk Mitigation: Addressing potential issues before they escalate.
- Prevention of Harm: Continuously working to reduce risks and enhance workplace safety.

Comprehensive Support Programs

- Employee Assistance Program (EAP): With over 19 hours of counselling provided and a 5% utilisation rate, PRONIA has continued to offer confidential support to staff through CONVERGE.
- Salary Packaging: This initiative has delivered financial benefits, helping staff manage the rising cost of living. On average, staff have increased their take-home pay by \$6,000 through salary packaging.

Proactive Injury Management and Prevention

In collaboration with our workplace risk management provider, Gallagher, we have successfully supported 6 staff during this reporting period. Our proactive approach has included:

- Prompt Treatment and Rehabilitation: Reducing recovery times and minimising the risk of subsequent injuries.
- Managing 3 Workplace Injuries Internally: By handling injuries in-house, we

have positively impacted our insurance premiums.

- Internal Resources for Injury Management: Engaging directly with injured staff to ensure a successful recovery and minimal loss of work time.

Mental Health and Work Flexibility

In addition to physical health and safety, we are dedicated to managing psychosocial hazards in the workplace—factors that could negatively impact mental health and wellbeing. By addressing these risks, we support our staff's mental and emotional resilience.

Key initiatives this reporting period include:

- Focus on Work Flexibility: Implementing flexible work-from-home (WFH) policies that have improved staff satisfaction, wellbeing, and work-life balance.
- Training on Bullying, Harassment, and Workplace Behaviour: Ensuring a safe and respectful work environment by equipping staff with the knowledge to manage interpersonal dynamics.

- Investment in Skills Development: Empowering our team with the expertise needed to thrive in the evolving health and welfare services landscape.

Through these efforts, we continue to create a workplace where staff feel supported, valued, and equipped to deliver exceptional service to our community.

Recognising Staff Service – Inspiring Milestones reached!

We are proud to celebrate significant milestones during this reporting period, recognising the dedication and long-term commitment of staff who have devoted many years to their roles at PRONIA—often across multiple positions. Their loyalty, perseverance, and unwavering dedication are truly inspiring.

Congratulations to all staff members celebrating 5, 10, 15, 20, and 25-year milestones. We honour their invaluable contributions and celebrate the passion, expertise, and commitment they have brought to PRONIA over the years. Thank you for being an essential part of our team.



Congratulations to staff for achieving the following significant milestones

25 Years Plus

37 YRS - Anna Giannopoulos-Grigoriadis

Early Childhood Educator (2IC)
Children's Services Unit

34 YRS - Constantina Douvos-Stathopoulos

Chief Executive Officer (until March 2024)
Senior Executive Team

32 YRS - John Lioupas

Manager, Business and Finance
Senior Executive Team

31 YRS - Angela Vidinopoulos

Kindergarten Teacher
Children's Services Unit

30 YRS - Theodora Palavras

Early Childhood Educator
Children's Services Unit

29 YRS - Nikki Efremidis

Deputy CEO, Manager Aged & Co-ordinated Care
Senior Executive Team

25 YRS - Helen Kourkoutzelos

Community Care Worker (Centre-based)
Family & Community Services Unit

20 Years

20 Years

Kalliope Ioannou
Manager, Children Services
Senior Executive Team

Antonios Maglis

Community Engagement & Capacity Building Officer
Family & Community Services Unit

15 Years

Charalampos Peidis
Community Care Worker (Centre-based)
Family & Community Services Unit

Congratulations to staff for achieving the following significant milestones

10 Years

Christos Agneskis

Community Care Worker (Centre-based)
(until May 24)
Family & Community Services Unit

