



PRONIA

ANNUAL REPORT

2024-25

Acknowledgement of Country

PRONIA acknowledges the Traditional Custodians of the lands on which we live, work and serve. We pay our deepest respects to their Elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples.

We recognise their enduring connection to Country, community, and culture – and we honour their wisdom, resilience, and contributions to our shared journey of care and belonging.

As an organisation founded on respect, compassion, and empowerment, PRONIA is committed to walking together in the spirit of reconciliation, learning from the world's oldest living culture, and nurturing a more inclusive and connected Australia.



Our Vision

To foster an inclusive society where people from Greek and other backgrounds can be empowered to live their best lives.

Our Values

We honour our Greek heritage whilst embracing all backgrounds in our community. We foster connection, advocate for equitable services, act with integrity and compassion in all that we do. We are guided by inclusion, empowerment, and respect for cultural diversity.

Our Purpose

To embrace an inclusive society that empowers and supports individuals of Greek and other cultural backgrounds to live their best lives while advocating for services that meet the needs of our community.

Our Difference

What sets us apart is our ability to understand and respond to the unique cultural, social and emotional needs of individuals - delivering services with cultural empathy, diversity, respect and a strong sense of belonging to our community.

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Board of Directors



Chair

Elpis Korosidis



Deputy Chair

Augusta Seremetis



Secretary

George Spiliotis



Treasurer

Manuel Tsimiris



Director

Julie Christopoulos



Director

Constantine Koulouris



Director

Elias Tsigaras



Director

Sofia Sidiropoulos

Executive team



Chief Executive Officer

Sylvia Hadjiantoniou



Chief Operating Officer

Stuart Brown



Operations Director

Mary Sophou



**General Manager - Clinical
Operations & Service Delivery**

Tanya Connor



**General Manager - People,
Culture and Wellbeing**

Eve Harrison



General Manager Transformation

Rodney Weston

REPORT FROM THE PRESIDENT



**ELPIS
KOROSIDIS**
BOARD CHAIR

It is my pleasure to present PRONIA's 53rd Annual Report.

This year has been one of growth, strategic development, and strengthened community engagement. Building on the contributions of all who have shaped PRONIA over the decades, our new CEO, Sylvia Hadjiantoniou, has shown strong commitment to listening and learning from clients, staff, volunteers, stakeholders, and the wider community.

I would like to sincerely thank Sylvia for her hard work and dedication, which have already made a meaningful impact in guiding PRONIA into this new chapter.

As we reflect on the past year, we acknowledge the invaluable service of departing Board members. Voula Messimeri AM's decades of leadership and commitment, including her time as CEO, have left an enduring legacy for PRONIA and the communities we serve. We also extend our gratitude to Lana Laios, whose dedicated service in recent years has contributed meaningfully to the strength and governance of our organisation.

We were also proud to recognise two longstanding contributors and past Presidents of PRONIA, Nicholas Katris and George Spiliotis, who were awarded Life Membership. On behalf of the Board, I congratulate them both and extend our heartfelt thanks for their many years of dedicated service, unwavering commitment, and positive impact on our organisation and community.

Strategic development has continued throughout the year, with the creation of a new guiding strategy to support program innovation, strengthen partnerships and position PRONIA to meet emerging community needs. As the sector prepared for the most significant aged care reforms in a generation, PRONIA has been proactive in aligning its strategy with the new rights-based framework. The Board has worked closely with the executive team to ensure our organisation is not only ready to comply with the New Aged Care Act but also positioned to embrace opportunities for innovation and growth. We are committed to ensuring that PRONIA remains a trusted provider of culturally responsive aged care that honours the dignity, rights, and choices of older Australians.

Our community connections remain strong, reflecting our commitment to engaging people across generations. Older community members continue to be supported through in-home care, dementia programs, respite services, and planned activity groups, all designed to enhance independence and social connection. Early childhood programs such as Greek Story Time foster language development, cultural pride, and intergenerational connection, while our Family and Relationship Services empower families to build stronger, healthier relationships.

The Board is particularly proud of initiatives such as the Pro Bono Legal Clinic, which provides culturally sensitive access to justice for vulnerable community members, and our family violence prevention programs, which have a multigenerational reach. These initiatives reflect PRONIA's holistic approach to wellbeing, recognising that safe families, inclusive communities, and cross-generational support are the foundations of a resilient society.

PRONIA has also remained highly visible in the wider community through sponsorships of cultural and community events, including the Greek Film Festival, Antipodes Festival, Oakleigh Glendi, HACCI Excellence Awards, NUGAS Ball, and the RMIT Hercules Challenge. These activities celebrate our heritage, promote inclusion as well as strengthen educational and community initiatives. I would like to extend my appreciation to the Greek media, whose ongoing support and engagement have been invaluable in promoting PRONIA's work and strengthening our connection with the community.

Looking ahead, PRONIA is well-positioned to continue delivering high-quality, culturally responsive services that support older community members to live independently while also engaging and empowering younger generations. On behalf of the Board, I extend my sincere thanks to our staff, volunteers, clients, and partners. Your dedication ensures PRONIA remains a trusted, inclusive, and vibrant pillar of our community.

A handwritten signature in black ink, appearing to read 'E Korosidis'.

ELPIS KOROSIDIS

ΕΚΘΕΣΗ ΤΗΣ ΠΡΟΕΔΡΟΥ

Με ιδιαίτερη χαρά παρουσιάζω την 53η Ετήσια Έκθεση της PRONIA.

