



**49th Annual  
Report  
2020 - 2021**

# To empower vulnerable members of the Australian - Greek Community to reach their full potential.

## **Vision Statement**

To be a leading Australian - Greek community welfare 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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# Strategic Plan 2021 - 2026

## Our values



### Integrity

We are honest, transparent and ethical in our relationships and interactions with our community and stakeholders.



### Respect

We treat people fairly, impartially and inclusively.



### Quality

We are accountable to our community and stakeholders for service excellence.



### Our Vision

An inclusive society where people from Greek and other backgrounds can be supported to live their best lives.



### Our 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.

## Objectives & Priorities



#### OBJECTIVE ONE:

#### **Build on existing services and harness new and sustainable opportunities.**

1. Design integrated services that are responsive to community needs.
2. Develop strategic partnerships and harness new opportunities to expand our services.
3. Engage with Greek-Australians of 2nd, 3rd and subsequent generations.
4. Market PRONIA as a niche service and articulate our points of difference to build our brand.



#### OBJECTIVE TWO:

#### **Enhance organisational capability for quality person-centered services.**

1. Diversify our income sources through fee for service and business opportunities, alongside government funding.
2. Continue to develop our workforce, and governance.



#### OBJECTIVE THREE:

#### **Continue to contribute to Australian multicultural social policy, supporting and leading research to inform our work.**

1. Support and/or lead research that can inform our advocacy and service delivery.
2. Consolidate and expand our service reach and address service gaps.
3. Continue to invest in PRONIA's infrastructure and sustainable business systems.









## President's Report

*"We reflect upon the unprecedented turbulence of the past 12 months and appreciate more than ever before, the pivotal role PRONIA has in the community and in caring for vulnerable individuals and families."*

**Kris Pavlidis**

President

I am pleased to be able to present the 49th PRONIA Annual Report, in my first term as President.

In true form, PRONIA continues to fulfil its Mission to empower, care and advocate for the diverse and changing needs of our Greek Australian community.

We reflect upon the unprecedented turbulence of the past 12 months and appreciate more than ever before, the pivotal role PRONIA has in the community and in caring for vulnerable individuals and families. This is demonstrated by the unwavering resilience and dedication of the Board and Staff, to rise to the challenges of a global COVID-19 pandemic.

Within this context, PRONIA has executed our obligations with due diligence, integrity, transparency and accountability.

### **The Human Factor during COVID-19**

Working closely with key stakeholders, including the State Government, we have enacted PRONIA's emergency COVID-19 Policy and Procedures to mitigate risk to our clients, staff, organisation and broader community. This has kept us in good stead, as we navigate the State's COVID-19 Roadmap.

Underpinning our new reality of COVID-19 safety rules & regulations, restrictions & lockdowns, we have consistently been cognisant of the human factor, so as to prioritise looking after our people.

This has required building on our models of care as we transition from the norm of physical contact to virtual communication through frequent and regular telephone contact; virtual meetings and chats; distribution of emergency aid; and securing critical government grants.

The emerging data across the PRONIA programs is indicative of the 55% increase in the need for casework and counselling services for family violence, mental health & well being and financial stress exacerbated by these challenges.

### **PRONIA Brand & Strategy**

We can be proud of our person centred work, that is approached and delivered with compassion, courage and conviction, for the well being of our Greek Australian and broader community.

Testament to the quality of this work is PRONIA's compliance excellence as evidenced through Departmental accreditations, as well as survey feedback of members, clients and staff.

At a systemic level, PRONIA's respected brand and professional expertise, firmly positions our broader role in the Multicultural and service sector. This is demonstrated by our strong collaborative relationship with, and advocacy to government, peak, state and federal bodies, to respond and deliver on behalf of our established and more recently arrived Greek Australians.

Examples of PRONIA's advocacy work in the last 12 months include:

- Instrumental in the initiation of the multicultural CEO advocacy Network, securing funding for CALD communities
- Influencing policy to guide equitable resource allocation to CALD community
- Advocate for cultural competency and improved integrated service models
- Successful lobby for the inclusion of the Greek language in the Dementia Moving Pictures project;
- Hosting the launch of Shadow Labor's Multicultural Engagement Strategy at PRONIA Headquarters

Guided by our Strategic Plan, we remain driven and focussed on the PRONIA vision as a leading go to community welfare service organisation.

The Board and executive worked with determination and inspiration throughout the year.

It was rewarding to lead the robust review of PRONIA's strategic priorities with the Board and CEO, and to build on our good governance and organisational culture, for the delivery and forward implementation of our 2021 - 2026 Strategic Plan.

A key focus of this next stage will be COVID-19 recovery, in collaboration with our sectoral networks & partnerships to maximise service resourcing and outreach; and also to

consolidate our research into the changing intra generational dynamic and cross cultural impact on our community.

This work will be further supported by PRONIA's Business and funding model, to identify and secure innovative funding sources and revenue streams.

### **Sustainable Investment**

We continue to broaden our capability and respond with vigour to the evolving and growing needs of our community, to remain relevant to future generations and meaningful, for our children and grandchildren.

This is reflected through our expanded and modified service models for our youth, elderly and families and our strong and robust financial monitoring. The expansion of our capital investment in our Oakleigh sites, the restructure of the Alpha Childcare entity and growth in Human Resources, are critical developments towards PRONIA's future proofing and succession planning.

We remain proud of PRONIA's enduring legacy and continue with strong leadership, innovation and growth in a climate that embraces change, whilst continuing to deliver best practice standard of service and care.

### **Acknowledgements**

PRONIA's role as a foundation pillar for our community, is galvanised only because of the support and encouragement

of our community and members, sponsors, funding bodies and partners. I would like to acknowledge the State and Commonwealth Government, Delphi Bank, Federation of Greek Elderly Citizens Clubs, HACCI, F1IT, Ithacan Philanthropic Society, Neos Kosmos, SBS, 3XY Greek Media, and Windsor Management Insurance Brokers, for their kind & generous donations and ongoing support. Importantly, our sincere appreciation to PRONIA's patron Justice Emiliou Kyrou for his continued support.

Finally, I would like to acknowledge our dedicated CEO Tina Douvos-Stathopoulos and the management team, staff and volunteers for their remarkable tenacity to seamlessly deliver "normal" within an extraordinarily abnormal environment. Importantly, the dedicated and generous expertise and cooperation of my fellow Board Directors, current and former, is greatly appreciated.

It is indeed a privilege and honour to lead this remarkable organisation.

On behalf of the Board of Directors, I am proud to commend this Report on its accomplishments, as we move forward with optimism and inspiration.





## Αναφορά Προέδρου

*“Αναλογιζόμαστε την άνευ προηγουμένου αναταραχή των τελευταίων 12 μηνών και εκτιμούμε περισσότερο από ποτέ τον κύριο ρόλο που διαδραματίζει η PRONIA στην παροικία καθώς και στη φροντίδα ευάλωτων ατόμων και οικογενειών.”*

**Κρις Παυλίδης**

Πρόεδρος

Είμαι στην ευχάριστη θέση να σας παρουσιάσω την 49η Ετήσια Έκθεση της PRONIA στην πρώτη μου θητεία ως Πρόεδρος.

Όπως πάντα, η PRONIA συνεχίζει να εκπληρώνει την αποστολή της με το να ενδυναμώνει, να υποστηρίζει και να συνηγορεί για τις διαφορετικές και μεταβαλλόμενες ανάγκες της ελληνοαυστραλιανής μας παροικίας.

Αναλογιζόμαστε την άνευ προηγουμένου αναταραχή των τελευταίων 12 μηνών και εκτιμούμε περισσότερο από ποτέ τον κύριο ρόλο που διαδραματίζει η PRONIA στην παροικία καθώς και στη φροντίδα ευάλωτων ατόμων και οικογενειών.

Αυτό αποδεικνύεται από την ακλόνητη ανθεκτικότητα και αφοσίωση του Διοικητικού Συμβουλίου και του Προσωπικού, για να ανταποκριθούν στις προκλήσεις της παγκόσμιας πανδημίας του COVID-19.

Στο πλαίσιο αυτό, η PRONIA έχει εκτελέσει τις υποχρεώσεις της με τη δέουσα επιμέλεια, ακεραιότητα, διαφάνεια και υπευθυνότητα.

### **Ο ανθρώπινος παράγοντας κατά τη διάρκεια του COVID-19**

Σε στενή συνεργασία με κεντρικούς φορείς, συμπεριλαμβανομένης της Πολιτειακής Κυβέρνησης, έχουμε θεσπίσει Πολιτική και Διαδικασίες έκτακτης ανάγκης για τον COVID-19 με σκοπό τον μετριασμό του κινδύνου για τους πελάτες, το προσωπικό, τον οργανισμό και την ευρύτερη παροικία. Αυτό μας κράτησε σε καλή θέση, καθώς πλοηγούμαστε στον οδικό χάρτη της Πολιτείας για τον COVID-19.

Υποστηρίζοντας τη νέα μας πραγματικότητα που υπαγορεύεται από κανόνες, κανονισμούς και εγκλεισμούς για τον COVID-19 έχουμε συνεχώς επίγνωση του ανθρώπινου παράγοντα, ώστε να δίνουμε προτεραιότητα στη φροντίδα των ανθρώπων μας.

Αυτό σημαίνει την ανάπτυξη των μοντέλων φροντίδας μας καθώς περνάμε από το πρότυπο της φυσικής επαφής στην ψηφιακή επικοινωνία μέσω συχνών και τακτικών τηλεφωνικών επαφών, με ψηφιακές συναντήσεις και συνομιλίες, διανομή αγαθών έκτακτης ανάγκης και με την εξασφάλιση κρίσιμων κρατικών επιχορηγήσεων.

Τα νέα δεδομένα από τα στατιστικά στοιχεία της PRONIA είναι ενδεικτικά της αυξανόμενης ανάγκης 55% για υπηρεσίες κοινωνικών λειτουργιών καθώς και συμβουλευτικής για θέματα οικογενειακής βίας, ψυχικής υγείας και ευημερίας καθώς και οικονομικό άγχος, που επιδεινώθηκαν από αυτές τις προκλήσεις.

### **PRONIA Ταυτότητα & Στρατηγική**

Μπορούμε να είμαστε περήφανοι για την προσωποκεντρική εργασία μας, την οποία προσεγγίζουμε και παραδίδουμε με συμπόνια, θάρρος και πεποίθηση, για την ευημερία της ελληνοαυστραλιανής παροικίας μας.

Αποδεικτικό της ποιοτικής εργασίας αυτής είναι η αριστεία της PRONIA όπως αποδεικνύεται στις διαπιστώσεις των κυβερνητικών ποιοτικών ελέγχων αλλά και από τα θετικά σχόλια αξιολόγησης που προκύπτουν από ερωτηματολόγια σε μέλη, πελάτες και προσωπικό.

Σε συστημικό επίπεδο, η αξιοσέβαστη επωνυμία και η επαγγελματική τεχνογνωσία της PRONIA, καθιερώνει τον ευρύτερο ρόλο μας στον πολυπολιτισμικό τομέα και στον τομέα παροχής υπηρεσιών. Αυτό αποδεικνύεται από την ισχυρή μας σχέση συνεργασίας και συνηγορίας με κυβερνητικούς παράγοντες, καθώς και με κορυφαίους πολιτειακούς και ομοσπονδιακούς φορείς στην ανταπόκριση και παράδοση εκ μέρους των παλαιών αλλά και πιο πρόσφατα αφιχθέντων Ελληνοαυστραλών μας.

Παραδείγματα συνηγορίας και

υπεράσπισης της PRONIA τους τελευταίους 12 μήνες περιλαμβανόντων:

- Διαδραματίσαμε καίριο ρόλο για την έναρξη του πολυπολιτισμικού Δικτύου Υποστήριξης Διευθύνων Σύμβουλων, εξασφαλίζοντας χρηματοδότηση για τις κοινότητες CALD.
- Ασκήσαμε επιρροή στην πολιτική για την καθοδήγηση της δίκαιης κατανομής πόρων στις κοινότητες CALD
- Υπεράσπιση της πολιτιστικής ικανότητας και βελτιωμένων μοντέλων ολοκληρωμένων υπηρεσιών
- Επιτυχές λόμπι για την ένταξη της ελληνικής γλώσσας στις ταινίες παραγωγής από την Moving Pictures με θέμα την άνοια.
- Φιλοξενήσαμε τα εγκαίνια της Στρατηγικής Πολυπολιτισμικής Δέσμευσης της Αντιπολίτευσης (Shadow Labor) στα κεντρικά γραφεία της PRONIA.

Καθοδηγούμενοι από το Στρατηγικό μας Σχέδιο, παραμένουμε δεσμευμένοι και εστιασμένοι στο όραμα της PRONIA ως ο κορυφαίος οργανισμός παροχής υπηρεσιών κοινωνικής πρόνοιας. Το Διοικητικό Συμβούλιο και τα στελέχη εργάστηκαν με αποφασιστικότητα και έμπνευση καθ' όλη τη διάρκεια του έτους.

Με μεγάλη ικανοποίηση ηγήθηκα της διαδικασίας αναθεώρησης των στρατηγικών προτεραιοτήτων της PRONIA μαζί με το Διοικητικό Συμβούλιο και την Διευθύνουσα Σύμβουλο οικοδομώντας στην καλή μας διακυβέρνηση και την οργανωσιακή μας κουλτούρα, για την υλοποίηση και την μελλοντική εφαρμογή του Στρατηγικού μας Σχεδίου 2021-2026.