Anna Avramopoulos

Community Care Worker (Centre-based)
Family & Community Services Unit

Mary Gourdine

PAG Team Leader
Family & Community Services Unit

Lita Markou

Community Care Worker (Centre-Based)
Family & Community Services Unit

Kalliopi Papagianni

Community Care Worker (Centre-Based)
Family & Community Services Unit

Georgios Aravanis

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Konstantinos Kyriakidis

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

5 Years

Mary Maragos

Dementia Support Worker
Family & Community Services Unit

Alexandra Chatziopoulos

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Kyriakoula Giannetta

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Georgia Maina

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Anastasia Mendrinou

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Angela Vlahos

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Inha Zhukova

Community Care Worker (Home-based)
Aged & Coordinated Services Unit

Stephanie Moutafis

Administrative Services Officer
Business & Finance Unit

Angela Papadopoulos

Administrative Services Officer
Business & Finance Unit

Amani Hassan Ibrahim

Early Childhood Educator
All Best Care

Ghazala Rashid

Early Childhood Educator
All Best Care

Spyridoula (Pepie) Choimpou

Rostering Services Officer
Aged & Coordinated Services Unit

Lisa Galanis

Team Leader - Community Care Workforce
Aged & Coordinated Services Unit

Lina Pavlidou

Brokered Services Program Coordinator
Aged & Coordinated Services Unit

Dimitra Petropoulos

Case Manager
Aged & Coordinated Services Unit

Esrael Tadese

Rostering Services Officer
Aged & Coordinated Services Unit



Our Valuable Volunteers

As an organisation founded by volunteers more than 52 years ago, PRONIA takes immense pride in our dedicated volunteer workforce. Their commitment is truly admirable, and their selfless contributions are invaluable. Our 113 volunteers continue to provide essential, high-quality services to the Greek community, making a significant impact in the lives of many.

PRONIA's volunteers offer support to isolated individuals, visiting those with Home Care Packages or residents of aged care facilities. This program has been funded by the Commonwealth Government since 1991, and for 33 consecutive years, has been delivered through the Aged Care Volunteer Visitors Scheme (ACVVS), previously known as the Community Visitors Scheme (CVS).

Additionally, our Legal and Migration Information and Referral Service is delivered by professional volunteers, who offer free assistance to community members who otherwise would not have access to these critical services. This valuable service has been operating since September 1998.

Other volunteers play a key role in facilitating various groups and events across Victoria—and more recently, Tasmania—through the Dementia Support Services program, helping to broaden our reach and impact.

We are deeply grateful to all our volunteers for their ongoing dedication and for

the meaningful difference they make in our community.

Volunteer Profile for 2023-2024:

- 113 registered volunteers
- 98 active volunteers
- 15 volunteers currently on a break
- 66 volunteers aged 65 and over
- 21 volunteers aged 45–64
- 4 volunteers aged 25–44
- 7 professional volunteers providing Legal and Migration services
- 10 new volunteers recruited in 2023-2024

We are proud of the diverse and dedicated volunteer workforce at PRONIA, whose efforts continue to enrich and support our community.

Our Impact:

Aged Care Volunteer Visiting Scheme (ACVVS)

- 187 individuals assisted through home visits or visits to residential care facilities
- 8,192 hours of volunteer visits provided
- 6,567 hours of home visits
- 1,625 hours of visits to residential care facilities

Legal Information and Referral Service

- 98 appointments offered
- 50 hours of professional, free services provided
- Groups and Events

- 999.5 hours dedicated to supporting group delivery
- 26 hours assisting with events and activities

The Power of Volunteerism:

Around one in five older Australians experience social isolation, a figure that rises to a third of older people living in residential aged care. Social isolation in older adults can stem from various factors, such as:

- Being separated from their culture and heritage
- Having little contact with friends or relatives
- Mobility limitations that prevent participation in social or leisure activities
- Feeling different or disconnected in some way (Source: Volunteering Australia)

Regular visits from volunteers help combat social isolation, improving the quality of life for older individuals by connecting them with their language, culture, and community. These interactions restore their sense of self-worth, confidence, and belonging, highlighting the profound impact of volunteerism.

"I want to talk about volunteering. A word that I personally did not understand. We have grown up in a consumer society and have learned that I give to get. I work to get paid. What I could not understand, and perhaps many other fellow human beings, is that as humans we definitely have material needs but also mental needs. And that's exactly where volunteering comes in. With paid work we satisfy our material needs. But by volunteering we get mental satisfaction. So far I have received from volunteering love, joy, compassion, empathy, peace of mind, hope, and contentment. I get more than I give. I also now feel like I belong to a family. In the PRONIA family. Thank you"

Ms Stergiani Kakavas – Volunteer

Supporting and Valuing Our Volunteer Workforce

The Coordinator for Volunteer Workforce and Development plays a key role in recruiting, training, and supporting our volunteers.