Η χρονιά που πέρασε υπήρξε χρονιά ανάπτυξης, στρατηγικής εξέλιξης και ενδυνάμωσης της σχέσης μας με την κοινότητα. Βασιζόμενη στη συμβολή όλων όσοι έχουν διαμορφώσει την PRONIA μέσα στις δεκαετίες, η νέα μας Διευθύνουσα Σύμβουλος, κ. Σύλβια Χατζηαντωνίου, επέδειξε έντονη δέσμευση στο να ακούει και να μαθαίνει από τους πελάτες, το προσωπικό, τους εθελοντές, τους συνεργάτες και την ευρύτερη κοινότητα. Θα ήθελα να εκφράσω τις θερμές μου ευχαριστίες προς τη Σύλβια για τη σκληρή της δουλειά και την αφοσίωσή της, που ήδη έχουν συμβάλει ουσιαστικά στη μετάβαση της PRONIA σε αυτό το νέο κεφάλαιο.

Καθώς αναλογιζόμαστε τη χρονιά που πέρασε, αναγνωρίζουμε την ανεκτίμητη προσφορά των απερχόμενων μελών του Διοικητικού Συμβουλίου. Η πολυετής ηγεσία και αφοσίωση της Βούλας Μεσημέρη AM, συμπεριλαμβανομένης της θητείας της ως Διευθύνουσας Συμβούλου, άφησε ένα διαρκές αποτύπωμα στην PRONIA και στις κοινότητες που υπηρετούμε. Εκφράζουμε επίσης την ευγνωμοσύνη μας προς τη Λάνα Λάιου, της οποίας η αφοσιωμένη προσφορά τα τελευταία χρόνια συνέβαλε ουσιαστικά στη σταθερότητα και τη διακυβέρνηση του οργανισμού μας.

Είμαστε επίσης περήφανοι που τιμήσαμε δύο μακροχρόνιους συνεργάτες και πρώην Προέδρους της PRONIA, τον Νικόλα Κατρή και τον Γιώργο Σπηλιώτη, οι οποίοι ανακηρύχθηκαν Επίτιμα Μέλη. Εκ μέρους του Διοικητικού Συμβουλίου, τους συγχαίρω θερμά και εκφράζω την ειλικρινή μας ευγνωμοσύνη για τα πολλά χρόνια αφοσιωμένης προσφοράς, αδιάκοπης δέσμευσης και θετικής συμβολής τους στον οργανισμό μας και στην κοινότητά μας.

Η στρατηγική ανάπτυξη συνεχίστηκε καθ' όλη τη διάρκεια της χρονιάς, με τη δημιουργία μιας νέας κατευθυντήριας στρατηγικής που υποστηρίζει την καινοτομία των προγραμμάτων, ενισχύει τις συνεργασίες και τοποθετεί την PRONIA σε θέση να ανταποκριθεί στις αναδυόμενες ανάγκες της κοινότητας. Καθώς ο τομέας προετοιμάστηκε για τις σημαντικότερες μεταρρυθμίσεις στον χώρο της φροντίδας ηλικιωμένων εδώ και δεκαετίες, η PRONIA έχει αναλάβει πρωτοβουλία να ευθυγραμμίσει τη στρατηγική της με το νέο πλαίσιο που βασίζεται στα δικαιώματα. Το Διοικητικό Συμβούλιο συνεργάστηκε στενά με την εκτελεστική ομάδα για να διασφαλίσει ότι ο οργανισμός μας όχι μόνο είναι έτοιμος να συμμορφωθεί με τον Νέο Νόμο περί Φροντίδας Ηλικιωμένων, αλλά και να αξιοποιήσει τις ευκαιρίες για καινοτομία και ανάπτυξη. Είμαστε αφοσιωμένοι στο να διασφαλίσουμε ότι η PRONIA θα παραμείνει ένας αξιόπιστος πάροχος πολιτισμικά ευαίσθητης φροντίδας ηλικιωμένων που τιμά την αξιοπρέπεια, τα δικαιώματα και τις επιλογές των ηλικιωμένων Αυστραλών.

Οι δεσμοί μας με την κοινότητα παραμένουν ισχυροί, αντικατοπτρίζοντας τη δέσμευσή μας να συνδεόμαστε με ανθρώπους όλων των γενεών. Τα μεγαλύτερα μέλη της κοινότητας συνεχίζουν να υποστηρίζονται μέσω υπηρεσιών φροντίδας στο σπίτι, προγραμμάτων για άνοια, υπηρεσιών ανάπαυλας και ομάδων δραστηριοτήτων, σχεδιασμένων να ενισχύουν την ανεξαρτησία και την κοινωνική σύνδεση. Παράλληλα, προγράμματα όπως το «Greek Story Time» προάγουν τη γλωσσική ανάπτυξη, την πολιτιστική υπερηφάνεια και τη διαγενεακή σύνδεση, ενώ οι Υπηρεσίες Οικογένειας και Σχέσεων ενδυναμώνουν τις οικογένειες να χτίζουν πιο υγιείς και σταθερές σχέσεις.

Το Διοικητικό Συμβούλιο είναι ιδιαίτερα υπερήφανο για πρωτοβουλίες όπως η Δωρεάν Νομική Κλινική, που προσφέρει πολιτισμικά ευαίσθητη πρόσβαση στη δικαιοσύνη για ευάλωτα μέλη της κοινότητας, καθώς και για τα προγράμματα πρόληψης ενδοοικογενειακής βίας, τα οποία έχουν διαγενεακή απήχηση. Αυτές οι πρωτοβουλίες αντικατοπτρίζουν την ολιστική προσέγγιση της PRONIA στην ευημερία, αναγνωρίζοντας ότι οι ασφαλείς οικογένειες, οι συμπεριληπτικές κοινότητες και η διαγενεακή υποστήριξη αποτελούν τα θεμέλια μιας ανθεκτικής κοινωνίας.