Βασική εστίαση αυτού του επόμενου σταδίου θα είναι η ανάκαμψη

από τον COVID-19, σε συνεργασία με τα τομεακά μας δίκτυα και συνεργασίες για τη μεγιστοποίηση των πόρων και την προβολή των υπηρεσιών μας. Επίσης στο να εδραιώσουμε την έρευνά μας σχετικά με τον μεταβαλλόμενο δυναμικό και διαπολιτισμικό αντίκτυπο μεταξύ των γενεών στην παροικία μας.

Αυτή η εργασία θα υποστηριχθεί περαιτέρω από το επιχειρηματικό και χρηματοδοτικό μοντέλο της PRONIA, για τον εντοπισμό και την εξασφάλιση καινοτόμων πηγών χρηματοδότησης και ροής εισόδων.

### **Βιώσιμες επενδύσεις**

Συνεχίζουμε να διευρύνουμε τις δυνατότητές μας και να ανταποκρινόμαστε με σθένος στις εξελισσόμενες και αυξανόμενες ανάγκες της παροικίας μας, για να παραμείνουμε σχετικοί με τις μελλοντικές γενιές και ουσιαστικοί, για τα παιδιά και τα εγγόνια μας.

Αυτό αντικατοπτρίζεται μέσω των διευρυμένων και τροποποιημένων μοντέλων υπηρεσιών μας για τους νέους, τους ηλικιωμένους και τις οικογένειές μας καθώς και στην συστηματική και ισχυρή οικονομική μας παρακολούθηση. Η επέκταση της κεφαλαιουχικής μας επένδυσης στις εγκαταστάσεις μας στο Oakleigh, η αναδιάρθρωση του βρεφονηπιακού σταθμού Alpha Childcare και η ανάπτυξη του Ανθρώπινου Δυναμικού, αποτελούν κρίσιμες εξελίξεις για την μελλοντική ασφάλεια και σχεδιασμό διαδοχής της PRONIA.

Παραμένουμε υπερήφανοι για τη διαρκή κληρονομιά της PRONIA και συνεχίζουμε με ισχυρή ηγεσία, καινοτομία και ανάπτυξη σε ένα κλίμα που αγκαλιάζει την αλλαγή, ενώ συνεχίζουμε να παρέχουμε τα βέλτιστα πρότυπα εξυπηρέτησης και φροντίδας.

### **Ευχαριστίες**

Ο ρόλος της PRONIA ως θεμελιώδης πυλώνας για την παροικία μας γαλβανίζεται μόνο χάρη στην υποστήριξη και την ενθάρρυνση της παροικίας μας και των μελών, των χορηγών, των φορέων χρηματοδότησης και των συνεργατών μας. Θα ήθελα να ευχαριστήσω την Πολιτεία και την Κυβέρνηση της Κοινοπολιτείας, την Delphi Bank, την Ομοσπονδία Συλλόγων Ελλήνων Ηλικιωμένων Πολιτών, το HACCI, την F1IT, την Ithacan Philanthropic Society, τον Νέο Κόσμο, την SBS, την 3XYGreek Media και τους Windsor Management Insurance Brokers, για τις ευγενικές και γενναιοδωρες δωρεές και τη συνεχή υποστήριξή τους.

Εξίσου σημαντική είναι η ειλικρινής μας εκτίμηση στον Patron της PRONIA Δικαστή Αιμίλιο Κύρου για τη συνεχή υποστήριξή του.

Τέλος, θα ήθελα να ευχαριστήσω την αφοσιωμένη Διευθύνουσα Σύμβουλό μας Τίνα Δούβου Σταθοπούλου και τη διευθυντική ομάδα, το προσωπικό και τους εθελοντές για την αξιοσημείωτη επιμονή τους να προσφέρουν απρόσκοπτα το «κανονικό» σε ένα εξαιρετικά μη φυσιολογικό περιβάλλον.

Ιδιαίτερη σημασία έχει και η πραγματογνωμοσύνη και η συνεργασία των συναδέλφων μου στο Διοικητικό Συμβούλιο νυν και πρώην, η οποία εκτιμάται ιδιαίτερα. Είναι πράγματι προνόμιο και τιμή να ηγούμαι αυτού του ιστορικού οργανισμού.

Εκ μέρους του Διοικητικού Συμβουλίου, είμαι υπερήφανη που εισηγούμαι αυτής της Έκθεσης για τα επιτεύγματά της, καθώς οδεύομαστε στο μέλλον με αισιοδοξία και έμπνευση.



## Chief Executive Officer's Report

*"This year was one filled with many achievements and challenges, that tested the resilience and determination of the team. PRONIA implemented specific COVID-19 related services to support vulnerable members of the community."*

**Tina Douvos  
Stathopoulos**

Chief Executive Officer

I take great pride in presenting the CEO report for the 2020-2021 financial year. This year was one filled with many achievements and challenges. It was a year that tested the resilience and determination of the leadership team, staff and volunteers.

Despite navigating through a number of significant issues such as COVID-19 and aged care sector reforms, PRONIA met its service obligations and strategic objectives. The care and wellbeing of our clients is central to the work of the organisation. This work was made possible by the unwavering commitment of our dedicated staff and volunteers. I extend my heartfelt gratitude to the entire team for persevering throughout the year to respond to increased service demands and changing community expectations.

It is anticipated COVID-19 related issues will be managed well into the future necessitating an ongoing adaptation of service responses to support the changing needs of our service users. PRONIA implemented specific COVID-19 related services to support vulnerable members of the community. Essential services such as centre-based child care and community aged care remained client facing meeting the care needs of the elderly in their homes. All other services adopted a hybrid model of service delivery, such as telepractice and online support, in response to extended lockdown restrictions.

Despite the interruptions PRONIA's achievements this past year far exceeded last years' client service outcomes. The substantial increase was in response to demand for

services validating the importance and need for quality cultural specific care.

PRONIA serviced 8467 people who sought culturally responsive welfare services, with key achievements highlighted by the following program outcomes:

- Aged and Coordinated Care delivered 179,468 hours of service to 700 elderly members of the community, an increase of almost 3000 hours.
- Home Care packages program serviced 572 packages across metropolitan Melbourne supporting elderly to maintain their independence at home.
- Direct casework assisted 5011 clients providing a total of 3,354 hours of individual support to at risk or vulnerable members of the community. This number includes the 2374 clients serviced from the Red Cross collaboration.
- The Multicultural COVID-19 Family Violence Program online activities reached 1000 people who participated in family violence awareness activities.
- The Family and Relationship Service delivered 438 counselling sessions to individuals and families in need.
- Settlement Services provided support to 455 newly settled migrants.
- Volunteer services in residential facilities were maintained with 70 volunteers sustaining social connections with 131 isolated elderly.

Notwithstanding the impact of the COVID-19 pandemic on the early childhood education sector which endured centre closures, funding



and service delivery disruptions, Alpha Early Learning Centre remained operational supporting the care needs of essential workers and local families. The All Best Care (ABC) Workers Agency, although impacted by centre closures, recovered well due to strong service relationships with early learning providers.

The Royal Commission into Aged Care Final Report released in February 2021 signalled major reforms in aged care. The organisation worked towards the implementation of the new payment arrangements, managed the changes within the HCP's program and addressed aged care workforce matters, including vaccination mandates and reporting, to ensure continuity of care.

PRONIA is working towards the alignment of the Multi Agency Risk Assessment Management (MARAM) Framework into our family violence services as a response to the Royal Commission into Family Violence. To this end, a whole of agency approach will be adopted to further strengthen integrated service responses to family violence and elder abuse within the organisation.

Advocacy remains a key function of the organisation with contributions to policy made through submissions, membership on peak bodies such as Leading Age Services Australia (LASA), and participation at state and national advisory groups and committees including VMC Regional Advisory Council and

FECCA Positive CALD Ageing Network. The expansion of services is aligned with the strategic priorities of the organisation. In May, PRONIA achieved approved provider status under the National Disability Insurance Scheme (NDIS) receiving full registration to deliver support coordination services to people with disabilities, and has since on-boarded 11 clients to the service. The recent purchase of the new Oakleigh premises provides further growth in the southern corridor, with construction expected to commence early next year.

The 2021-2026 PRONIA Strategic Plan outlines PRONIA's strategic intentions for the next five years. The three strategic objectives outlined in the plan are as follows:

- Priority 1: Build on existing services and harness new and sustainable opportunities
- Priority 2: Enhance organisational capability for quality person-centred services
- Priority 3: Continue to contribute to Australian multicultural social policy, supporting and leading research to inform our work.

PRONIA has a proud history of delivering innovative and diverse programs across the spectrum providing continuity of care for clients. Next year will mark the 50th anniversary of PRONIA and we look forward to celebrating the achievements of this great organisation.

I extend my thanks to the State and Commonwealth Government for their continued funding and

support, and acknowledge the City of Monash and City of Moreland for supporting the work of the organisation. To our partners, sponsors and the Greek media we value your support and look forward to continuing our working relationship.

In conclusion, my sincere gratitude to the senior executive team for their commitment to achieving the exceptional outcomes during what were some very challenging times, namely: Nikki Efremidis Deputy Director Manager Aged and Coordinated Care, Mary Sophou Manager Family and Community Services, John Lioupas Manager Business Finance and Kelly Ioannou Manager Children's Services. I especially acknowledge John's contributions to and management of the Human Resources team and welcome Tanya Curtin, Manager People and Culture, to the senior management team.

A special thanks to Nick Katris and Kris Pavlidis for their support of me in my role as CEO and extend my thanks to Board Directors for their governance and strategic guidance. I am both excited and honoured to work with the PRONIA Board to continue leading PRONIA into the future.

I have immense passion for an organisation that continues to make a profound difference to the lives of thousands of people each year and express my pride of all the staff and volunteers for their contributions that make this organisation a great one.



## Αναφορά Διευθύνουσας Συμβούλου

“Η φετινή χρονιά ήταν γεμάτη με πολλά επιτεύγματα και προκλήσεις... που δοκίμασε την ανθεκτικότητα και την αποφασιστικότητα της ομάδας. Η PRONIA εφάρμοσε συγκεκριμένες υπηρεσίες που σχετίζονται με τον COVID-19 για την υποστήριξη ευάλωτων μελών της παροικίας.”

### Τίνα Δούβου Σταθοπούλου

Διευθύνουσα Σύμβουλος

Είμαι πολύ ηπερήφανη που παρουσιάζω την Έκθεση της Διευθύνουσας Συμβούλου για το οικονομικό έτος 2020-2021. Η φετινή ήταν μια χρονιά γεμάτη επιτεύγματα αλλά και προκλήσεις που δοκίμασε την ανθεκτικότητα και την αποφασιστικότητα της ηγετικής ομάδας, του προσωπικού και των εθελοντών.

Παρά την πλοήγηση σε μια σειρά από σημαντικά ζητήματα όπως ο COVID-19 και οι μεταρρυθμίσεις στον τομέα της φροντίδας ηλικιωμένων, η PRONIA εκπλήρωσε τις υποχρεώσεις της στην παροχή υπηρεσιών και στους στρατηγικούς της στόχους. Η φροντίδα και η ευημερία των πελατών μας είναι πρωταρχικά στο έργο μας. Αυτό το έργο κατέστη δυνατό χάρη στην ακλόνητη δέσμευση του αφοσιωμένου προσωπικού και των εθελοντών μας. Εκφράζω την εγκάρδια ευγνωμοσύνη μου σε ολόκληρη την ομάδα για την επιμονή της καθ' όλη τη διάρκεια του έτους ώστε να ανταποκριθεί στις αυξημένες απαιτήσεις υπηρεσιών και στις μεταβαλλόμενες προσδοκίες της παροικίας.

Αναμένεται ότι τα ζητήματα που σχετίζονται με τον COVID-19 θα αντιμετωπιστούν καλά στο μέλλον απαιτώντας και μία ανταποκρινόμενη συνεχή προσαρμογή των υπηρεσιών μας. Η PRONIA εφάρμοσε συγκεκριμένες υπηρεσίες που σχετίζονται με τον COVID-19 για την υποστήριξη ευπαθών μελών της παροικίας. Οι βασικές υπηρεσίες όπως η παιδική φροντίδα αλλά και η κοινοτική φροντίδα ηλικιωμένων παρέμειναν εξ' επαφής ανταποκρινόμενες στη φροντίδα των πελατών κατ' οίκον. Όλες οι άλλες υπηρεσίες υιοθέτησαν ένα υβριδικό μοντέλο παροχής υπηρεσιών, όπως τηλεπρακτική και ηλεκτρονική υποστήριξη, ως λύσεις στους εκτεταμένους περιορισμούς του lockdown.

Παρά τις διακοπές, τα επιτεύγματα

της PRONIA τον περασμένο χρόνο ξεπέρασαν κατά πολύ τα αποτελέσματα της περσινής χρονιάς. Η σημαντική αύξηση ήταν απόκριση στη ζήτηση για υπηρεσίες που επικυρώνουν τη σημασία και την ανάγκη για ποιοτική πολιτιστική φροντίδα.