This year, we have:

- Held 1 feedback meeting luncheon at the start of the year
- Delivered 8 training sessions (4 in Brunswick and 4 in Clayton)
- Conducted 7 media presentations (4 on radio and 3 in newspapers)
- Organised 2 celebration events (Christmas and National Volunteer Week luncheons)

Training Session Topics Included:

- Supporting and encouraging social connectedness during visits
- Facilitating meaningful activities during visits
- Providing information about palliative care services
- Self-care: Managing loss and grief
- Managing unpredictable events and behaviours during visits
- Risk assessment and safety protocols during visits
- Dementia awareness
- Services available through My Aged Care & PRONIA
- Policies and procedures, including social media use, no response to scheduled visits, and equal opportunity

What's Next?

PRONIA is part of Australia's evolving volunteer ecosystem and the National Volunteering Strategy 2023-2033.

Our goal is to recruit more volunteers from diverse age groups, each committing just one hour a week. We will continue to strengthen our dedicated support for volunteers, ensuring they are equipped and valued in their roles.



Alpha Early Learning Centre

Since 1977, Alpha ELC has been dedicated to providing high-quality early childhood education for preschool children aged 3 months to 5 years. Located in Richmond, the Centre has long served the Greek and broader community, offering a nurturing environment where children grow, learn, and thrive.

At Alpha ELC, we focus on the holistic development of children—physically, emotionally, socially, and intellectually. Research consistently shows that children who engage in quality preschool education start school better prepared, equipped with the social, emotional, and cognitive skills they need to navigate their learning journey.

Our educators support this transition to primary school through a range of activities that help children build confidence, independence, and a love of learning. Children who are well-prepared for school feel more secure in their new environment, are motivated to learn, and are eager to form new friendships.

As part of our commitment to diversity and inclusivity, Alpha ELC continues to deliver a Greek bilingual program and embraces the rich cultural backgrounds of the children and families who attend the Centre.





Cultural Diversity

In the 2023-2024 financial year, Alpha ELC saw a 37.37% increase in enrolments, with 99 children attending the Centre—up from 62 children the previous year. Thirteen (13) children participated in the 3- and 4-year-old Funded Integrated Kindergarten program.

Our children and their families come from a wide range of cultural backgrounds, including Greek, German, Swedish, Spanish, Japanese, Cypriot, Russian, Lebanese, Croatian, French, Chinese, Vietnamese, Italian, Filipino, and Latvian communities. Greek heritage children represent approximately 26% of enrolments, down 4% from the previous year.

The benefits of learning a second language in the early years are well documented. Early language acquisition not only enhances pre-reading and pre-writing skills but also boosts cognitive development and problem-solving abilities. It strengthens cultural identity, fosters connections with other languages and cultures, and nurtures a child's self-esteem and confidence.

Language Programs

Alpha ELC offers two distinct language programs for children: the Early Childhood Language Program and the Early Learning

Languages Australia (ELLA) Program. Early Childhood Language Program:

A Victorian Government initiative, this program enables children to participate in a 4-year-old kindergarten program in a language other than English. This program is free for parents and will continue until 2027.

A qualified language teacher works alongside the Centre's educators to integrate language learning into everyday activities. Through songs, play, dance, art, and storytelling, children are immersed in Greek or Japanese, learning the language in a meaningful, real-world context.

ELLA Program:

This is a digital language learning program for preschoolers. At Alpha, children engage with the ELLA app to learn Japanese on tablet devices. Developed by language experts, early childhood educators, and technologists, these apps use playful, interactive characters to help children learn a new language while engaging their interest and curiosity.

Additional Needs Support

Alpha ELC is committed to providing a supportive and inclusive learning environment for children with additional needs. We offer a range of services and work with external specialists to ensure every child has the opportunity to reach their full





potential.

This involves collaboration between our educators, families, and service providers to create personalized learning plans that empower children to achieve their goals.

Activities, Incursions, and Excursions

Alpha ELC offers a wide range of activities, incursions, and excursions throughout the year, all designed to enhance children's learning and development. These experiences help children connect with the world beyond the classroom and contribute to their social, emotional, and educational growth.

Key activities include:

- Celebrating Cultural and National Days: Chinese New Year, Cultural Diversity Week, Harmony Day, Greek Independence and National Days, ANZAC Day, Mother's Day, NAIDOC Week, Grandparents' Day, Father's Day, Diwali, and more.
- Special Events: Singing live on Radio 3XY, visits to local community groups, and celebrations such as the Greek Independence and National Days Walk.
-

Excursions:

- Visiting PRONIA (Brunswick), where children sing songs in Greek to elderly

community members.