Η PRONIA διατηρεί επίσης ισχυρή παρουσία στην ευρύτερη κοινότητα μέσω χορηγιών σε πολιτιστικά και κοινοτικά γεγονότα, όπως το Ελληνικό Φεστιβάλ Κινηματογράφου, το Φεστιβάλ Αντίποδες, το Oakleigh Glendi, τα Βραβεία Αριστείας του HACCI, ο Χορός του NUGAS και το RMIT Hercules Challenge. Οι δραστηριότητες αυτές τιμούν την κληρονομιά μας, προάγουν την ένταξη και ενισχύουν εκπαιδευτικές και κοινοτικές πρωτοβουλίες. Θα ήθελα να εκφράσω την εκτίμησή μου προς τα ελληνικά μέσα ενημέρωσης, των οποίων η συνεχής υποστήριξη και συνεργασία υπήρξαν ανεκτίμητες για την προβολή του έργου της PRONIA και την ενίσχυση των δεσμών μας με την κοινότητα.

Κοιτάζοντας προς το μέλλον, η PRONIA βρίσκεται σε ισχυρή θέση να συνεχίσει να προσφέρει υψηλής ποιότητας, πολιτισμικά ευαίσθητες υπηρεσίες που υποστηρίζουν τα ηλικιωμένα μέλη της κοινότητας να ζουν ανεξάρτητα, ενώ παράλληλα ενθαρρύνει τις νεότερες γενιές.

Εκ μέρους του Διοικητικού Συμβουλίου, εκφράζω τις ειλικρινείς μου ευχαριστίες προς το προσωπικό μας, τους εθελοντές, τους πελάτες και τους συνεργάτες μας. Η αφοσίωσή σας διασφαλίζει ότι η PRONIA παραμένει ένας αξιόπιστος, συμπεριληπτικός και ενεργός πυλώνας της κοινότητάς μας.


ΕΛΠΙΣ ΚΟΡΩΣΙΔΗ

REPORT FROM THE CEO



**SYLVIA
HADJANTONIOU**
CEO

Since joining PRONIA in September 2024, my focus has been on listening and learning from clients, staff, volunteers, stakeholders, and the broader community. I am grateful for the support of the Board and the leadership team, whose guidance has been invaluable in helping me better understand both the organisation and the community we serve. It is a privilege to lead PRONIA, an organisation respected for its professionalism, compassion, and commitment to culturally responsive care.

Aged care services continue to be at the heart of our work, enabling older Australians to live safely and independently in their homes while receiving professional, culturally sensitive care. Our dedicated team remains committed to providing personal care, nursing, allied health, and restorative services tailored to individual needs. These services enhance not only the wellbeing of clients but also the confidence and resilience of their families and carers.

Much of our work this year has focused on preparing for the upcoming aged care reforms, including the implementation of the New Aged Care Act. We have reviewed our systems, strengthened our workforce, and engaged with clients and families to ensure our services remain responsive, culturally appropriate and compliant. This preparation reinforces our ongoing commitment to quality, innovation, and sustainability, ensuring every service is delivered with professionalism and care.

Planned Activity Groups and Dementia Support Services provided social engagement, cognitive stimulation, and respite for carers. The Stronger Together – Dementia Support Services Program, which has also expanded to Tasmania, has further fostered independence, confidence, and cultural connection for participants.

Our Family and Relationship Services also remained strong, offering culturally sensitive counselling, early intervention, and community education. Tailored programs such as All About Dads supported parents and carers in building resilient relationships, while workshops and webinars engaged families across multiple generations.

PRONIA's commitment to community wellbeing extended through volunteer programs, pro bono legal clinics, health education, and early childhood initiatives. A highlight was the 20th anniversary of the Greek Cardiac Rehabilitation Program. These initiatives not only deliver practical support but also strengthen multi-generational bonds and nurture cultural identity. The table on the next page provides a snapshot of PRONIA's reach and impact during 2024–25. We are very proud of what has been achieved and remain committed to building on these outcomes in the years ahead.

I would like to thank the Federal and State Governments for their ongoing support and funding which enables our organisation to deliver high-quality, culturally responsive services to the communities we serve.

Furthermore, I extend my heartfelt appreciation to our staff, volunteers, and partners. Your dedication ensures PRONIA continues to have a positive and lasting impact on the lives of those we serve. Together, we will strengthen PRONIA's role as a trusted provider of care and an advocate for community wellbeing across generations.

Finally, I would like to acknowledge the Board for their vision and commitment in keeping PRONIA strong, sustainable, and responsive, and for providing the solid foundation we need to face the future with confidence and purpose.

A handwritten signature in black ink, appearing to read 'Sylvia Hadjiantoniou'.

SYLVIA HADJANTONIOU

ΕΚΘΕΣΗ ΤΗΣ ΔΙΕΥΘΥΝΟΥΣΑΣ ΣΥΜΒΟΥΛΟΥ

Από τότε που ανέλαβα καθήκοντα στην PRONIA τον Σεπτέμβριο του 2024, η προτεραιότητά μου υπήρξε να ακούω και να μαθαίνω από τους πελάτες, το προσωπικό, τους εθελοντές, τους συνεργάτες και την ευρύτερη κοινότητα.

Είμαι ευγνώμων για τη στήριξη του Διοικητικού Συμβουλίου και της ηγετικής ομάδας, των οποίων η καθοδήγηση υπήρξε ανεκτίμητη στο να κατανοήσω καλύτερα τόσο τον οργανισμό όσο και την κοινότητα που υπηρετούμε. Είναι προνόμιο να ηγούμαι της PRONIA, ενός οργανισμού που χαίρει σεβασμού για τον επαγγελματισμό, τη συμπόνια και τη δέσμευσή του στην παροχή πολιτισμικά ευαίσθητης φροντίδας.