Η PRONIA εξυπηρέτησε 8467 άτομα που αναζήτησαν πολιτιστικά ανταποκρινόμενες κοινωφελείς υπηρεσίες, με βασικά επιτεύγματα όπως επισημαίνονται από τα ακόλουθα αποτελέσματα:

- Η Φροντίδα Ηλικιωμένων παρείχε 179.468 ώρες υπηρεσίας σε 700 ηλικιωμένα μέλη, με αύξηση σχεδόν 3.000 ωρών.
- Το πρόγραμμα πακέτων οικιακής φροντίδας (HCP) εξυπηρέτησε 572 πακέτα σε όλη τη μητροπολιτική Μεμβούρνη υποστηρίζοντας ηλικιωμένους ώστε να διατηρήσουν την ανεξαρτησία τους κατ' οίκον.
- Οι κοινωνικοί λειτουργοί βοήθησαν 5011 πελάτες παρέχοντας συνολικά 3.354 ώρες ατομικής υποστήριξης περιλαμβάνοντας και τους 2374 πελάτες από τη συνεργασία με τον Ερυθρό Σταυρό.
- Οι διαδικτυακές δραστηριότητες του Πολυπολιτισμικού Προγράμματος Οικογενειακής Βίας για τον COVID-19 προσέγγισαν 1000 άτομα σε δραστηριότητες ευαισθητοποίησης για την οικογενειακή βία.
- Οι υπηρεσίες Οικογένειας και Σχέσεων παρέδωσαν 438 συμβουλευτικές συνεδρίες σε άτομα και οικογένειες που είχαν ανάγκη.
- Οι Υπηρεσίες Έγκατάστασης παρέιχαν υποστήριξη σε 455 νεοεγκατασταθείς μετανάστες.
- Διατηρήθηκαν οι εθελοντικές υπηρεσίες σε εγκαταστάσεις φροντίδας ηλικιωμένων με 70 εθελοντές να επικοινωνούν με 131 απομονωμένους ηλικιωμένους.

Παρότι ο αντίκτυπος της πανδημίας COVID-19 στον τομέα της προσχολικής εκπαίδευσης είχε ως συνέπεια το κλείσιμο των σταθμών, της χρηματοδότησης και τις διακοπές παροχής υπηρεσιών, το Alpha ELC παρέμεινε λειτουργικό υποστηρίζοντας εργαζόμενους και τοπικές οικογένειες. Το All Best Care (ABC) Workers Agency, αν και επηρεάστηκε από το κλείσιμο των σταθμών ανέκαμψε καλά λόγω των ισχυρών σχέσεων εξυπηρέτησης με παρόχους πρώιμης εκπαίδευσης.

Η τελική έκθεση της Βασιλικής Επιτροπής για τη Φροντίδα Ηλικιωμένων που δημοσιεύθηκε τον Φεβρουάριο του 2021 σηματοδότησε σημαντικές μεταρρυθμίσεις. Προσαρμόσαμε τις εργασίες ώστε να αφομοιωθεί η εφαρμογή των νέων ρυθμίσεων πληρωμής, των αλλαγών στο πρόγραμμα του HCP και θέματα εργατικού δυναμικού φροντίδας ηλικιωμένων, συμπεριλαμβανομένων των εντολών εμβολιασμού, ώστε να διασφαλιστεί η συνέχεια της παροχής υπηρεσιών.

Η PRONIA εργάζεται για την ευθυγράμμιση του Πλαισίου Διαχείρισης Αξιολόγησης Κινδύνων πολλαπλών Οργανισμών (MARAM) στις υπηρεσίες οικογενειακής βίας και για το σκοπό αυτό, θα υιοθετηθεί μια συνολική προσέγγιση για την περαιτέρω ενίσχυση ολοκληρωμένων υπηρεσιών στην οικογενειακή βία και την κακοποίηση ηλικιωμένων εντός του οργανισμού.

Η συνηγορία παραμένει μια βασική λειτουργία του οργανισμού με συνεισφορές μέσω υποβολών, συμμετοχή σε κορυφαίους οργανισμούς όπως η Leading Age Services Australia (LASA) και συμμετοχή σε κρατικές και εθνικές συμβουλευτικές ομάδες και επιτροπές, όπως το Περιφερειακό Συμβουλευτικό Συμβούλιο VMC

και το FECCA Positive CALD Aging Network.

Η επέκταση των υπηρεσιών είναι ευθυγραμμισμένη με τις στρατηγικές μας προτεραιότητες. Τον Μάιο, η PRONIA εγκρίθηκε ως εγκεκριμένος παρόχος NDIS για την παροχή υπηρεσιών συντονισμού σε άτομα με αναπηρία και έκτοτε έχει ενσωματώσει 11 πελάτες στην υπηρεσία. Η πρόσφατη αγορά των νέων εγκαταστάσεων στο Oakleigh παρέχει περαιτέρω ανάπτυξη στα νότια προάστια, με την οικοδόμηση να αναμένεται στις αρχές του επόμενου έτους.

Το Στρατηγικό Σχέδιο της PRONIA για το 2021-2026 σκιαγραφεί τις στρατηγικές προθέσεις μας για τα επόμενα πέντε χρόνια. Οι τρεις στρατηγικοί στόχοι που περιγράφονται στο σχέδιο είναι οι εξής:

- Προτεραιότητα 1: Αξιοποίηση των υπάρχουσων υπηρεσιών και αξιοποίηση νέων και βιώσιμων ευκαιριών.
- Προτεραιότητα 2: Ενίσχυση της οργανωσιακής ικανότητας για ποιοτικές υπηρεσίες με επίκεντρο τον άνθρωπο
- Προτεραιότητα 3: Συνέχιση της συνεισφοράς στην πολυπολιτισμική κοινωνική πολιτική της Αυστραλίας, υποστηρίζοντας και καθοδηγώντας την έρευνα για την ενημέρωση της εργασίας μας.

Η PRONIA έχει μια περήφανη ιστορία στην παροχή καινοτόμων και ποικίλων προγραμμάτων παρέχοντας αδιάκοπη φροντίδα στους πελάτες της με ευρύ φάσμα υπηρεσιών. Του χρόνου συμπληρώνονται 50 χρόνια από την ίδρυση της και ανυπομονούμε να γιορτάσουμε τα επιτεύγματα αυτού του σπουδαίου οργανισμού.

Εκφράζω τις ευχαριστίες μου στην Πολιτεία και την Κοινοπολιτειακή Κυβέρνηση για τη συνεχή χρημα-

τοδότηση και την υποστήριξή τους, και είμαι ευγνώμων στους δήμους του Monash και του Moreland για την υποστήριξη του έργου του οργανισμού. Στους συνεργάτες, τους χορηγούς και τα ελληνικά μέσα ενημέρωσης εκτιμούμε την υποστήριξή σας και ευελπιστούμε να συνεχίσουμε τη συνεργασία μας.

Ολοκληρώνοντας θα ήθελα να εκφράσω ειλικρινή ευγνωμοσύνη προς την ανώτερη εκτελεστική ομάδα για τη δέσμευσή της να επιτύχει εξαιρετικά αποτελέσματα σε μία περίοδο με πολλές προκλήσεις. Ονομαστικά: Νίκη Ευφραϊμίδου Αναπληρώτρια Διευθύντρια και Διευθύντρια Συντονισμένης Φροντίδας Ηλικιωμένων, Μαίρη Σοφού Διευθύντρια Οικογενειακών και Κοινοτικών Υπηρεσιών, Γιάννη Λιούπα Οικονομικό Διευθυντή και Κέλλυ Ιωάννου, Διευθύντρια Παιδικών Υπηρεσιών. Εκτιμώ ιδιαίτερα τις συνεισφορές του Γιάννη και τη διαχείριση της ομάδας Ανθρώπινου Δυναμικού και καλωσορίζω την Tanya Curtin, Διευθύντρια Ανθρώπινου Δυναμικού, στην ανώτερη διευθυντική ομάδα.

Ευχαριστώ ιδιαίτερος τον Νίκο Κατρή και την Κρις Παυλίδη για την υποστήριξή τους στο ρόλο μου και το Διοικητικό Συμβούλιο για τη διακυβέρνηση και τη στρατηγική του καθοδήγησή. Με τιμά και με συγκινεί η συνεργασία μου με το Διοικητικό Συμβούλιο της PRONIA ώστε να συνεχιστεί η μελλοντική μας πορεία.

Έχω τεράστιο πάθος για έναν οργανισμό που συνεχίζει να έχει τόση σημασία στις ζωές χιλιάδων ανθρώπων και εκφράζω την περηφάνια μου για όλο το προσωπικό και τους εθελοντές για τη συνεισφορά τους που κάνει αυτόν τον οργανισμό τόσο σπουδαίο.



## Board of Directors



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# Staff

## Business and Finance Unit

John Lioupas

*Manager, Business & Finance*

Debbie Ziakas

*Administration Services Coordinator*

Angela Papadopoulos

*Administration Services Officer*

Stephanie Moutafis

*Administration Services Officer*

Elena Vasiliadis

*Administrative Support*

*(From April 2021)*

Dee Kouroutsidou

*Senior Settlement Services Officer*

Anthony Rallis

*Procurement Officer*

Sofia Tsimidopoulou

*Marketing & Events Officer*

Dorothy Hatzopoulou

*Communications & Community*

*Engagement Officer (From March 2021)*

Panagiotis Ntrallos

*Recruitment & Training Officer*

Eddy Appasamy

*HR Administrator*

Lillian Zhang

*Finance Team Coordinator*

Konstantina Kourtis

*Finance Officer*

Sue Cochrane

*Finance Officer*

Vandana Shukla

*Finance Officer*

Konstantinos Tsakoumis

*Media & Promotions Officer*

## People & Culture Unit

Tanya Curtin

*Manager, People & Culture (From June 2021)*

## Aged & Co-ordinated Care Unit

Nikki Efremidis

*Deputy CEO, Manager, Aged & Coordinated Care*

Sophia Koutes

*HCP Program Coordinator*

Anastasia Koussis

*Brokered Services Coordinator*

Marie Kyriakidis

*HCP Customer Service Officer*

Georgios Gounaris

*HCP Recruitment & Intake Officer*

Katy Karabatsos

*HCP Recruitment & Intake Officer*

Harry Liapis

*HCP Recruitment & Intake Officer  
(Until February 2021)*

Sofia Anninou

*Case Manager*

Maria Frangos

*Case Manager*

Panagiotis Giarimoglou

*Case Manager*

Irene Mantzis

*Case Manager*

Peter Andrinopoulos

*Community Support Program Coordinator*

Paraskevi Tsingas-Dentsas

*Senior Coordinator, Volunteer*

*Workforce Development*

Mary Kalona

*Case Manager*

Christina Kominakis

*Case Manager (Until December 2020)*

Mary Maragos

*Case Manager*

Dimitra Petropoulos

*Case Manager*

Anastasia Psarreas

*Case Manager*

Stamatia Sofronidou

*Case Manager*

Sophie Tsetsos

*Case Manager*

Dimitrios Mavroudis

*Cook*

Yasmin Miceli

*NDIS Program Support Coordinator*

Fotini Zahariou

*Brokered Services Coordinator*

Mary Gourdine

*PAG Team Leader*

Alexandra Kromidas

*PAG Supervisor*

Chris Dimokranitis

*PAG Supervisor & Generic Aide*

Valbona Terolli

*PAG Supervisor & Generic Aide*

Cathy Loschiavo

*PAG Supervisor & Generic Aide*

Anna Avramopoulos

*Generic Aide*

Fay Christidis

*Generic Aide*

Joyce Frittolini

*Generic Aide*



Helen Ioannou  
*Generic Aide*

Loula- Karefilakis  
*Generic Aide*

Helen Kourkoutzelos  
*Generic Aide*

Maria Lazari  
*Generic Aide*

Konstantinos Tsakoumis  
*Generic Aide*

Eleonora Bifsa  
*Brokered Services Officer*

Lisa Galanis  
*Rostering Services Officer*

Magdalini Pavlidou  
*Brokered Services Officer*

Sophie Manaveris  
*Rostering Services Officer*

Maria Sengos  
*Rostering Services Officer*

Esrael Tadese  
*Rostering Services Officer*

Georgia Holton  
*Respite Program Officer*

Tanya Beavis  
*Community Visitors Scheme Officer*

Fotini Dimidou  
*Social Support Program Officer*

## Family and Community Services Unit

Mary Sophou  
*Manager, Family & Community Services*

Kathy Barbakos  
*Client & Community Services Coordinator*  
*(From April 2021)*

Athina Alexandrou  
*Case Worker (From September 2020)*

Antonios Anagnostou  
*Family Counsellor*

Niki Fotias  
*Case Worker (From October 2020)*

Tina Katsipis  
*Senior Case Worker (Until December 2020)*

Anthony Parveris  
*Health Educator*

Antonios Maglis  
*Community Engagement & Capacity*  
*Building Officer*

Lucy Louca  
*Family Counsellor*  
*(From September 2020 until April 2021)*

Lucy Louca  
*Counsellor (From April 2021)*

Rebecca Moutafis  
*Mental Health Support Worker*  
*(From September 2020 until March 2021)*

Vasileios Papalexis  
*Case Worker (From Nov 2020 til Dec 2020)*

Samantha Stathopoulos  
*Family Violence Project Assistant*  
*(From September 2020)*

Elena Vasiliadis  
*Administrative Support*  
*(From September 2020 until April 2021)*

Sonya Tsakalakis  
*Case Worker (From January 2020)*

Dorothy Hatzopoulou  
*Communications & PR*  
*(From March 2020 until March 2021)*