- Participating in the Greek Independence and National Days Parade.

Incursions:

- Reptile Encounters
- Indigenous Stories
- Rabbit Pet Care
- Farm Animals' Zoo
- Puppet Show
- Chicken Hatching Program

These incursions and excursions offer children unique opportunities to learn from hands-on experiences, build connections, and understand the world around them. They spark curiosity, provide sensory exploration, and foster a sense of wonder and excitement—contributing to both cognitive and emotional growth.

At Alpha, we believe that every experience, from classroom activities to community-based incursions and excursions, adds valuable learning moments that help children grow into confident, curious, and engaged individuals.



Business Development Events & Fundraising

In 2024, PRONIA continued its steadfast commitment to serving the community through a diverse range of events and initiatives, further solidifying its reputation as a leading welfare organisation.

Throughout the year, we focused on fostering community engagement, raising awareness on critical issues, and strengthening bonds within both the Greek-Australian and broader multicultural communities. Our events not only met their objectives but also showcased the power of unity, collaboration, and a shared purpose. Below are some of the key highlights of our 2024 activities.

Family Violence Fundraising Event

On November 10th, PRONIA hosted its inaugural Family Violence Cocktail Event at the Brunswick Town Hall. This fundraising event was organised to support our ongoing efforts to prevent family violence and provide essential services for survivors. The evening was attended by nearly 140 guests and raised over \$80,000—surpassing the original fundraising target. These funds will directly support temporary housing relief and support services for survivors of family violence.





The event featured inspiring speeches from PRONIA President Elpis Korosidis, CEO Tina Douvos-Stathopoulos, Merri-bek's Mayor Angelica Panopoulos, Maria Dimopoulos AM, Chair of Safe and Equal. Contributions from ticket sales, drinks, sponsorships, and raffle tickets underscored the community's collective commitment to combating family violence.

The funds raised will assist victim survivors of family violence access safety, as well as other much needed supports empowering them to move toward greater security and independence. This event marked a significant step in PRONIA's campaign to continue to provide initial response and to prevent family violence, reinforcing our role as key support for those impacted by family violence

Antipodes Festival

PRONIA once again played an active role in the Antipodes Festival, one of Melbourne's most celebrated cultural events. As a festival partner, PRONIA revitalised the "I Love ALL Things GR" brand, which attracted significant attention and saw strong merchandise sales at our stall. The festival continues to serve as an important platform for fostering cultural exchange,

showcasing Greek traditions, and promoting unity within Melbourne's Greek-Australian and wider multicultural communities.

The success of this year's festival reaffirmed its significance as a celebration of cultural diversity, and PRONIA's involvement allowed us to further connect with the community, share our mission, and support a broader range of cultural initiatives.

Walk Against Family Violence

On November 24th, PRONIA joined over 5,000 Victorians in the Walk Against Family Violence, a powerful demonstration of unity and support for victims and survivors of family violence. The event, held in Melbourne's CBD, emphasized solidarity with victim-survivors, their families, and the services that support them.

PRONIA's participation in this event reaffirmed our dedication to breaking the cycle of intergenerational violence and reshaping the conversation around family violence. By walking alongside thousands of advocates, we reinforced our commitment to promoting safety, empowerment, and resilience within the community.



Community Consultations

In 2024, PRONIA focused on understanding the needs of the early to mid-adulthood and late to middle adulthood groups by conducting Strategic Planning Surveys. There were 6 separate focus groups held which provided us with crucial input about the current and future needs of our community and importantly future planning and direction of service delivery. We thank all participants for their thoughtful responses and valuable insights.

The survey results have been instrumental in shaping our future direction. The feedback has provided a clearer understanding of the aspirations, challenges, and support required by our youth. This will help PRONIA better align its services to meet the evolving needs of young people in the community.

Youth Cooking Classes

Our Youth Cooking Classes continued to serve as a unique platform for social connection and conversations about With themes ranging from Sicilian to Persian-inspired cuisine, these cooking sessions brought young people together, helping to combat social isolation while promoting teamwork and collaboration.

Participants not only learned how to prepare culturally significant dishes but also built lasting friendships and engaged in meaningful discussions. These classes provided a fun, supportive environment for youth to explore their creativity, develop life skills, and break down traditional gender roles in the kitchen.