Οι υπηρεσίες φροντίδας ηλικιωμένων παραμένουν στην καρδιά του έργου μας, επιτρέποντας στους ηλικιωμένους Αυστραλούς να ζουν με ασφάλεια και ανεξαρτησία στα σπίτια τους, ενώ λαμβάνουν επαγγελματική, πολιτισμικά ευαίσθητη φροντίδα. Οι αφοσιωμένες μας ομάδες συνεχίζουν να παρέχουν προσωπική φροντίδα, νοσηλευτικές υπηρεσίες και βοηθητικές υπηρεσίες υγείας, προσαρμοσμένες στις ανάγκες του κάθε ατόμου. Αυτές οι υπηρεσίες ενισχύουν όχι μόνο την ευημερία των πελατών, αλλά και την αυτοπεποίθηση και την ανθεκτικότητα των οικογενειών και των φροντιστών τους.

Ενα μεγάλο μέρος του έργου μας τη φετινή χρονιά επικεντρώθηκε στην προετοιμασία για τις επικείμενες μεταρρυθμίσεις στη φροντίδα ηλικιωμένων, συμπεριλαμβανομένης της εφαρμογής του Νέου Νόμου για τη Φροντίδα Ηλικιωμένων. Έχουμε αναθεωρήσει τα συστήματά μας, ενισχύσει το εργατικό μας δυναμικό και συνεργαστεί με πελάτες και οικογένειες, ώστε οι υπηρεσίες μας να παραμείνουν ευέλικτες, πολιτισμικά κατάλληλες και σύμφωνες με τις νέες απαιτήσεις. Αυτή η προετοιμασία ενισχύει τη διαρκή μας δέσμευση στην ποιότητα, την καινοτομία και τη βιωσιμότητα, διασφαλίζοντας ότι κάθε υπηρεσία παρέχεται με επαγγελματισμό και φροντίδα.

Οι Ομάδες Δραστηριοτήτων (Planned Activity Groups) και οι Υπηρεσίες Υποστήριξης για την Άνοια πρόσφεραν κοινωνική αλληλεπίδραση, γνωστική ενδυνάμωση και ανάπαυλα στους φροντιστές. Το πρόγραμμα «Μαζί Πιο Δυνατοί – Υπηρεσίες Υποστήριξης για την Άνοια», το οποίο επεκτάθηκε και στην Τασμανία, ενίσχυσε περαιτέρω την ανεξαρτησία, την αυτοπεποίθηση και τη σύνδεση με την πολιτισμική ταυτότητα των συμμετεχόντων. Οι Υπηρεσίες Οικογένειας και Σχέσεων παρέμειναν επίσης ισχυρές, προσφέροντας πολιτισμικά ευαίσθητη συμβουλευτική, πρώιμη παρέμβαση και κοινοτική εκπαίδευση. Εξειδικευμένα προγράμματα όπως το «All About Dads» στήριξαν γονείς και φροντιστές στην οικοδόμηση ανθεκτικών σχέσεων, ενώ εργαστήρια και διαδικτυακά σεμινάρια ενέπλεξαν οικογένειες πολλών γενεών.

Η δέσμευση της PRONIA για την ευημερία της κοινότητας επεκτάθηκε μέσα από τα προγράμματα εθελοντισμού, τη δωρεάν νομική υπηρεσία, την εκπαίδευση στην υγεία και τις πρωτοβουλίες για την παιδική ηλικία. Ένα ιδιαίτερο ορόσημο υπήρξε η 20ή επέτειος του Ελληνικού Προγράμματος Καρδιακής Αποκατάστασης. Αυτές οι πρωτοβουλίες δεν παρέχουν μόνο πρακτική στήριξη αλλά και ενδυναμώνουν τους δεσμούς μεταξύ των γενεών και καλλιεργούν την πολιτισμική ταυτότητα.

Ο πίνακας στην επόμενη σελίδα παρουσιάζει μια συνοπτική εικόνα της εμβέλειας και του αντίκτυπου της PRONIA κατά το 2024–25. Είμαστε ιδιαίτερα υπερήφανοι για όσα επιτεύχθηκαν και παραμένουμε δεσμευμένοι να χτίσουμε πάνω σε αυτά τα αποτελέσματα τα επόμενα χρόνια.

Θα ήθελα να ευχαριστήσω την Ομοσπονδιακή και την Πολιτειακή Κυβέρνηση για τη συνεχή τους στήριξη και χρηματοδότηση, που επιτρέπουν στον οργανισμό μας να παρέχει υψηλής ποιότητας, πολιτισμικά ευαίσθητες υπηρεσίες στις κοινότητες που υπηρετούμε.

Επιπλέον, εκφράζω την εγκάρδια ευγνωμοσύνη μου προς το προσωπικό μας, τους εθελοντές και τους συνεργάτες μας. Η αφοσίωσή σας διασφαλίζει ότι η PRONIA συνεχίζει να έχει θετικό και διαρκή αντίκτυπο στις ζωές όσων υπηρετούμε. Μαζί, θα ενισχύσουμε τον ρόλο της PRONIA ως αξιόπιστου παρόχου φροντίδας και υπερασπιστή της ευημερίας της κοινότητας μέσα από τις γενιές.

Τέλος, θα ήθελα να αναγνωρίσω το Διοικητικό Συμβούλιο για το όραμα και τη δέσμευσή του στο να διατηρεί την PRONIA ισχυρή, βιώσιμη και ευέλικτη, προσφέροντας το σταθερό θεμέλιο που χρειαζόμαστε για να αντιμετωπίσουμε το μέλλον με αυτοπεποίθηση και όραμα.