Denise Tsirtsakis  
*Counsellor (Until December 2020)*

## Children Services Unit

Kelly Ioannou  
*Childrens Services Manager*

Roulla Contopoulos  
*Administration Services Officer*

Debbie Dagli  
*Educator*

Iris Gavrilovics  
*Educator*

Anna Giannopoulos-Grigoriadis  
*Second in Charge/Educator*

Eva Kalatheris  
*Educator*

Maria Katergaris  
*Educator*

Iqbal Kaur Hayer  
*Educator*

Maria Kourli  
*Educator*

Vicky Mesarvithis  
*Cook*

Theodora Palavras  
*Educator*

Eleni Pirdis  
*Educator*

Angela Vidinopoulos  
*Kindergarten Teacher*

Panagiota Papapetrou  
*Cook (From July 2020)*

Eirini Barotsaki  
*Educator (From March 2021)*

Nina Belskaya  
*Kindergarten Teacher*

Elli Bougiotis  
*Educator*

Frances Brett  
*Educator*

Teena De Rose  
*Educator*

Faye Tsioutsis  
*Cook/Educator (From May 2021)*

Joanna Zotos  
*Educator*



## Community Care Workers

Aikaterini Tzanerikou	Despina Sisois	Kalliopi Gkolesi	Paraskevi Kalaitzis
Alexandra Alexiadis	Dimitra Marrocco	Kalliopi Papagianni	Paraskevi Kosmas
Alexandra Apostolides	Dimitra Papadimitriou	Katina Georgiadis	Paschalina Giouroukis
Alexandra Chatziopoulos	Doris Mitropoulos	Konstantinos Kassiou	Pawandeep Kaur
Alice Kaloutsakis	Effie Belagia	Konstantinos	Penelope Papadelis
Anastasia Mendrinou	Efstathia Grapsa	Klostopoulos	Rajendra Kumar Chand
Anastasia Panousopoulos	Efthalia Tanagia	Konstantinos Kyriakidis	Ranjala Bhattarai
Anastasia Sevastiadis	Eleni Karafyllidi	Kyriakoula Giannetta	Rita Camilleri
Andreas Aloneftis	Eleni-Helen Zamouzaris	Lita Markou	Rita Kontopoulou
Angela Bozovitis	Elizabeth Efremidis	Louis Henri Lelou	Roula Bhowan
Angela Psiroukis	Emmy Sideris	Loukia Panoudi	Simona Asandei
Angela Vlahos	Eugenia Gunaridis	Madlena Awad	Siryani Manel
Angelos Alogaras	Evangelia Carydias	Margaret Kakolyris	Siti Norohadzniati
Anna Devinenti	Evangelia Kladou	Maria Christakis	Mohammad Noor
Anna Georgiou	Fay Moros	Maria Kermali	Sofia Tsakiridou
Anna Tetrimida	Fivos Panayiotou	Maria Magkoulis	Sofie Dangas
Anna Tsangaris	Garyfallia Diareme	Maria Marks	Sophie Christodoulou
Anne Menoudaki	Georgia Loupetis	Maria Sevastidis	Spiros Doufexi
Anthoula Tsoli	Georgia Maina	Marianthe Carydias	Spyridoula (Pepie)
Antigoni Marangos	Georgia Pappas	Maria-Paraskevi	Choimpou
Archie Argyropoulos	Georgia Polydorou	Bakopoulos	Stamatia Hortis
Areti Bourlessas	Georgina Tsoukas	Marsha Minas	Stavroula Zacharaki
Aristomeni Capa	Georgios Aravanis	Mary Vella	Thalia Andrews
Asegedech Teke	Georgios Faklaris	Meropi Douka	Theodora Anna
Basiliki-Vicky Bantelas	Giasemi Tzogia	Metaxia Papadopoulos	Charalambidis
Charalampia Katritsi	Gina Browne	Niki Glykokalamos	Theodora Tsiavos
Charalampos Peidis	Helen Bakatsoulas	Nikoletta Striglogiannis	Theodoros Davernanis
Chrissoula Katsaros	Helen Fermelis	Nilani Godage Dona	Theodoros Trifon
Christina Galanopoulos	Hrisovalantis Charles	Nomiki Tsikouris	Valma Bayiartakis
Christina Phassouliotis	Kambouris	Olga Chaschasiadou	Vasileios Sfetkos
Christos Agneskis	Ilias Vogiatzis	Olga Curley	Vicki Karavokiri
Chrysoula Karadani	Inha Zhukova	Olga Psyllos	Vicky Emsley
Connie Vamvoulidis	Irene Blanas	Olga Vlahos	Victoria Scarfo
Despina Kiriakidis	Jenny Xanthopoulos	Panagiota Papapetrou	Voula Theodoridis
Despina Sergakis	Julie Gakopoulos	Paraskevi Giannakoudaki	Zoe Constantinidis



## All Best Care

Julie A Andrews  
Parandis Araei  
Nasrin Begum  
Roslyn Carney  
Vasantha  
Chandrakaran

Bonnie Chow  
Anusha Decostha  
Kaniz Ferdousi  
Anastasia Hatzistavros  
Amandeep Kaur Holat  
Sarah Hooper

Amani Hassan Ibrahim  
Prabhjot Kaur  
Manpreet Kaur  
Mina Khoeiniha  
Kalidiatou Rachel  
Konate

Tahira Latiff  
Lubna Mian  
Johara Mohammed  
Olga Rohde  
Sher Wui Wong



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**ABC services cover the full range of  
childcare and professional development,  
including:**

- ✓ Temporary relief placements.
- ✓ Qualified, fully screened professionals.
- ✓ 7 day, 24 hour coverage.
- ✓ Performance guarantees on temporary staff.





## Volunteers

Adam George Michael	Goltsios Georgios	Lazaropoulos Helen	Pavlidis Panagiota
Agathangelou Maroulla	Gouletsas Chrissoula	Loukas Stella	Pehlivanis Eleni
Andrianakis Nafsika	Gounaris Efi	Maina Georgia Amalia	Penny Dimopoulos
Antonopoulos Maria	Gourdouros Georgia	Mantis Joanna (Jenny)	Perakis Maria
Apostolopoulos Vasilis	Hagiefremidis Victoria	Maria Psihogios-	Peter Michalopoulos
Arapoglou Mary	Iliadis Dana	Billington	Petroulis Dimitrios
Arapoglou Stavros	Irving Susie	Matarakis Antonia	Pilakis Evangelia
Athanasopoulos Patra	John Vrahnas	Mavroulis Panagiota	Politis Dionisia
Atmatsidis Marie	Johnson Marlies	Michaelidis George	Provataris Athanasios
Axiotis Maria	-Dorthe	Michalakis Christos	Psarakis Maria
Balasi Katerina	Joseph Michael Zaia	Michalopoulos Maria	Raftopoulos Athina
Basias Stella	Kalaitzis Elizabeth	Mitropoulos Nicoletta	Rentzis Voula
Bellos Spyridon	Kaloudis Anna	Moschoyiannis Maria	Rozanitis Ann
Bitsolas Martha	Kalpouzos Kyriaki	Mylonakis Stylianos	Savva Agathi
Boroboka Sophia	Kambouris Valantis	Nelis Maria	Schoina Lemonia
Bouras Soula	Kantianis Maria	Nicholaides Emmanuel	Simoglou Vicki
Castos Asimina	Karabatsos Maria	(Antonis)	Skatharoudis Anastasia
Chatziemmanouil Maria	Karafyllidi Eleni	Nicolaou Christoula	Striglogiannis
Dominiki	Karaikos Glykeria	Ntaliani Christina	Panagiotis
Choleva Aikaterini	Kargiotis Alexandra	Paikopoulos Miltiadis	Thalia Livadaras
Constandineas	Karlos Tina	Paikopoulos Theodore	Thea Milides
Constantine	Karvelas George	Paliogianis Eleni	Timothy Dionyssopoulos
Crilis Vassiliki	Katselas Vasiliki	Panagiotou Christine	Triantafyllopoulos Irene
Dalianis Angela	Kefaloukou Poppy	Panagiotou Dimitra	Tsakonas Tina - (Fotini)
Dandris Penelope	Kemeridis Sophia	Pantelidou Anastasia	Tsekouras Penelope
Diakoumakos Dora	Kofteros Helen	Papadopoulou	Tsiakataras Vasilios
Dimitropoulos Katerina	Kolokytha Aspasia	Paraskevi	Tsoufpa Maria
Ektoras Athena	Kondou Athanasia	Papafotiou Susie	Vergou Dimitra
Galanakis Efthalia	Konstantinidis Soumela	Papanikos Georgia	Xenos Konstantinos
Gatsis Irene	Koparanidou Paraskevi	Paradis Con	Zacharias Panagiota
Gentis Panagiota	Korras Melpo	Parellis Anna	Zefy Souvlakis
Georgia Barbayannis	Kosmas Despina	Pasakalos Anna	Zournatzian Sakris
Giamoukoglou Maria	Koulouris Georgia	Patsiolis Stefania	Mathaios
Giannitsis Joanne	Krokos Helen	Patsouris Athanasios	
Giannopoulos Eleni	Lantouris Helen	Patsouris Astero	



# Aged and Coordinated Care

**The aged care services provide a continuum of care with the client journey a seamless transition across the varied programs that meet the changing care needs of clients.**



PRONIA is a provider of quality cultural specific in-home and community based aged care services supporting the elderly to maintain their independence at home and remain living in their local community. The aged care services provide a continuum of care with the client journey a seamless transition across the varied programs that meet the changing care needs of clients.

The organisations connections with the older person has strengthened and often is extended to other significant members of the family and the broader community. We continue to build on trusted relationships with clients across all our aged care programs with word of mouth the best referral pathway for new clients accessing our programs.

The COVID-19 Pandemic had ongoing impact on the delivery of our services with lock downs making it necessary to adapt to hybrid models of service delivery to meet the health and wellbeing needs of all program participants. The COVID-19 Business Continuity Plan and COVID-19 Safe Plans have been integral in the safe delivery of services with increased



screening activities, continued use of PPE and COVID-19 safe practices and regular communication with service users.

The ongoing monitoring of hotspots and outbreaks was essential in guiding our service responses particularly with regards to frontline staff and vulnerable clients.

Undoubtedly the largest impact of moving from onsite social support programs to telepractice services had an impact on the emotional wellbeing of many clients as they missed their interactions with staff and other service users.

The demand for increased care support for high needs home care package (HCP) brought

about workforce challenges that were managed to respond to individual client needs. Workforce retention, recruitment and training of frontline aged care has been a major focus of the unit working in partnership with educational institutions and other stakeholders to support workforce initiatives.





## Despite its challenges the Aged and Coordinated Care Unit delivered over 179,468 hours of services in the financial year.

PRONIA aptly responded to the changing government policy directions with respect to the New Payment Arrangements involving preparation for monthly billing practices for services only within the said month, the review and recommendations of the Social & Community Home Care Disability Services Award and the recommendations of the Royal Commission into Aged Care, released in May 2021.

Some of the key recommendations from the Royal Commission included a review of the Aged Care Standards, new Aged Care Act, an independent Aged Care Safety and Quality Authority, integrated support for and care of older people, greater support for informal carers increased participation of volunteers in aged care, increased access to mental health services for older people and national worker safety screening, amongst

other determinations. The Aged and Coordinated Care Unit maintained its valuable care services to the community and grew its programs, particularly the HCP Program which had an increase in release of packages in line with Royal Commission recommendations. To support this growth, a HCP Coordinator position was implemented to oversee the program and FTE Case Managers to facilitate client care planning.



## Commonwealth Home Support Programs CHSP

PRONIA's Commonwealth Home Support Programs (CHSP) and Community Visitors Scheme funded programs operate across metropolitan Melbourne and support over 600 people per week. In the last year services were delivered using a hybrid model with a combination of face to face, virtual visits well-being telephone calls or a mixture of the two subject to the Government rules, to assist clients and achieve utilisation targets. Additionally there was active communication with carers and clients keeping them informed of COVID-19 updates. Staff also contributed to the PRONIA program on 3XY and internal newsletters.



**All CHSP and the CVS Home Care programs achieved 100% utilisation. The CVS Residential Care program achieved 96.43% success rate. The SSP provided 6550 hours of visitation to isolated elderly and the CVS program provided 1600 hours of visits in aged care facilities and in the home.**

The preferred method of service to clients was the on-site participation at the Planned Activity Group (PAG) Centres which operated for short periods throughout the pandemic. Services reverted to weekly wellbeing calls during lock down periods which were very beneficial and expected by the clients. In extreme cases of isolation elderly received additional supports to maintain connections. Client activity packs were successful in keeping clients actively engaged with the program, supported the cognitive wellbeing of

individuals, and alleviated boredom. Additionally, all clients were pleasantly surprised and appreciative to have received Christmas hampers delivered by program staff, consisting of various Greek products.

### **Respite Program**

The Respite program maintained a combination of face to face, virtual contacts, wellbeing calls throughout the year in response to the restrictions during the pandemic. Whilst the COVID-19 pandemic affected the service it also strengthened connections

with both new and existing clients and initiated and maintained greater contacts with carers.

Assessments were undertaken either face to face or virtual depending on the restrictions with extensive focus on maintaining client and carer support achieving 100% utilization and 13,215 hours of service delivery. Overall, the program clients and carers spoke highly of the workers and services in place and greatly appreciated the activity kits and Christmas hampers.

## Home Care Packages Program HCP

Since 2017, PRONIA has delivered to 740 packages under a Consumer Directed Care framework. In the last financial year PRONIA delivered HCP services to 572 clients. There was continued growth in HCP's despite the ongoing challenge of the COVID-19 pandemic and relative disruption to services throughout periodic and extended lockdowns. PRONIA's steady growth in home care packages indicates that we are a preferred and trusted home care package provider for the Greek Community of Victoria.



**Many clients experienced increased vulnerabilities due to pandemic restrictions and disruptions to family support. In many cases, PRONIA care workers were the only support available to our vulnerable community members.**

A larger number of interim packages were distributed, in line with recommendations from the Royal Commission into Aged Care Quality and Safety. The uptake was prevalent in the community however the benefits of service hours were similar to that of the Commonwealth Home Support Program package. Entry to the HCP program was facilitated by the PRONIA Family and Community Services direct services and promotional activities including community radio and PRONIA's quarterly newsletter.