FGECCMV Festival – Rye

PRONIA proudly participated in the 40th Anniversary of the Federation of Greek Elderly Citizens' Clubs (FGECCMV) at their annual picnic at Rye Foreshore on January 21st. The event brought together thousands of attendees and featured performances from diverse cultural groups, including Italian, Filipino, and Indonesian dance troupes, as well as over 150 Greek dancers.

PRONIA's stall provided valuable information and resources to hundreds of seniors, reinforcing our commitment to supporting the elderly in maintaining their independence and staying connected to their community.

Australia's Biggest Morning Tea

PRONIA participated in Australia's Biggest Morning Tea this year, raising a total of \$461.55 for the Cancer Council. Both of our offices hosted separate morning tea events, which were filled with delicious treats and lively conversations. Thanks to the incredible efforts of our staff and supporters, this event showcased the power of community spirit and collective effort for a worthy cause.

Unlocking International Voices: Women's Workshop

In partnership with the Food for Thought Network, PRONIA hosted the inaugural Women's Workshop in 2024, bringing together Greek-Australian women from across Victoria. The event, held at the Greek Community Centre, provided a platform for women of all ages and backgrounds to engage in meaningful conversations about the challenges and opportunities they face. Notable attendees included politicians, academics, and journalists.

The workshop addressed key topics such as intergenerational challenges, professional development, and empowerment. The energy and camaraderie among participants were palpable, and the discussions sparked valuable insights that will help shape future initiatives aimed at enhancing services, networking, and opportunities for women in our community.

PRONIA's 3XY Radio Program

PRONIA's 3XY radio program continues to be a vital communication bridge between PRONIA and the Greek-speaking community, fostering connection, understanding, and engagement in a language that resonates deeply with our audience. Over the past year, our dedicated team presented 46 live broadcasts, featuring more than 50 guest speakers who shared their expertise across a wide range of topics. These



shows focused on issues of importance to our community, particularly health and well-being, and provided valuable insights on topics that matter most to our listeners.

The program has received consistent positive feedback, especially from our senior audience. As one of the few media platforms tailored to their needs, the radio show offers seniors an invaluable opportunity to stay connected with community news, stay informed about relevant issues, and learn about topics of personal interest. Regular segments have included updates on health matters, legal and administrative advice, lifestyle tips, and other essential information.

PRONIA's radio show plays a key role in promoting social cohesion, particularly among older members of the community. Our programming strategy is twofold: we not only highlight PRONIA's services, programs, and activities, but also deliver educational content centered around health and well-being. This is achieved by leveraging the expertise of our guest speakers, which include doctors, legal professionals, financial advisors, and other specialists.

Additionally, the program helps foster cultural, linguistic, and social connections between generations, bridging the gap between first- and second-generation Greek Australians. By doing so, it strengthens

both the cultural identity and the sense of belonging within the community. PRONIA's radio show remains an essential resource for information, education, and entertainment, contributing to the well-being of our community.

Our Social Media

PRONIA's social media performance in 2023-2024 has demonstrated strong growth and significant engagement across major platforms, underscoring the effectiveness of its digital presence in connecting with and supporting the community. The results reflect both the reach and impact of PRONIA's social media strategy, with a focus on expanding visibility, fostering meaningful interactions, and growing the organisation's online community.

Overall Reach and Impressions

PRONIA's posts reached nearly 450,000 users across Facebook, Instagram, LinkedIn, and Twitter, with over 525,000 total impressions. This high visibility indicates that PRONIA's content resonates widely, establishing a significant footprint in its audience's feeds. The consistent reach growth across platforms reflects well-planned strategies tailored for each social media channel.

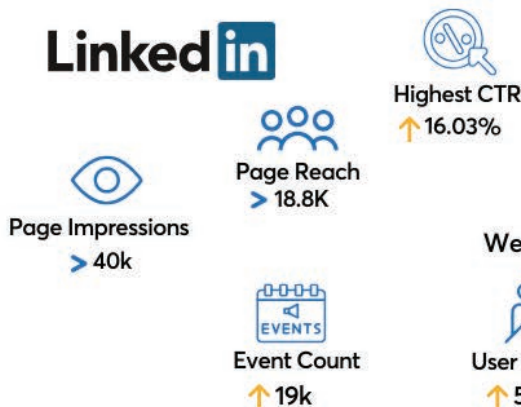
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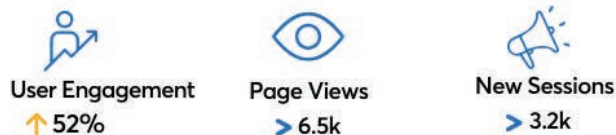
Instagram