ΣΥΛΒΙΑ ΧΑΤΖΗΑΝΤΩΝΙΟΥ

Our Year at a Glance

Thousands of community members reached through support, education and prevention initiatives



118,000 +

Hours of home care provided

4,000

Casework Consultations

89,000

Planned Activity Groups hours provided

650+

Support Hours delivered to carers

400

Counselling sessions delivered

2000

Hours of staff training delivered

2400

Volunteer visits

120

Pro-bono legal clients assisted

400

Dementia Clients and carers supported

200

PRONIA staff

100+

Volunteers

\$28m

Income

Our Organisation



At PRONIA's new Oakleigh Building from left to right: Board Deputy Chair Gus Seremetis, PRONIA's Patron Hon. Justice Emilianos Kyrou AO, Board Director Julie Christopoulos, PRONIA's CEO Sylvia Hadjiantoniou, Board Chair Elpis Korosidis, Board Director and Secretary George Spiliotis, Board Director Sofia Sidiropoulos

Strong Foundations

At PRONIA, our strength lies in our dedicated people, our clear purpose, and our sound financial foundations. In 2024–25, we continued to build on a position of stability and growth, ensuring we can deliver trusted, high-quality support to the communities we serve.

Our People

Our committed team of around 200 employees is the heart of PRONIA. Together with our 100+ volunteers they bring compassion, professionalism, and cultural understanding to every service we deliver. This year, we welcomed 28 new staff, including experienced professionals who strengthened our leadership capability. We delivered more than 2,000 hours of professional training to ensure our people remain skilled, supported, and future-ready.

A Supportive and Inclusive Culture

We are proud of our positive and inclusive workplace culture, one where everyone feels valued, connected, and empowered to thrive. Regular engagement, wellbeing programs, and open communication continue to make PRONIA a great place to work and grow. This is evidenced by our staff retention of 86% and eNPS score of +29 across the year.

Financial Strength

PRONIA is in a strong financial position, with income of \$28 million and a healthy operating surplus, which will contribute to our ongoing financial sustainability. With net assets of over \$15 million and current assets nearly double current liabilities, we are in a robust financial position. This allows us to reinvest in our people, programs, and community initiatives, providing long-term security and capacity for growth.

Looking Ahead

With a strong team, sound finances, and a clear vision for the future, we are well positioned to continue delivering exceptional care and support across all our service areas.

Healthy Ageing

Home Care Packages

PRONIA continued to deliver high-quality, person-centred, and culturally responsive care through a variety of services. These included domestic assistance and gardening, allied health support (including physiotherapy, osteopathy, and podiatry), as well as nursing, personal care, and meal preparation. Funded by the Australian Government, the Home Care Packages (HCP) Program aims to support older people with complex care needs to live independently and safely in their own homes for as long as possible.

Over the past year, PRONIA supported 704 individuals to receive tailored services aligned with their assessed needs and personalised care plans. 98 new clients joined PRONIA as their chosen HCP provider, reflecting the organisation's growing reputation for delivering compassionate, culturally attuned care. Specialist support for individuals with cognitive impairments was provided through close collaboration between Case Managers, general practitioners, geriatricians, pharmacists, and nursing staff. This integrated multidisciplinary approach ensures comprehensive care, including clinical assessments and medication reviews, to address health and wellbeing needs.

PRONIA's Case Managers worked closely with clients, families, and health professionals to coordinate care, respond to changing needs, and implement practical solutions that promote safety and wellbeing. These supports also provided much-needed relief for carers experiencing stress, and contributed to the sustainability of home-based care arrangements.

Short-Term Restorative Care

The Short-Term Restorative Care (STRC) Program, funded by the Australian Government, supports older people to improve their wellbeing and maintain independence, helping to delay or avoid higher levels of care. Delivered over a short-term, goal-oriented period, the program provides coordinated services such as physiotherapy, occupational therapy, nursing, personal care, and home modifications. Each care plan is tailored to the individual's needs and cultural background, enabling older people to live safely and confidently at home for longer.

PRONIA's STRC Program supported 80 individuals to improve health outcomes and maintain independence through tailored therapies, home modifications, and daily living assistance.



Stronger Together – Dementia Support Services

PRONIA’s Stronger Together program supports individuals living with early-stage dementia and their carers through culturally and linguistically tailored services across Victoria and Tasmania. Funded by the Australian Government, the program offers respite, education, and connection for Greek-speaking communities, delivered in partnership with the Greek Community of Tasmania.

In 2024–25, Stronger Together supported 156 people with early dementia and 253 carers. Activities included weekly respite groups, carer support and education sessions, creative therapies, and extensive community outreach. Evaluation by the National Ageing Research Institute found the program improved participants’ quality of life, reduced isolation, and strengthened carers’ confidence and wellbeing.

The growth and development of this program reflects the community’s trust in PRONIA and the vital role of culturally safe dementia services. We remain committed to collaboration, advocacy, and ongoing research to ensure people living with dementia, and their carers, can continue to live well, stay connected, and feel supported within their communities.



Dr Matthew Staïos at a PRONIA Hobart Community information session on dementia (Clinical Neuropsychologist, Monash University – Turner Institute for Brain and Mental Health).



(L–R): Professor James Vickers (UTAS Wicking Institute), Sylvia Hadjiantoniou (CEO, PRONIA), Dr Samantha Fox (CEO, Care2Serve), Rebecca Free (State Manager, Dementia Australia). Speakers and panellists at the Hobart Dementia Community Forum, sharing insights on dementia research, brain health and community supports for families and carers.



*The PRONIA seniors group of the **Greek Community of St. George, Hobart**, would like to thank PRONIA STRONGER TOGETHER for embracing us and establishing PRONIA within our community.*

A remarkable organisation with excellent, experienced staff visits us every month with love, joy, and respect. We spend a wonderful day together enjoying great company, various activities, little excursions, and a welcome break from daily routine.