Throughout the pandemic, PRONIA clients chose to continue to access in-home

services wherever possible and this ensured employment of our aged care workforce and more importantly the continuation of care for the elderly. Many clients experienced increased vulnerabilities due to pandemic restrictions and disruptions to family support. In many cases, PRONIA care workers were the only support available to our vulnerable community members during months of extended lockdown in mid to late 2020.

### **Challenges in the Home Care Package Sector**

The aged care sector experienced a number of challenges during COVID-19 pandemic, primarily within

residential aged care, having impacted the whole of aged care including community aged care. The COVID-19 outbreak in residential facilities impacted community perception regarding aged care more broadly.

Increased pressure was placed on community aged care services like PRONIA to support the elderly in their homes and many carers expressed their reluctance to consider permanent aged care as a viable care option.

For the majority of 2020-2021, the demand for higher level clinical care in the home increased at a time when



practicum training was suspended by registered training institutions due to pandemic restrictions impacting on the availability of skilled aged care workers, particularly in personal care. The reluctance to place family into permanent aged care saw an increase in client upgrades to higher level packages for clients diagnosed with dementia or Alzheimer's, and included associated additional costs for these services. Additional training demands was placed on the care workforce to manage medium to high care dementia clients in the home, including case management support with geriatric and or clinical assessment wherever required to enable the safe care of clients in the family home.

PRONIA adequately managed personal protection equipment (PPE) during the year ensuring

sufficient supplies were available to cover service requests. The Home Care Packages Team was fully prepared to manage any COVID-19 infection risk with the continuation of COVID-19 Pandemic Action Plans for all HCP clients, with high risk clients registered on the Vulnerable Persons Register (VPR).

Towards the end of 2020 – 2021 financial year, the management of client services during additional lockdowns became challenging as the organisation had to re-educate clients about restrictions and changes to services such as the need to limit unnecessary outings, and more in-home respite support due to suspended social support programs to counter significant lockdown fatigue. Carer stress and fatigue intensified during these periods.

HCP Case Managers proved a vital lifeline to many carers of PRONIA clients during lockdowns, having facilitated urgent communication and emergency welfare visits where family was unable to assist due to infection risk, other personal carer duties and or COVID-19 travel restriction limitations.

### **Changes in the Home Care Packages Sector**

This financial year has also seen a change in aged care with the existing psycho-social care model now moving to a more psycho-clinical care model and purchases based on assessed aged care needs as prescribed in the Principals of Care.

Given the changing policies and discrepancies regarding packages expenditures the Department of Health (February 2021) produced a HCP's Guide for Consumers to improve consumer understanding of the aged HCP's service offerings and allowable services and purchases.

This resource will refocus funding towards clinical care/ allied health, minor home renovations and purchase of mobility aids/equipment.

A separate Guide for Providers was developed focused on managing consumer expectations with packaged care. The PRONIA HCP Team organised a policy training session facilitated



by representatives from the Home Care Department and has commenced a consumer education campaign on policy changes and eligibility for home care services to manage the integration of changes and client expectations.

### **Continuous improvement in Home Care Packages Program**

The veritable challenges brought on by the demand for community care, the relative growth in HCP's program and extended COVID-19 pandemic and lockdown restrictions had necessitated systems and process improvements and improved resource allocations to address demands of the program.

Early 2021, a Concierge role was introduced into the HCP Team to efficiently on-board new HCP clients and facilitate interim care planning requirements helping to facilitate a hand over to case manager and smooth introduction to the HCP's program.

PRONIA also introduced a new procurement application to manage the high volume of client HCP transactions to enable more efficient processing and supplier payments. The software application was tested and deployed early 2021 and a new role created to support the high input of data.

The HCP program is continuing to develop and improve its



process as it receives feedback from clients and carers. This year the program developed easy to read HCP Statement with instructions in Greek and English. More improvements are expected to client statements in the future in line with any recommended changes made by the Department for all HCP providers. Regular reviews of HCP policies and procedures were undertaken to ensure alignment with the new standards. A new draft HCP

Care Plan for focus testing with select stakeholders also aligned with the new standards and increased focus on psycho-clinical factors in clients care.

All in all, the year was a challenging one for the Home Care Packages Program but also a year of sustained growth and continued support of our Greek elderly clients proud of their independence and desire to continue to age gracefully in their home.

## Volunteer Program

The Volunteer program continued throughout the year via telephone communication between client and volunteer. Many vulnerable and isolated clients benefitted from the additional telephone contacts, particularly during periods of imposed isolation, empowering clients to keep active and sharing of wellbeing information. 60 volunteers provided weekly visits (both face to face and virtual) to 53 clients.

The program maintained regular communication with clients and carer via email regarding COVID-19 updates in both English and Greek, which were all beneficial activities sustaining community contacts. Clients were thankful for the activity kits and Christmas

Hampers received during this time.

Achieving the CVS Residential Care utilisation was a challenge due to the COVID-19 pandemic and the lockdown of Aged Care Facilities (ACF). A total of 70 volunteers provided support to 131 elderly. Despite this challenge the program staff and dedicated volunteers maintained contact with residents in ACF's to significantly enhance their quality of life. Services were offered virtually predominantly via telephone calls, some video calls, letters and emails. Whilst the virtual visits presented some of their own technical and other challenges, once overcome, the virtual visits proved to be successful and a wonderful experience for the

residents and the volunteers providing much needed friendship and companionship to the residents. Without the prompts of the Volunteer Officer and continued follow up with the ACF staff these links would not be possible. The Volunteer Officer was active in the engagement and support of volunteers in using new service models to engage with residents. Volunteers were empowered through education to gain confidence in using technology allowing residents the opportunity to connect and speak in their language. Whilst the COVID-19 pandemic made some volunteer matches and rematches very challenging due to language barriers, this was navigated through the cooperation of program staff and volunteers and ACF staff.







## Volunteer Management

PRONIA's funded volunteer programs involve one hundred and twenty-one (121) culturally and linguistically appropriate trained volunteers committed to the provision of services to socially and culturally isolated frail, aged and younger people with disabilities, either living at home or in a residential facility.

The organisation receives commonwealth funding to deliver the Social Support Program (SSP) and Community visitor Scheme (CVS). Volunteerism extends beyond the funded programs with volunteers involved in other aged care programs, child care, and community services.

The Senior Coordinator Volunteers Workforce Development is responsible for

the promotion of the volunteer programs and has responsibility for the recruitment, assessment and ongoing training of volunteers. Volunteers are provided with a volunteer kit and undertake a comprehensive induction program which includes a comprehensive briefing on the following:

- Volunteer rights and responsibilities
- Privacy and confidentiality
- Duty of care
- Effective communication skills
- Emergency procedures and dealing with difficult behaviours

During the pandemic the coordinator's focus was on the volunteers' wellbeing, program participants and the community. The volunteers' roles also changed with social visitations

to elderly clients substituted with virtual communication. Volunteers were encouraged to remain closely connected to their clients virtually using Skype, FaceTime and phone calls. The team worked creatively together to keep the volunteer and client spirits high, and engage with the community.

## Volunteer training

The pandemic and restrictions impacted the bimonthly face to face training workshops that normally took place in northern and southern metropolitan regions. Training sessions provided information on the pandemic and issues concerning the elderly in community and residential care and impact of the pandemic.

Despite only two face to face training sessions taking place





efforts turned to translating and sharing trusted in language COVID-19 information and resources to volunteers raising awareness and prioritising safety and wellbeing. As many volunteers were socially isolated due to restrictions social education included topics such as mental health and wellbeing, grief and loss and other related issues.

The volunteer training program was delivered via emails, mail outs, radio presentations and newsletters, and included the following topics:

- Volunteer Program policies
- Debriefing on personal COVID-19 experiences
- “Self-care and Wellbeing”
- Volunteer rights and responsibilities, code of conduct
- “Mental Health needs”

• “Stillness Meditation”

A volunteer communication buddy system helped them to stay connected, exchange information and be emotionally supported. The creation of the Volunteers Newsletter was utilised as a tool for training, communication and for emotional support during lockdowns. Volunteers took great pleasure in sharing their personal stories, photos and thoughts for the production of the newsletter. The Volunteer Coordinator regularly monitored, adapted and improved the quality of the program to respond to the client and volunteer needs particularly as many volunteers lacked technological skills. The COVID-19 experience brought to light the need for technology in our daily lives. The majority of the volunteers and

clients were not familiar with technology and online systems and experienced difficulties with virtual platforms. To alleviate this gap, a partnership was established with the “Education Centre Victoria”. More than 25 volunteers participated in free computer lessons for PRONIA volunteers, with Christina Ntaliani - Digital Literacy Trainer.

PRONIA volunteer officers maintained regular contact with volunteers for support, the sharing of information and to consult on any potential issues arising with clients. Volunteer evaluations are ongoing with volunteer performance and progress monitored via meetings, monthly phone reviews, annual surveys and performance appraisals, with outcomes informing training programs and services.

## Volunteers Acknowledgment Events 2020-2021

### Christmas Volunteer Lunch, December 2020

The Christmas volunteer event was cancelled due to COVID-19 social gathering restrictions. PRONIA acknowledged its volunteers by sending each volunteer a care package food hamper. A Christmas Newsletter was created and included presenting encouraging themes, program announcements and volunteers' stories.



### National Volunteer Week, 17 - 23 May 2021

The theme of the Year was: 'Recognise. Reconnect. Reimagine'.

The achievements of our volunteers were celebrated at PRONIA's traditional NVW lunch at the Ithacan Philanthropic Society of Melbourne.

Two long term PRONIA volunteers, with 25 years of service to the organisation presented motivating stories and inspired all with their speeches. Interviews were also conducted with four volunteers for the PRONIA's radio program and the Community TV Channel 31.

Our Guest speaker Platon Denezakis, a life Volunteer and volunteer of the TV Producer Channel

31, honored us with his inspiring speech. Volunteer Certificates of Appreciation were presented by PRONIA's President Ms Kris Pavlidis, CEO Ms Tina Douvos-Stathopoulos and Manager Aged Care and Coordinated Care Ms Nikki Efremidis.

After months of isolation, volunteers enjoyed this event immensely. It was the first time after a lengthy lockdown that they had the opportunity to engage with other volunteers and the organisation. PRONIA also offered a generous gift to each volunteer on the day and volunteers' efforts were promoted within the community through Australian-Greek and PRONIA's social media platforms.

### Community Promotion, Volunteer Engagement and Participation Activities included

- The establishment of the friendship project (volunteer buddy) to decrease isolation with over 50% of the volunteers taking part. Volunteer feedback was positive, with valuable friendships developed and volunteer morale improved;
- Volunteers encouraged to accept speaking engagements at the volunteer events;
- Volunteers invited onto community Greek radio program to speak about their experiences;
- Sharing of personal stories and work with clients for publications;
- Participation at PRONIA'S community education programs.



## Brokered Services Program

The Brokered Services Team provides Community Care Workers to deliver frontline services for clients who require in home support services for the CHSP and HCP program, external HCP providers and some private paying clients.

**The program provided weekly services to over 500 clients per week and proudly delivered over 67,000 hours of care in the last financial year. This was a tremendous effort and one that was constantly impacted with the challenges of workforce shortages and the COVID-19 pandemic.**

To maintain workforce safety and the safety of our vulnerable clients the organization increased its supply and use of personal protective equipment (PPE) such as safety glasses, masks, gloves, gowns, shoe covers and antiseptic solution. Ongoing infection control practice was vital in ensuring that services were able to continue with the clients.

PRONIA fosters a learning environment and supported professional development training programs to deliver the high service standards and quality care. All PRONIA Community Care Workers undertook the following training:

- Online training in Infection Control provided by the DHHS to ensure are familiar with the importance of infection control whilst providing for clients in the community;
- Online Dementia training to ensure workers establish service understanding with regards to challenges of clients with dementia;
- Ongoing training in First Aid, CPR and Manual Handling to maintain currency of standards;
- Training in Progress Reporting and Incident Reporting;

During the pandemic workers attended staff meetings and supervision sessions via zoom. Despite its challenges, it was important to maintain connections to meet training outcomes and meet staff emotional wellbeing. COVID-19 Infection control procedures were developed and implemented in relation to personal care, meal preparation, home care and shopping assistance to ensure community care workers were providing services according to the DHHS guidelines and minimizing risk of infections within the community.







The Brokered Services Team continuously monitored updates and changes to Government guidelines regarding COVID-19 restrictions in place during lockdowns to ensure Community Care Workers and the Brokered Services Team were operating in accordance with the latest and updated State Government guidelines.

PRONIA takes great pride and care in the wellbeing of its care workforce and no more so than in this difficult pandemic year.

**The Brokered Services Team provided:**

- Continuous support to other programs during the pandemic to manage incidents of COVID-19 alerts and operational activities
- Continuous updates on coronavirus Hot spots and exposure sites

**The Brokered Services Coordinators:**

- Provided continuous contact with the Community Care Workers by telephone and

email to provide guidance and to support their wellbeing

- Coordinated a food and wellbeing hamper which was sent to the Community Care Workers in recognition of their hard work and contribution during the COVID-19 pandemic.

**Brokered Services Service Challenges**

The Brokered Services Team experienced significant growth in services requests from the HCP team which put pressure on staffing resources including rostering and community care workers, particularly during the pandemic and lockdown periods when staff were working for extended times from home.

Recruitment of Community Care Workers during the height of the pandemic and particularly during the extended lockdowns was minimal and had impacted service supply to particular regions when requested.