LinkedIn



Website Analytics via Google Analytics



X



Engagement Rates

PRONIA saw impressive engagement rates across its social media platforms, reflecting the effectiveness of its content in sparking interaction:

- **Facebook:** A post engagement increase of 13.43% contributed to a reach of 114.4k and 255.9k impressions. This signifies active community involvement and successful content strategies that encourage audience participation.
- **Instagram:** Engagement surged by 60%, with a 45% growth in followers. The reach extended to 136.6k, with post reach reaching 65k and story engagement hitting 33.8k, showing strong engagement with PRONIA's visual storytelling.
- **LinkedIn:** LinkedIn maintained the highest click-through rate (CTR) at 16.03%, indicating strong engagement with professional audiences. The platform achieved a reach of 18.8k and 40k

impressions, proving LinkedIn as an effective platform for connecting with a professional and community-focused audience.

- **Twitter (X):** With 2k tweet impressions, Twitter saw a moderate level of engagement, indicating that while not the primary engagement platform, it serves as a supplementary channel for visibility.

These engagement levels suggest that PRONIA's content is generating meaningful interactions, contributing to community-building and raising awareness around its mission.

Website Analytics via Google Analytics: Website traffic data revealed further engagement insights:

- **Page Views:** The website saw over 6.5k page views, which signifies the interest driven by social media content, linking users back to PRONIA's main website.
- **User Engagement:** A user engagement rate of 52% shows that visitors



are actively interacting with PRONIA's content, exploring multiple pages and engaging with the material.

- New Sessions: With 3.2k new sessions, PRONIA attracted a substantial number of new users, likely driven by effective social media campaigns and compelling content on key events.
- New Followers and Community Growth: PRONIA gained a significant number of new followers, driven mainly by organic growth across platforms. The largest increases were observed on:
- Instagram (+45% in followers): Strong visual content strategies seem to be effective in growing PRONIA's audience on Instagram.
- Facebook: Continued growth with an increase in engagement, indicating a sustained interest in PRONIA's content.
- These increases suggest that PRONIA's content successfully attracts new audience members, expanding its reach and influence across various community segments.

Content and Interaction Quality:

- Top Content: Posts highlighting PRONIA's involvement in community events, such as cultural festivals and holiday celebrations, received the highest engagement. This shows the community's appreciation and interest in PRONIA's cultural and social contributions.
- Interaction Types: Audiences engaged through reactions, shares, and comments, with particularly high interaction on Facebook and Instagram. This trend reflects a responsive audience that values PRONIA's mission and actively participates in its online community.
- Event Promotion: LinkedIn recorded 19 event promotions, demonstrating PRONIA's active role in professional and cultural events, which helped drive engagement and establish PRONIA as a community leader.
- Consistent Content Production:
- PRONIA maintained a steady posting schedule across all platforms, ensuring a regular flow of content. This consistency contributed to the high engagement rates and visibility.



PRONIA's social media efforts have proven highly successful in expanding reach, fostering engagement, and attracting new followers. These positive results demonstrate the strength of PRONIA's community impact and digital strategy, which aligns well with its mission to connect, support, and inform a diverse audience. Moving forward, continued emphasis on high-engagement content, especially around cultural and community-focused events, is likely to yield further growth and engagement across platforms.

Community Sponsorship

PRONIA continues to foster strong relationships with various community partners and sponsors. Our key sponsorships in 2024 included:

1. **Greek Film Festival:** As a proud sponsor, PRONIA supported this event, which showcased the best of Greek cinema, including award-winning films and documentaries.
2. **HACCI Awards:** PRONIA sponsored the Community Services Award at the HACCI Excellence Awards, presented to Dina Petrakis for her outstanding contributions to the community.
3. **NUGAS Ball:** For the second year, PRONIA was a major sponsor of the NUGAS Gala Ball, fostering connections with

the next generation of Greek-Australians.

4. **Antipodes Festival:** PRONIA sponsored this iconic festival, continuing our support for the Greek Community of Melbourne and its vibrant cultural activities.