It is so lovely to leave at the end of the day with a smile and look forward to our next meeting.

We thank PRONIA STRONGER TOGETHER and wish you continued success in your outstanding work.



Aged Care Volunteer Visitors Scheme

PRONIA’s Aged Care Volunteer Visitors Scheme, funded by the Commonwealth Department of Health, Disability and Ageing continues to reduce loneliness among older Greek-speaking Australians by connecting them with compassionate, bilingual volunteers. Over the year, volunteers completed more than 2,400 visits across aged care facilities and homes, providing companionship, cultural connection, and emotional support to over 130 older people. Volunteer engagement remains a cornerstone of the program, with 103 active volunteers participating in tailored training on dementia awareness, aged care reforms, and first aid. These sessions ensure volunteers are confident, supported, and well equipped to make a genuine difference in the lives of those they visit.

PRONIA proudly celebrates the dedication of its volunteers through events such as National Volunteer Week and group outings, reinforcing community spirit and connection. The introduction of the Friends List this year ensures former volunteers remain part of the PRONIA community. Through strong partnerships with organisations including Ambulance Victoria, La Trobe University, and Royal Melbourne Hospital, PRONIA continues to expand the reach and impact of this vital program—building friendships, strengthening community, and enriching lives.





Planned Activity Groups

Through the Commonwealth Home Support Program (CHSP), PRONIA's Planned Activity Groups (PAGs) provide older Greek-speaking Australians with culturally enriching opportunities to stay connected, active, and independent. Operating 14 groups across Victoria and Tasmania, the program welcomed 472 participants and delivered 89,476 hours of social, emotional, and practical support during the year.

Each group offers a warm, familiar environment grounded in Greek language, food, and traditions. Participants enjoy a diverse range of activities, from music and art to excursions, cultural celebrations, and intergenerational visits. These experiences foster joy, purpose, and connection, helping older people maintain wellbeing and a strong sense of community.

Delivered by a dedicated bilingual team and supported by volunteers, PRONIA's PAGs embody the organisation's person-centred approach. Feedback from participants and families highlights the positive difference these programs make - offering not only companionship and engagement but also a sense of belonging that feels like family.

Reflections from family members and Planned Activity Group participants:

"Thank you so much for having my mum, it has made such a difference for her."

"Thank you for all that you are doing for our older people. My mother is always looking forward to Mondays and the PAG is helping her very much emotionally."

"My parents attend the Thursday group in Sunshine, and they love going!"

"I look forward to attending every week, I wish I could come every day".

"The staff are great; they are like my family in the way that they look after us".

"I would completely recommend the group. We are never bored with all the exercise, activities and bingo games"

"I enjoy everything, especially the excursions, outings and the fantastic food that is cooked for us".

Home Care Services Team

PRONIA's Home Care Services team delivers high-quality in-home support to older people across Victoria, helping them maintain independence, dignity, and connection within their own homes. A dedicated workforce of 84 community care staff and nurses provided more than 90,000 hours of care to 647 households this year - from personal and clinical care to meal preparation, respite, and companionship.

The strength of the program lies in its seamless coordination, skilled workforce, and compassionate approach. Our care workers play a vital role in supporting people living with complex health needs and mobility challenges, offering not only essential care but also emotional reassurance and genuine human connection.

As demand for in-home services continues to grow, PRONIA remains committed to recruiting and developing a culturally diverse, bilingual workforce aligned with the new Aged Care Act and Support at Home reforms. Through ongoing training in dementia, mental health, and aged care support, our team continues to deliver person-centred, culturally responsive care that upholds the trust and respect of the communities we serve.

Clinical Care Nursing Services

PRONIA's Clinical Care Nursing Service delivers person-centred, comprehensive healthcare to older people and those living with chronic conditions in the comfort of their own homes. Our nurses provide a wide range of support, including health and wellbeing checks, medication administration, wound management, continence care, and coordination with GPs, helping clients maintain independence, dignity, and quality of life.

This year the service supported 75 clients, delivering nearly 800 hours of direct care. Each visit provided reassurance and practical support, helping individuals recover safely at home, manage ongoing health conditions, and avoid unnecessary hospital admissions.

Looking ahead, PRONIA will continue to strengthen its nursing services through enhanced training in chronic disease and wound management, integration of digital health tools, and greater collaboration with community partners. Our commitment remains steadfast - to deliver skilled, compassionate care that helps people live well and independently in their own homes.



Aged Care Reform and the Road Ahead



The coming year marks a major milestone for aged care in Australia with the introduction of the Aged Care Act 2024 encompassing the Support at Home Program, and the Strengthened Aged Care Quality Standards. Together, these reforms will embed independence and reablement as the foundation of home care while raising the bar on safety, quality, and accountability across the sector.

The reforms bring significant change to the structure of home care pricing, business rules, and clinical governance. Alongside their daily work supporting participants and families, PRONIA’s teams have undertaken hundreds of hours of training and preparation to align our systems, governance, and reporting with the new requirements. We have also been working closely with participants and families to help them understand what the reforms mean and to support a smooth transition.

PRONIA is actively engaging in this transition to ensure continuity of care and improved outcomes for all clients, reaffirming PRONIA’s long-standing commitment to person-centred, culturally responsive services. By embedding the principles of reform into everyday practice, PRONIA will continue to help older people and their families navigate care with confidence - supporting independence, dignity, and wellbeing at every stage of ageing.





Community Wellbeing

Casework & Associated Services

PRONIA's Casework Service provides vital support to individuals and families facing crisis, hardship, or barriers to accessing essential services. Through face-to-face appointments, home visits, and phone consultations, our bilingual caseworkers offer practical assistance and emotional reassurance to help people regain stability and confidence.