Information dissemination and communication regarding the pandemic and vaccinations was challenging as this was all done online.

Vaccination reporting to the commonwealth proved challenging as information from staff was voluntary and was provided in accordance with strict privacy protocols.

The greatest risk faced by the Brokerage Team was the risk of exposure to COVID-19 for both the Community Care Workers and clients.

As the service restrictions and infection rates increased during lockdown and infection rates, more often than not, community care workers were the only support to the frail and elderly clients. Under the circumstances, the Brokered Services Coordinators and their team provided PRONIA clients with the best care possible during what was a difficult and challenging year.

## Support Co-ordination - National Disability Insurance Scheme NDIS

People with disabilities often struggle to access the necessities in life, such as somewhere to live, a job, access to education and training, healthcare, socialization and community connections, maintaining relationships, community access, recreation and sport. They are often isolated and alone. Services are offered (choice and control) however people struggle to navigate bureaucratic systems to access services that are individualised and empowering.

The National Disability Insurance Schemes (NDIS) objective is to ensure people living with a disability are provided the opportunity to access individualised supports and live an empowered life.

A holistic person centered framework provides the model of care that eliminates barriers, and facilitates access to support services to optimise opportunities, reduce barriers to participation and promotes health and wellbeing. The NDIS provides reasonable and necessary supports to all Australians with a permanent and significant disability under the age of 65 so they may reach their life goals.

During the pandemic PRONIA maintained its high level of service to clients, although at times made difficult by government health regulations. Our best practice initiative provided a plethora of services that promoted client choice and control,

ensured that participants felt empowered, and supports were responsive to their health and wellbeing needs.

PRONIA successfully adapted its support by addressing any ongoing concerns, difficulties, and unforeseen problems (experienced by clients during this challenging time) through virtual contact. While telepractice was the primary way of servicing the clients reaching the state's 80 percent vaccination level will hopefully revert services to the face to face service model of care. The positive feedback from clients and carers included:

- PRONIA's ability to maintain its high standard of responsive services, and the
- Respectful human interaction between participants and relevant stakeholders

PRONIA's Support Co-ordination and Specialist Support Co-ordination services on boarded and supported 11 participants and responded to a number of enquiries. Services provided participants supports to make connections, access informal and formal supports to maximise their capacity and achieve their goals.

In addition participants whose circumstances were more complex, specialist support coordination provided specialist support to ensure continuity of services, and comprehensive assistance to address complex issues that arose.

Standard enquires included funding level, eligibility, services that can be scheduled, and accessing NDIS. PRONIA NDIS enquiries were related to Support Coordination or the lack thereof and how to access services. In addition enquiries specifically ranged from supports to access services, what is a plan managed compared to NDIA managed.

Common barriers or challenges related to funding limitations, understanding cost of services and expenditure, obtaining increased support funding and determining funding allocations. Clients and their carers lacked knowledge of the system, had difficulties navigating a complex portal, are not familiar with service contacts and lacked knowledge about lodging a grievance.

Particularly challenging in NDIS is understanding the availability of services are available and navigating the myriad of providers, contacting providers if the plan does not afford you a Plan Management and determining who is a suitable provider.

Sourcing services and support workers is a continual challenge as is waiting periods for allied health clinicians. Improved collaborations and communication with allied health services improved client planning and interventions achieving better outcomes for clients.



# Family and Community Services

**PRONIA direct services are an integral part of the organisation providing the first point of contact for thousands of clients annually.**



The Family and Relationship (FaRS) grant's purpose is to strengthen family relationships, prevent breakdown and ensure the wellbeing and safety of children through the provision of broad-based counselling and education to families of different forms and sizes. The FaRS program, funded by the Department of Social Services, was extended for a further five years to June 2026 to continue

the provision of primary early intervention and prevention activities targeting families.

FaRS Counselling services offers individuals a supportive and safe space to discuss any challenges faced and assist people to gain a better understanding of their situation, consider new perspectives and work towards change. The FaRS program delivers services

to individuals, couples and families in a non-judgemental way. Programs also include skill development workshops, seminars, group work and the delivery of community education activities across the Melbourne metro areas with service outlets located in Brunswick, Oakleigh and Clayton. Client contacts are via face-to-face, telephone, telehealth and outreach.



Clients present with multiple and complex issues which include but were not limited to:

- Domestic violence
- Grief, loss and bereavement
- Mental health impacting quality of life
- Frailty, loneliness and isolation
- Stress, anxiety and depression
- Carer's issues
- Identity, finding meaning

- Change
  - Child conflict/challenges
  - Relationship difficulties
- While the program engaged mostly with first generation Australian-Greeks, the service has increasingly catered to the needs of second generation Australian-Greeks dealing with complex intergenerational issues including: carer stress and guilt in relation to family responsibilities and change,

sibling conflict due to care decisions and practice, cultural identity and cross-cultural relationships amongst other issues.

The community awareness and skill development group work programs were facilitated by bilingual counsellors and attended by 100 participants in total. Themes included self-care, mental health awareness and



meditation. The FaRS program has well established networks and worked collaboratively with key service providers to improve cultural care and adapt services to better respond to diverse community needs. Partnerships improved referral pathways to local services and supported co-facilitation of group activities bringing expertise and knowledge to program participants.

Collaboration is one of PRONIA's strengths and it promoted growth, trust and engagement with key stakeholders improving referrals of Greek speaking clients to the counselling program. Co-location at the Clayton Community Centre provided greater access to face to face counselling services and workshops and enhancing collaboration with other CALD services in that space. Community engagement and promotional activities on ethnic radio, promotional emails and networking increased the profile of the counselling service.

In the last year COVID-19 isolation, restrictions and health-related fear has increased vulnerability amongst the community and exacerbated existing frustrations for people, increasing the need for mental health interventions. PRONIA's counsellors addressed mental health needs of people by delivering online information and wellbeing sessions, with one on one counselling also being delivered through telehealth. Meditation for relaxation and self-care were the most prominent themes for exploration during the online delivery of sessions.

This financial year we experienced an increased demand for counselling with 438 sessions delivered to 104 clients, a 57% increase in the delivery of sessions. This was largely attributed to the impact of the pandemic and lock down restrictions on the mental health needs of individuals, as well as the increased exposure of the service within the Greek

community. It is anticipated the demand will continue to rise due to the both of these factors.

PRONIA's counselling service reached the Greek community by providing wellbeing information through the Greek radio and the publication of relevant topics in the Greek newspaper print and newsletters. During the pandemic mental health topics such as relaxation, managing stress and information on COVID-19 were delivered at least four times both on radio shows and newspaper articles.

The FaRS program has the potential to keep evolving and adapting to the hybrid model of service provision. Telehealth and online webinars will continue to be part of our services as they enhance accessibility for people who experience health or mobility issues or do not live locally. A person-centered approach has been the main focus of the service addressing the changing needs of the individuals and families.



## Cardiac Rehabilitation Program

The Greek Cardiac Rehabilitation Program continues to operate weekly at the Brunswick Office. The program offers Greek speaking individuals who have experienced a cardiac episode or people at risk of developing cardiac conditions and opportunity to participate in rehabilitation program supporting health and wellbeing. The program is delivered in a culturally and linguistically relevant manner connecting people, implementing harm prevention activities and supporting social connections.

Since its inception, the Cardiac Rehabilitation Program has continued its strong partnership with the Royal Melbourne Hospital which supports the referral of Greek speaking patients directly from the hospital to the cardiac program. The education program involves heart health education by a specialist cardiac nurse, Kathryn Kelly, who has been a strong supporter and contributor to the Greek cardiac program.

The Cardiac group is also accessible to members of the community and requires a referral from a medical practitioner or allied health practitioner. The referral is important in identifying suitability for the group and any other risk factors which may need to be monitored.

There is an average of 24 attendances per week with group sessions including a 30 minute information session on various topics presented by a Greek speaking health professional, and 45 minutes of supervised light- moderate intensity exercises. The exercise session improves fitness level, mobility and cardiac function, develops bone strength and contributes to improved cognitive function.

The information awareness sessions are structured to promote healthy habits and behaviour modification.

Discussion topics include:

- Healthy eating
  - How the heart functions
  - Stress and anxiety management
  - Self- care techniques
  - Chronic disease management
  - Health relationships
  - Motivational techniques
  - Confidence and resilience

## Did you know?

- \* Heart disease occurs when heart arteries are clogged with fatty tissues.
- \* One Australian suffers a heart attack every 10 minutes.
- \* Heart disease is referred to as the "silent killer" as often there are no warning signs.
- \* There is no single thing that causes heart disease and strokes.
- \* There are risk factors that YOU can control to reduce the risk of heart disease such as:
  - Healthy diet
  - Regular exercise
  - Not smoking
  - Managing weight, diabetes and cholesterol levels
  - Looking after your mental health
  - Connecting with other people

Source: <https://www.betterhealth.vic.gov.au/health/conditionsandtreatments/heart-disease-risk-factors#heart-disease-and-stroke-risk-factors>







## How did the group remain connected during lockdown?

During the 2020-2021 period the COVID-19 pandemic and lockdown restrictions the group met only 6 times face to face as compared to the usual 46 weeks.

Although the groups were unable to meet, group members connected via telephone group chats with up to 4-5 people with the facilitator guiding discussion topics. The telephone discussion groups provided opportunity to monitor each participant's health and wellbeing and

re-adjust the exercise activities or make suggestions for diet or health practitioner visits where needed.

The telephone conversations re-assured the group members that they were still connected to the community and to the service. Group participants also continued calls to each other to maintain connections outside the group hours. On line zoom meetings could not be used as participants did not have

access to on line technology. Furthermore, the facilitator prepared and mailed our Greek language health and exercise Information to the group participants with individualised additional information to participants where requested. Despite the separation during the lockdown restrictions the cardiac group members have remained a strong and cohesive group, looking forward to resuming normal group meetings.

# 'Mazi' Palliative Care Program for Carers of people living with life-limiting illnesses - End of Life Ancillary Support Services

## Funding & Purpose

PRONIA received a fixed term ancillary services grant funding in June 2018 for the Palliative Care program 'Mazi' – meaning "Together". The 3 year project aimed to support carers and families of people living with life-limiting illnesses. The program ended in June 2021.

The 3 year project provided information, telephone peer-support, and socialization and referral services to carers predominantly in the Northwest and Southeast areas of metropolitan Melbourne and some regional areas such as Geelong, Ballarat, Bendigo, Shepparton and Gippsland.

**In excess of 2000 carers and other family members have benefitted from our telephone, group sessions and online supports offered by the program.**

This funding has allowed for collaboration between PRONIA and other key stakeholders such as hospitals, health services and palliative care services. Internal and external referrals to these programs and services have assisted carers to navigate palliative care, health, welfare and age care services and supports.



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## Transforming Services during COVID-19 Restrictions

As a result of COVID-19 restrictions, weekly group chats/peer support sessions transitioned to telephone group chats. These supports replaced the face-to-face contacts during lockdowns and targeted a

particularly vulnerable cohort of our community: non-English speaking, older carers (75+ - 95+) with multiple intersections of disadvantage such as complex health needs, isolation, loss and grief, mobility issues, risk

homelessness and elder abuse. The telephone groups have now been accepted into a suite of services offered by PRONIA and incorporated into a new project aimed to support carers in the 2021/22 year.



## Services Provided

In the past year, there have been a total of 39 weekly telephone support groups and information sessions reaching 100 carers.

Articles, interviews and media releases in Greek, together with regular social media messages (Facebook, Instagram etc.) assisted carers to normalize their experiences and reduce stigma, guilt and shame which often presented when it came to terminal illnesses and end of life. In total there were 8 articles published in a number of publications, 10 interviews and discussions on radio programs such as 3XY, 3ZZZ, and SBS.

Introducing and de-sensitizing the community to "taboo" issues such as end of life and palliative care, was an important aspect of this work, letting carers know the issues are important and there was opportunity for open honest discussions. The community education activities encouraged members of the community to talk about the difficult topics and experiences with their family and friends.

The project offered practical assistance by linking carers to professionals that supported planning for the future and writing Advance Care Directives, appointing Power of Attorneys, making a Will etc. This work was achieved through collaborations and partnerships with other agencies e.g. Office of Public Advocate, Seniors Rights Victoria, Palliative Care Victoria, Carers Victoria, Eastern Palliative Care, Mercy, Melbourne City Mission, South-eastern Palliative Care, Wave care and numerous other organizations.

## Profile of Carer Participants

The carers who engaged with the program were primarily Greek speaking over the age of 65 years, who themselves had medical chronic conditions, and caring for their long term partner. Overwhelmingly, carers believed that it was their sole responsibility to care for their loved person with a life limiting illness and few if any had supports themselves or "time-out" from the demanding responsibilities of caring.

Some carers who participated in the programs had experienced recent losses of a family member and expressed feelings of disorientation amidst their grief. Other carers embarked on their journey through palliative care and were in need of information, support and connections with other people going through a similar experience.

## Carer Learnings

Carers who participated in the various activities had identified the 'Mazi" program provided the opportunity to talk about the "unspoken" in families and ultimately led to better communication within the family.

In the 2020/21 year our Palliative Care program helped carers and families to appreciate that Palliative Care:

- Supported the patient, carer and whole family
- Increased the comfort and quality of life for the patient
- Provided information and support to understand and prepare for changes
- Supported carers to prepare for the future
- Talking about Palliative Care is necessary part of life
- Reaching out to support services is essential
- Is most effective when it is culturally and linguistically relevant.