ESTIA Festival (Tasmania)

PRONIA proudly sponsored the ESTIA Greek Festival in Tasmania, celebrating Greek-Australian culture and bringing together local communities to experience traditional food, music, and performances. Our presence at the festival not only allowed us to showcase our dementia support services but also marked the official launch of PRONIA's Dementia Support Services in Tasmania.

This expansion into Tasmania is a significant milestone in our commitment to broadening our reach and addressing the evolving needs of the Greek-Australian community in the region. By forging new relationships at ESTIA, PRONIA further cemented its role as a key service provider for seniors and those affected by dementia.





Media Engagement

Throughout the reporting period, PRONIA's outreach and engagement via various media channels played a crucial role in raising awareness of our initiatives, events, and community support services. Our consistent presence in the bilingual publication *Neos Kosmos* allowed us to effectively reach both English- and Greek-speaking audiences. A total of 30 articles, published in both languages, highlighted upcoming events, showcased PRONIA's achievements, and kept the community informed on key updates and services.

In addition to *Neos Kosmos*, PRONIA contributed bi-weekly articles to *TA NEA*, a major platform in the Greek-Australian community. These articles provided insights into our activities and outreach, including our senior citizen club visits and other community programs. Through these regular features, we ensured a continuous flow of information to our core audience while extending our reach to those interested in our ongoing projects and social support efforts.

Our media presence also expanded throughout the year with coverage in newsletters from key organisations such as the Ethnic Communities' Council of Victoria (ECCV) and *Golden Years*. Notably, *Golden Years* provided an important platform to introduce PRONIA's 'Stronger Together' Dementia Program, allowing us to connect with broader multicultural audiences and reinforce our commitment to inclusivity.

Media engagement has been essential in enhancing PRONIA's visibility, fostering community ties, and ensuring our services resonate with diverse groups. By maintaining a strong and consistent media presence, we've been able to showcase the breadth of our work, promote our programs, and strengthen our connection with the communities we serve.

Notes



Reach out to us!

For more information regarding our services and packages please contact a member of our team.

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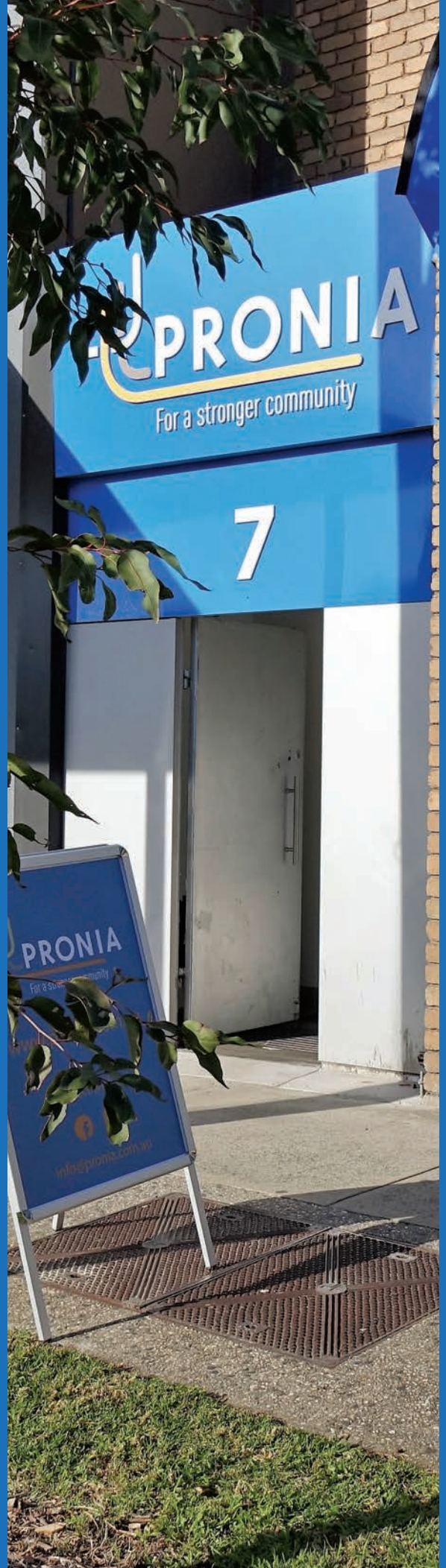
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Connect with PRONIA on social media
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