This year the team supported almost 3,000 clients, managed over 4,000 enquiries, and delivered more than 7,500 hours of care. Clients commonly sought help with financial hardship, housing insecurity, family violence, elder abuse, and challenges navigating systems such as My Aged Care. Each case reflected PRONIA's holistic approach - addressing immediate needs while promoting long-term independence and wellbeing.

As community needs evolve, PRONIA remains committed to delivering accessible, culturally responsive casework that empowers individuals and families through life's challenges. Our focus continues to be on compassionate, practical solutions that strengthen resilience and connection within the Greek and broader multicultural community.

Family & Relationship Services Program

PRONIA's Family & Relationship Services program (FaRS) provides person-centred counselling and early intervention support to enhance mental health, wellbeing, and family relationships. Funded by the Department of Social Services, the program offers counselling, educational workshops, webinars, and community information sessions aimed at building resilience, promoting positive relationships, and supporting emotional wellbeing. Counsellors work collaboratively with clients to address challenges such as family conflict, loss and grief, mental health issues, carer stress, relationship breakdown, and other complex issues, while fostering practical strategies for positive change.

During the year, FaRS delivered over 400 individual counselling sessions, hosted nine parenting webinars in collaboration with Anglicare Parentzone, delivered community education sessions reaching more than 400 participants, and facilitated innovative programs such as "All About Dads" for fathers with young children. This innovative 4-week small group program provides a supportive, safe, and inclusive space for dads with children aged 0-4 years as they navigate the challenges of their new role.

Carer Support Services

Through the Victorian Support for Carers Program, PRONIA delivers tailored, compassionate support for unpaid carers. More than 650 hours of group-based activities were provided, including four major outings to the Dandenong Ranges attended by 111 carers, offering much-needed respite, relaxation, and social connection.

These events create opportunities for carers—many supporting spouses or parents—to share experiences, form friendships, and reconnect with loved ones in uplifting environments.

Participants from Greek, French, Vietnamese, and other backgrounds highlighted the program's welcoming, inclusive atmosphere and the importance of culturally safe spaces for peer support. PRONIA remains deeply committed to enhancing the emotional, mental, and social wellbeing of carers. With the dedication of staff and volunteers, the organisation continues to deliver meaningful experiences that recognise and celebrate the vital role carers play in their families and communities.



Family Violence Prevention

For more than five decades, PRONIA has worked alongside the Greek community to challenge attitudes toward family violence and promote safer, more respectful relationships. Our prevention approach centres on culturally informed engagement - building trust, raising awareness, and empowering individuals to seek help in ways that respect language and culture.

During the year, PRONIA reached more than 2,500 people across three generations through education sessions, radio programs, seniors' club events, preschool storytelling, and social media campaigns. Initiatives such as Your Rights, Your Choice, the 16 Days of Activism, and creative projects like My Tree of Life encouraged open conversations about safety, equality, and respect.

These activities have strengthened community confidence to recognise and respond to family and elder abuse, giving voice to groups often underrepresented in prevention—older CALD women, migrant men, and bicultural youth. PRONIA remains committed to expanding early intervention and education initiatives across community, cultural, and family settings to build a safer future for all.

Home and Community Care program (people under 65 years)

Funded by the Victorian Department of Health and Human Services, PRONIA's Home and Community Care program supports individuals to improve health and wellbeing, live safely and independently, and maintain social and community connections. The program delivers bilingual-led social support groups in Melbourne's North-West and South-East suburbs, alongside personalised support for individual needs.

In 2024–25, 48 sessions were held in each region, engaging approximately 40 participants per session. Facilitated by a bilingual social worker, sessions focused on self-care, resilience, and capacity-building, covering topics such as healthy relationships, emotional wellbeing, stress management, nutrition, sleep hygiene, mindfulness, and self-advocacy. Participation fostered a strong sense of community, supported personal growth, and reinforced mental and emotional wellbeing through shared experiences and social connection.



Disability Services

The National Disability Insurance Scheme (NDIS) plays a pivotal role in supporting Australians with permanent and significant disabilities by funding necessary support and services that promote independence, social inclusion, and improved quality of life.

The Support Co-ordination program at PRONIA provided support to 23 people in the last year to meet their independence support needs. Support Co-ordinators empower participants to navigate the disability service sector to secure services, assessments and support in a timely manner. Our skilled Support Coordinators provide expert guidance ensuring that the needs of both the Client and Carer are fully represented and that the Plan remains person-centred, effectively addressing their care requirements.

Collaborations and Partnerships

This year PRONIA strengthened its commitment to supporting the community through programs that empower, educate, and connect people across generations.

Greek Cardiac Rehabilitation Program

The long-standing Greek Cardiac Rehabilitation Program, delivered in partnership with the Royal Melbourne Hospital, remains the only Greek-language cardiac rehabilitation program in Australia. It continues to provide essential education, exercise, and emotional support to help participants recover, stay active, and maintain heart health.

Pro-bono Legal Clinic in collaboration with HWL Ebsworth Lawyers

For over 25 years, free legal and migration services have been made possible through the generous contribution of bilingual practitioners who volunteer their time and expertise. In April 2025, PRONIA proudly launched its Pro-bono Legal Clinic in collaboration with HWL Ebsworth Lawyers. This strategic partnership has significantly expanded our capacity to provide tailored legal advice and representation to those in need. The establishment of the clinic represents a critical advancement in our ongoing commitment to promoting equitable access to justice. The services are free to anyone who is unable to afford access to the services of a legal practitioner.