## Carer Assistance

Participants reported feeling supported and more confident to access support services. Testimonials revealed that without the culturally responsive interventions the quality of life for the carer would have been impacted adversely or remained unchanged. Carers noted that the program contributed immensely to their wellbeing.

Information and support from the Mazi program enabled participants to:

- Reach out for support and assistance
- Receive support, assistance and information in a culturally and linguistically relevant manner.
- Learn more about the aims of Palliative Care Services
- Engage with doctors and other health professionals and providers
- Ask questions to understand various medications and manage side-effects
- Consider options for treatment
- Choose what is best for them and understand what services were available in their local area
- Access information about special equipment and installation (such as a hospital bed, shower chair, wheelchairs etc.)
- Organize respite in the home for family and carers
- Understand financial assistance option and improve access to these
- Meet spiritual care needs



## Carer Testimonials

**“***My partner had a stroke and was home for more than a decade unable to do anything. It was very difficult for me and my daughters. Luckily, I heard about the palliative care services and we accessed physiotherapy, nurses, doctors, psychologists and a great specialized team that helped not only him, but also myself and my children. I used to cry daily, especially the first year of his illness. I wanted to end my life. It was so difficult to cope. In time though, I met other carers with similar issues and made some friendships too. I started going on day-trips with the groups, accessed respite for him, and slowly but gradually I got some aspects of my life back again.***”**

**Carer**

**“***It's hard to find services that meet my needs where I live and I was prepared to travel to share with others. A great afternoon of sharing and also helping me relax from the strains of attending to the full-time needs of my family member. I felt so happy to be with this group”.*

**Carer – Bacchus Marsh**

**“***So nice to be in nature, with good company! For a while I forgot everything that normally weighs on my mind, and it reminded me of the pleasures I once found in my vegetable garden”*

**Carer**





## “Mazi” work with other PRONIA services

**Approximately 60-70% of carers who participated in the MAZI project used other services within the organisation including but not limited to Access and Support, Counselling, Case work, Greek Legal Information and Referral Services and Emergency Relief.**

The ‘MAZI’ program worked closely with casework and counselling services to provide wrap around services to carers and families to support their needs. PRONIA’s bicultural casework team confirms that 499 carers contacted our services directly for support, advocacy, referral and information this financial year. Our experienced team were able to provide timely and accurate information in language and refer service users to appropriate agencies.

Additionally, over 300 carers participated in information

sessions and peer-support groups and thousands of other Greek speakers were reached via Greek radio, social media and newspaper.

Some of the issues addressed included the following:

- Information about NDIS and referral to MAC
- Access to community agencies such as Seniors Rights
- Legal advice on power of attorneys, inheritance, and wills
- Multi-generational conflict and referral to counselling services

- Global health enquiries, referral to the COVID-19 Hotline
- Social isolation and referral to social support and companionship programs

This project was complimented by a number of other PRONIA services including counselling, case work, emergency relief support and other group support programs. The capacity to provide a wraparound culturally and linguistically responsive service was beneficial to the group members who were able to have their needs met within the “one- stop-shop”.

## "Mazi" Palliative Carer Program Achievements and Findings

This 3 year project provided a much needed opportunity to engage with the community on an issue which is prevalent yet silent. There was considerable barriers to accessing mainstream services and support due to culture and language. Having the support of bilingual trained staff who were sensitive to the nuances of the Greek culture and helping

carers connect to services and being attentive to their needs in a culturally sensitive manner proved to strengthen carers on their journey. It gave carers courage and contributed to their own wellbeing in dealing with their complicated grief.

The "Mazi project:

- Raised awareness, informed and improved the quality of

life of carers

- Introduced a platform to have challenging conversations
- Increased carer's self-esteem and self-confidence
- Reduced feelings of isolation and loneliness and connected carers to a variety of supports
- Informed carers on how to access palliative care services for their loved ones.

### Where to from here?

Whilst the "Mazi" project focused on carers caring for those with life limiting illnesses there were many other groups of carers who required support and assistance. This included carers caring for their loved ones with congenital, medical, physical health or mental health ailments. Carers comprised of approximately 20% of all enquiries coming through case work services. As such PRONIA is committed to continue to support carers and their challenging role.

The COVID-19 pandemic highlighted the significant impact on "MAZI" carers that the "Mazi" carers as a result of not being able to access internet services to gain information, support and assistance. In the coming year PRONIA will continue the work in supporting carers through Carers Support grant from the Victorian government. In view of the IT literacy challenges faced particularly for carers aged over 65 years the support program will focus on introducing computer and IT lessons to carers in the South East and North West parts of Melbourne. Case work services will continue to provide information, support and actively work with carers to link them with other relevant services.





## What exactly is Family Violence?

Family Violence is the use of violence, threats, intimidation or force used to control another family member, intimate or domestic partner, or former partner.

Women and children are primarily the victims of this type of abuse.

Men are most often the perpetrators of family violence. Family violence occurs in any type of relationship such as couples, household members, elderly or disabled persons.

## Family Violence and Elder Abuse

The Family Violence and Elder Abuse prevention and early intervention programs delivered in the Greek and wider community continue to play an important role in PRONIA's information and community service provision. The programs are State and Commonwealth Government funded programs supporting the organization to raise awareness of family violence and promote the safe ageing of our elderly population.

PRONIA recognized the importance of building staff capability to deliver current

and relevant family violence support services and prevention initiatives. Project workers and frontline staff participated in family violence training, workshops and webinars for client facing workers with 11 PRONIA staff completing a short course in 'Identifying and Responding to Family Violence Risk'. Training and workshops are now undertaken monthly with up to 30 PRONIA staff regularly developing confidence and upskilling in areas of family violence and elder abuse. State and Commonwealth funding has enabled PRONIA to develop

and implement programs to raise awareness of all forms of family violence, to assist the community to understand the causes of family violence and to encourage those impacted to seek support and assistance. Over the last 12 months, the organization has implemented 3 different projects aimed at different community cohorts to prevent family violence:

- State funded elder abuse prevention project 'Safe Relationships' funded to December 2021 focused on raising awareness and prevention of elder abuse.



- The Communities Leading Prevention Project is funded by the Commonwealth aimed at raising awareness and understanding of factors which give rise to family violence, targeting people aged 20 – 40 years. The project was extended a further 12 months.
- The State government is also funding the Multicultural COVID-19 Family Violence Program which aims to raise awareness and initial response to those impacted by Family Violence during COVID-19.

## How significant is Family Violence?

PRONIA's data the last financial year identified 113 service users sought assistance for family violence and elder abuse related incidences with financial abuse being the most common form of abuse experienced by older people.

It is without question the impact of the COVID-19 pandemic has added additional barriers and isolated victims of family Violence and elder abuse.

**With a 9.4% increase in family violence incidences in Victoria last financial year; the lockdowns have meant that victims were confined at home with their perpetrators and isolated from support.**



## Multicultural COVID-19 Family Violence Program

The Multicultural COVID-19 Family Violence Program is funded by the Victorian Government to support individuals impacted by family violence. The program was delivered via online and social media platforms and reached 1,000 people through the various awareness raising activities.

Clients, carers and families accessed and participated in workshops, information sessions, the telephone group sessions for the 65+ demographic and

online webinars. Extensive work was also undertaken via Greek radio programs such as 3XY, SBS, 3ZZZ,) and newspaper publications with Neos Kosmos and Ta Nea.

PRONIA has maintained strong partnerships and collaborations with Seniors Rights Victoria (SRV) and the Ethnic Communities' Council Victoria of Victoria (ECCV) in the delivery of community education and support services with clients.

### The aims of community education are as follows:

1. To increase understanding in Greek seniors around how the rights and dignity of older people can be abused.
2. To encourage older community members to explore how they can help prevent abuse.
3. To provide the community with information about relevant services and supports if they are experiencing abuse or have concerns about making major life decisions.



## Elder Abuse in the Greek community

There is no evidence to suggest that there is a higher prevalence of Elder Abuse in any cultural community, including the Greek community. However, factors including isolation, dependency, cultural consideration, lack of

information about rights and stress in the care relationship are of particular concern for older people from non-English speaking backgrounds. Lack of English language skills, cultural influences and smaller family

networks can suggest an older person is more vulnerable to abuse where it occurs, and that they are less likely to identify abuse or seek support.

## Initiatives

Through weekly, telephone engagement, the program provided in-language peer support service to the Greek community. Quality services were provided to vulnerable, marginalised older people who experience multiple layers of disadvantage. This cohort is often in their 80s & 90s, Greek-speaking, with no/or limited access to technology and internet. Due to the complex health, mobility and dependency issues it is often not practical for this group to attend face-to-face sessions.

The project identified some common experiences, underlying attitudes and values that discourage older people in seeking help including: language barriers, intergenerational conflict, maintenance of traditional gender roles, fear of residential care, stigma around accepting help outside of family, expectations around inheritance,

boomerang children with issues and the role of family and the wider community.

To further support this work in elder abuse prevention, PRONIA collaborated with Seniors Rights Victoria to produce a weeklong-partnered social media and radio campaign for World Elder Abuse Awareness Day. Social media videos shared via PRONIA's Facebook page addressed topics relating to recognising the signs of Elder Abuse, the importance of planning for the future and how to start conversations around ageing safely.

The campaign reached 1204 people via the online services. While on Greek radio 3XY, a community educator from SRV and community lawyer joined PRONIA family violence project workers for a segment reiterating the importance of identifying elder abuse and

ageing safely by obtaining wills and Powers of Attorney. Community awareness programs were developed including a series of financial abuse workshops intended for PRONIA's planned activity groups and Greek social clubs. Due to COVID-19 lockdowns the sessions were postponed until restrictions are lifted. The workshops will explore the importance of identifying early warning signs of abuse using case studies and starting conversations on ageing safely, money and expectations within family dynamics.

The program is funded until September 2022 and in the coming year will focus on collaborations with specialist services such as Senior's Rights Victoria, local government and organisations such as ECCV and Compass for the delivery of community education sessions.





# Family Violence Research

Social Work Student Placements from La Trobe University and RMIT provided PRONIA the opportunity to undertake specific literature research projects on Family Violence. The findings provided the basis for further ongoing work to address Family Violence in the Greek and broader community. We extend our thanks to all students who participated in the research projects and for their valued contributions to client service delivery.



## Research 1

### **Effectiveness of Family Violence messaging to people aged 18-30 years**

This literature review focused on identifying the 4 prominent drivers of Family Violence within the 18-30 year olds in the Greek community. The review also considered the type of messages that would be most effective in changing attitudes/views amongst this group.

Research data showed that terms such as 'family violence' and 'Greek community' did not produce many results, however searching 'family violence' alongside 'CALD communities' was more effective. The research conducted included an analysis of literature reviews, articles, surveys, and prior research and studies sourced through a number of databases on 27 different documents. This literature reviewed found that there is insufficient ethno specific research on this age group and generally about family violence. However, the literature did identify some effective strategies in targeting groups to increase awareness of family violence which included the provision of information sessions specifically for newly arrived communities and increased early prevention activities to remove the stigma and identify abusive behaviours.

## Research 2

### **Awareness levels and attitudes of CALD people aged 25-45 with respect to identifying and responding to Family Violence**

The purpose of this literature review was to identify future research projects opportunities for the organisation. This literature review considered 39 articles using key words family violence/domestic violence/ elder abuse/intimate partner violence/gender based violence paired with attitudes/ awareness/ knowledge and favoured Australian authors. The review identified that young people had a low level of awareness with regards to prevalence and impact of family violence however there was some evidence to suggest the awareness levels are trending up. The older cohort also exhibited low awareness levels primarily as they did not identify their experiences as 'family violence'. Overall, the evidence showed there was a general lack of awareness about the existence and types of family violence and elder abuse. The literature review also found CALD people aged between 25-45 years considered physical violence against women as form of family violence however non-physical forms of violence were not recognised as forms of family violence. A strong link existed between attitudes towards women and gender equity and attitudes towards violence against women. This research identified the importance of community engagement and education to address the risk factors for violence, such as controlled behaviours or disrespecting towards women. It also highlighted the important role of schools and early learning in involving children in discussions about safe relationships and gender equity. Continuous learning and capacity building for community and health organisations was considered important in recognising and responding appropriately to all forms of family violence. The provision of flexible holistic and culturally relevant responses were considered necessary interventions when responding to people impacted by family violence.

## Elder Abuse Prevention Project 'Safe Relationships'

In the last financial year PRONIA completed the second year of the 'Safe Relationships' project funded by Victorian Government. The aim of the project included:

- Delivery of community awareness sessions to identify forms of violence, understand the drivers of family violence, and the prevention of elder abuse and family violence
- Provision of relevant information about family violence and elder abuse, including support services available and access to these in line with individual needs

Despite the COVID-19 lockdown restrictions the project was able to undertake a number of activities delivering the program through tele-practice services, online activities and use of the traditional ethnic media. This program reached 769 participants who attend information sessions, telephone groups and online webinars including presentation in Geelong, Ballarat and Morwell.

### More specifically the project delivered the following:

- 10 group sessions via telephone conferencing reaching 50 Greek-speaking seniors (85+) who do not have access to technology and internet;
- 4 telephone sessions with seniors from regional Victoria - Geelong, Ballarat, Bendigo and Gippsland reaching 16 Greek-speaking seniors (75+);
- 4 online webinars/information sessions reaching



40 community members aged 25 – 55yo;

The project increased cross-sector partnership work and sharing of information within and between multicultural, prevention orientated and generalist services.

Participants' verbal feedback indicated the project achieved the following outcomes:

- Increased support to improve access to services for people from migrant, refugee and faith communities;
- Increased community awareness of what constitutes family violence;
- Increased awareness of impacts of family violence

and violence against women; including on victim survivors from migrant, refugee and faith communities;

- Increased awareness of relevant family violence laws and legal supports.