Cyber Security Program

Our Cyber Security Program, funded by the Commonwealth Government, together with the Digital Literacy programs operating from 3 locations and funded by the State Government and Monash City, equipped older community members with the skills to confidently and safely navigate the digital world, access key online services, and protect their identities. Through tailored workshops and hands on training, the program enhanced participants' digital literacy skills and inclusion in an increasingly online society. The program also fostered meaningful social connection through regular group learning.

Palliative Care Victoria

PRONIA partnered with Palliative Care Australia to produce the Greek-language palliative care booklet *Dignified and Respectful Decisions*, providing families with clear, culturally sensitive guidance on palliative care, advance care planning and available supports. Developed with input from our own community members—who featured in the photo shoot—the resource reflects the real faces and values of the people we serve. Launched during National Palliative Care Week and distributed through our networks, aged care facilities and healthcare providers, the booklet is already helping families feel informed, supported and confident in navigating end-of-life decisions, while strengthening awareness and breaking down stigma around these important conversations.



RMIT “Hercules” Project

PRONIA joined forces with RMIT University, SydWest Multicultural Services and Settlement Services International to empower the next generation of engineers to co-design solutions that respond to the needs of culturally and linguistically diverse communities. As part of the RMIT Humanitarian Engineering Research Consortium (HERCULES), students will work hand-in-hand with community organisations like PRONIA to understand lived experiences, apply human-centred design principles, and develop innovative solutions that foster inclusion, resilience, and wellbeing across Australia’s diverse communities.



MEDIA & Engagement

In 2024–25, PRONIA continued to build its public profile and strengthen community trust through a dynamic and bilingual media presence. Across print, digital, and social channels, our stories reached Greek and English-speaking audiences throughout Victoria and beyond, reflecting the depth and diversity of PRONIA’s work. Coverage in Neos Kosmos and TA NEA showcased our major milestones.



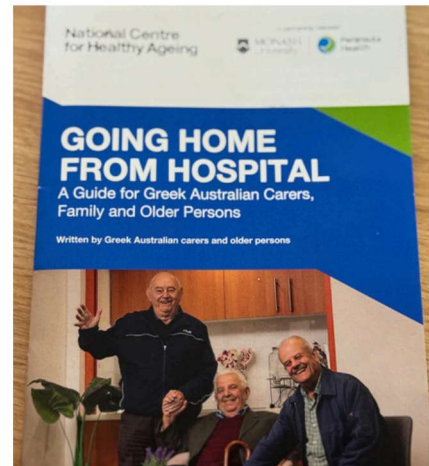
PRONIA’s 3XY Radio Show

PRONIA’s 3XY Radio Show continues to be a crucial communication bridge between PRONIA and the Greek-speaking community, fostering connection and understanding in a familiar language. During the year, our dedicated team presented 52 live shows featuring more than 70 guest speakers from diverse fields. A new initiative in 2025 was the launch of “In conversation with the CEO”, a radio mini-series hosted by PRONIA’s CEO, Sylvia Hadjiantoniou. The series has quickly become a popular and highly-anticipated feature of the radio program. Each episode brings distinguished guests from across the Greek community to share their perspectives on leadership, community service, and the values shaping the future of our community.



Monash Project: National Centre for Healthy Ageing Booklet

This year marked the second year of our meaningful and exciting partnership with Monash Health on the development of A Guide for Greek Australian Carers, Families, and Older Persons on Going Home from Hospital. This project was designed to provide practical, culturally relevant information to support Greek-speaking patients and their families during the often-challenging transition from hospital back to home.



Donate Life

In 2024–25, PRONIA proudly delivered the DonateLife Community Awareness Project, raising awareness about organ and tissue donation in the Greek community. With a focus on cultural sensitivity, the project encouraged open conversations, built trust, and provided step-by-step guidance on how to register as an organ donor.

The project combined community presentations, bilingual media coverage, and targeted promotion to ensure maximum impact. In total, we reached over 520 people through in-person events and hundreds more through radio, newspapers, social media, and community networks.



Flinders University

PRONIA is one of seven national organisations collaborating with Flinders University on the culturally tailored iSupport model for carers of people with Dementia. This project adapts the World Health Organisation's iSupport program to better meet the needs of Australia's culturally diverse carers aiming to improve the wellbeing of carers and people living with dementia. These achievements lay the foundation for an inclusive evidence-based dementia care model that strengthens outcomes across multicultural communities.



Together, these initiatives reflect PRONIA's enduring commitment to strengthening wellbeing, inclusion, and cultural connection through collaboration, and we thank all our partners and funders for their continued trust and support.

Children & Early Years

Alpha Early Learning Centre

For over 45 years, Alpha Early Learning Centre, managed by PRONIA, has delivered high-quality education and care in a multicultural environment promoting equity and inclusion. Alpha supports children's development through inclusive programs that celebrate diversity, belonging, and community connections. We provide children aged 3 months to 5 years with a safe, engaging, and culturally rich learning environment that nurtures emotional, social, physical and cognitive development as well as fostering creativity and imagination.

In 2024–25, Alpha enrolled 37 children. Programs incorporated English, Greek, and Japanese, fostering communication skills, cultural awareness, and a love of learning. Programs during the year included chicken hatching, Children's Bookweek, and a wide range of cultural, religious, and awareness events, that enrich children's sense of belonging, cultural identity, and appreciation for diversity.



Greek Story Time

The Greek Story Time program, funded by the Victorian Government and the City of Merri-bek, continued to nurture cultural pride and early language development among young children and their families. The program's ongoing success has prompted plans to expand to Lalor Library, extending access to even more families in Melbourne's northern suburbs.



Reach out to us!

For more information regarding Support at Home and our services please contact us. Use the QR Code below, drop-in or give us a call.

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Oakleigh

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Scan the QR code for
a call back



www.pronia.com.au

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