PRONIA will continue to develop and build on the collaborations and partnerships with various organizations such as, Ethnic Communities Council of Victoria (EECV), Seniors Rights Victoria (SRV), InTouch Multicultural Family Violence organization and Victoria Police. Furthermore, staff training opportunities continue to resource our staff and students on placement to equip them in their roles.



## CALD Communities Leading Prevention Project

The two year project was funded by the Commonwealth government and supported by ANROWS (Australia’s National Research Organization for Women’s Safety). It aimed to reach Greek language schools communities to raise awareness about safe relationships. Due to COVID-19 lockdowns and restrictions the project was adapted from its intended delivery to schools to a combination of online community information session.

### Activities:

The project designed six distinct workshops programs with a focus on age appropriate language and skills relevant for students and parents in

school settings. Programs were developed in both the Greek and English languages.

Workshop materials and resources were submitted for external expert review by Australia’s National Research Organization for Women’s Safety (ANROWS) - an independent, not-for-profit research organisation established to produce evidence to support the reduction of violence against women and their children.

The workshop materials was piloted with 15 students and parents from Alpha Greek School. The session encouraged open communication about healthy relationships and

prevention of family violence raising awareness about drivers of violence, the various forms of violence and the importance of seeking assistance.

The project reached the broader Greek community through Greek Media campaigns, both print and radio, and community workshops as primary prevention through the delivery of the following:

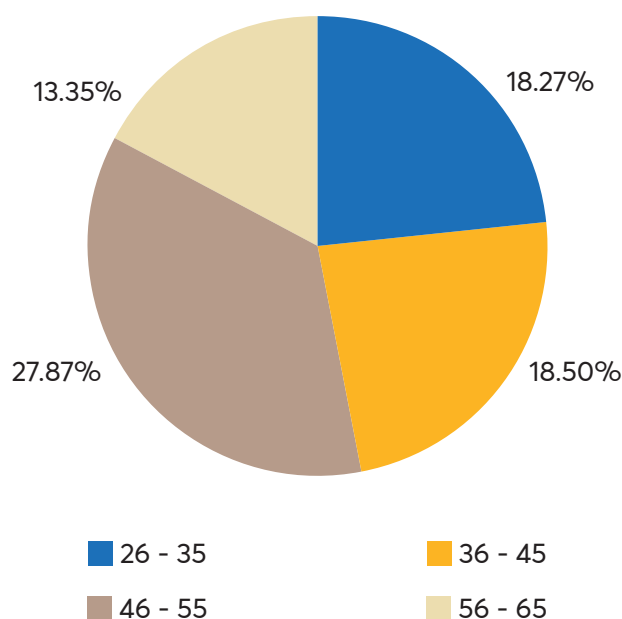
- 10 information awareness sessions on Greek radio programs
- 5 articles on online and Greek print media
- 3 online webinars as information sessions to the general Greek and broader community

## Settlement Services for people Newly arrived from Greece

The “Settlement Services for people Newly arrived from Greece” project, whilst in the midst of the current pandemic, has continued to assist newly-arrived individuals and families in connecting with services and the wider community as well as enhancing life skills and social inclusion through information provision, referral services, community education, social and recreation programs.

Collaborations is one of the key components that underlines the success of this project. It continues to maintain and build positive connections across a wide-ranging number of programs, services, organisations to effectively advocate for the current and emerging needs of individuals and families, both newly settled in Victoria as well as returning citizens who need specific information in order to prepare for their return to Australia.

Age distribution



As a member of the Harmony Alliance, PRONIA welcomed the opportunity to contribute to a formal submission to the Department of Home Affairs regarding the proposed English language requirements and new sponsorship framework for the Partner Visa program, in partnership with InTouch Multicultural Centre Against Family Violence and Monash Gender and Family Violence Prevention Centre. Furthermore, through this project, PRONIA developed a series of COVID-19 Safe resources in order to provide support to newly-arrived individuals and families who had recently settled in Victoria prior to the closing of Australia's borders.

As with the rest of our society, the current pandemic and the resultant lockdowns as well as the insecurity of employment have had a profound effect on the mental health and well-being of newly arrived migrants. This, was further compounded for those clients who had limited or no digital literacy skills as telephone, emails and zoom meetings replaced face-to-face contact and group activities. The main issues that were presented by service users, over the past 12 months, can be highlighted by the following:

- Isolation: literal, cultural, intergenerational and social
- Increased mental wellbeing concerns, especially for the older returning residents and mature age people on temporary visas.
- Limited or no English language skills.

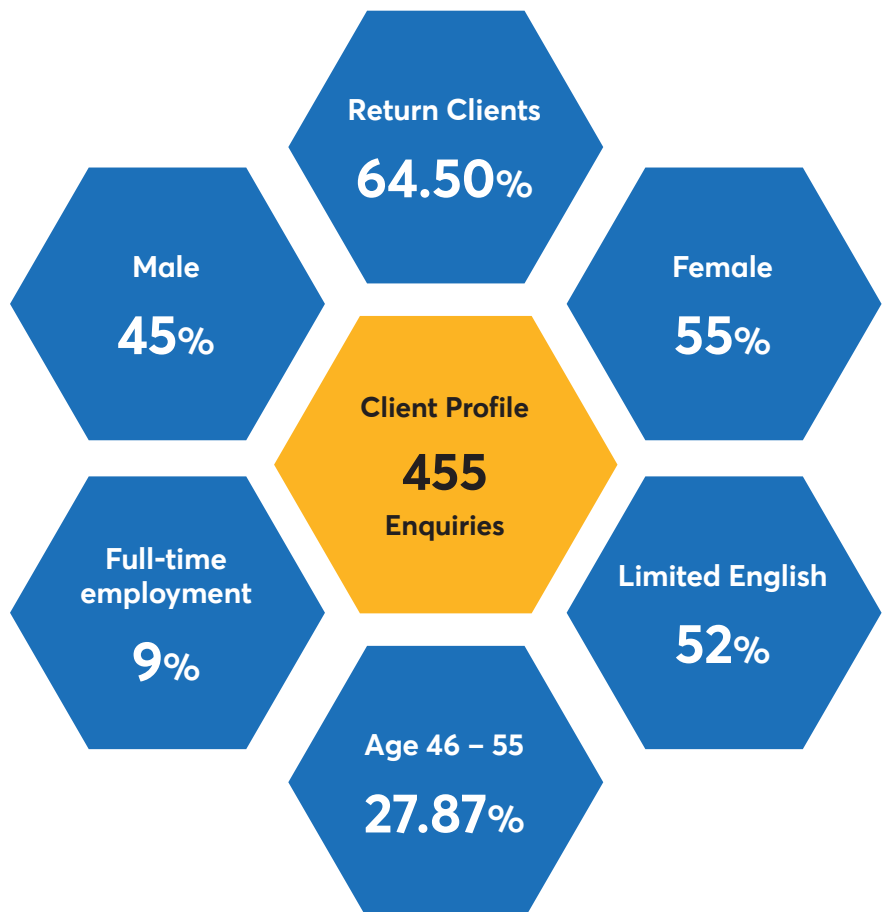
- Technology illiteracy and accessibility with limited skills and capabilities to access information and communicate through technology.
- Limited or no access to technology equipment: computers, internet connection etc. especially for those over the age of 55 years.
- Financial hardship due to loss or reduction of hours of employment.
- Understanding what appears to be a complex process for a newly arrived to access available services and supports.

- face activities and services, prevented many service users from participating or seeking support due to their limited capacity to participate in online activities.
- Development and facilitation of online computer workshops in order to build the community's capacity to engage online.
- Understanding the full impact of the pandemic on mental health and wellbeing, during and after each lockdown. A short mental health and wellbeing questionnaire was developed and incorporated into our casework data collection process.

Some of the key challenges in delivering this project over the past 12 months:

- The interruption of face-to-

The project also responded to the needs of the newly arrived migrants and focused on key objectives and priorities that can





## Client profile highlights

**64.5% of enquiries**

were made from return clients

**35.5% of enquiries**

were made from new clients

**54.6% of clients**

identified as female

**52% of clients**

had very limited language skills

be highlighted by the following:

- One-to-one client-centered and goal-orientated casework directly linked to the needs of the individual
- Support and access to English language learning.
- Promoted the significant reforms to the Adult Migrant English Program (AMEP) and information about language services and online English Language classes.
- Employment programs that apply a strengths-based approach on a one-to-one basis to support people to overcome barriers to employment.
- Facilitation of small groups and informal mentoring sessions focused on strategies to increase employment opportunities.
- Community capacity building activities on available supports for temporary visa holders through COVID-19 restrictions in Victoria.
- Participation in the Community Partnership for Women's Health Week, working with Centrelink and the Australian Taxation Office in order to disseminate information to newly arrived migrants.

## Case Work

**PRONIA's case work services continue to be the first point of contact for the Greek community who require culturally responsive information provision and support services.**

PRONIA's case work services continue to be the first point of contact for the Greek community who require culturally responsive information provision and support services. In the last financial year a total of 2637 clients were supported through casework services, an increase of 55.5% in client contacts from last year, equating to 3,354 hours of support. A further 2374 welfare calls were made to Greek speaking seniors through a partnership with the Red Cross.

Service provision and advocacy are primary functions of PRONIA

with casework services integral to meeting the current and changing needs of the community. Commonwealth funding allowed for the provision of case work information and support to people aged over 65 years and assist their access relevant services and supports.

This financial year the funding arrangement from the State Government changed to align with the significant reforms to the aged care and disability sector. PRONIA's Home and Community Care Program for Younger People (HACC-PYP) provides basic support and

maintenance services for people aged under 65 and their carers to assist them to remain independent at home and in the community. A Flexible Service Response allows for the application of different responses to promote social interaction tailored to individual preferences and build capacity with activities of daily living.

Services provided by direct casework include:

- Information, support and Referral
- Crisis intervention
- Emergency Relief and financial support

- Advocacy
- Support to navigate and access community supports
- Short-term counselling

Presenting client issues include request for financial assistance, housing, family violence and elder abuse, drug and alcohol, family relationship conflict, health and wellbeing, legal information, amongst other issues.

During the pandemic telepractice services was the main model of service as access to services were restricted due to lockdown restrictions. The use of telecommunications technology enabled the direct services team of bilingual and bicultural caseworkers to maintain communication with the community and implement service interventions to support the vulnerable members of the community.

The significance of supporting community through a model of cultural care and competency was highlighted during COVID-19 pandemic. A culturally competent workforce was integral to the work of the organisation during this heightened period of anxiety and fear experienced by clients and the community, often compounded by disruptions to people's lives due to lockdown restrictions. Many clients and particularly the elderly reported emotional and psychological harm having experienced prolonged periods of isolation, loneliness and anxiety which led to increased health issues.

PRONIA partnered with Red Cross to undertake a time limited project during the pandemic to engage with Greek speaking seniors and respond to identified service needs. A total of 2374 welfare calls were made over five months, October 2020 to March 2021. The majority of people contacted at the time required no further assistance. Two hundred and eighty nine (289) elderly requested PRONIA services and referral to local support services. Subsequent to the project PRONIA received a further 400 calls from clients requesting services with in language support an important aspect of this work.

A review of client data identified trends with respect to pertinent issues impacting the community, including the following:

- Access to services such as medical, allied health, legal, Centrelink and My Aged Care
- Housing and homelessness
- Family violence and elder abuse
- Isolation and loneliness
- Mental Health
- Financial assistance and income security

A primary focus of the team was building service collaborations with key stakeholders and specialist services. Inter-agency relationships provided opportunities for increased referral pathways for service provision, advocacy support on client matters and improved opportunities for clients to engage and participate in community and improve the health and wellbeing of

individuals. Collaborations were established with Centrelink, InTouch, Housing for the Aged, Health Centres, amongst others. The experienced and skilled case work team managed complex cases reflected in the high level of intersectionality of presenting client issues. Casework service responses often fluctuated between providing practical assistance such as form filling to accessing emergency housing for a homeless person, or supporting an elderly person experiencing financial abuse or supporting a victim of family violence to access Centrelink and locate safe accommodation. PRONIA's system of care involving wrap around service supports was integral and ensured all aspects of client's needs were met.

The resilience and dedication of the frontline staff displayed in the last year was exceptional and we sincerely thank each member of the team for meeting the unprecedented challenges the pandemic created. The organisation looks forward to resuming direct contact with clients and the community in the delivery of its services and will continue to embed hybrid models of service to improve access to services and achieve greater reach in segments of the community.



## Greek Legal Information and Referral Service

The Greek Legal Information and Referral Service provides operated monthly servicing 45 clients providing legal information and referral to clients requiring legal intervention. Service were provided by professional bilingual volunteer solicitors and we take this opportunity to thank our Volunteer Legal Practitioners for their dedication and support, specifically Helen Dellides, Tim Dionyssopoulos, Kalliroi Katsigiannis, Katerina Patras and Thea Milides.

Services will be further extended to include solicitors with subject matter expertise in property law, family law, Power of Attorney and estates in response to increased demand for these services.

## Financial Assistance

In the 2020-2021 financial year PRONIA supported approximately 200 clients presenting for financial assistance. Emergency Relief funds, \$7,000, were used to support individuals with food relief, payment for medicines, assisted with housing and to obtain rebates for household bills such as electricity, creating a network of supports for people. Client issues were exacerbated due to language barriers, their isolation or minimal support networks.

The weekly PRONIA 3XYradio program and appearances on other community radio programs such as SBS has increased the profile of the organisation's services creating demand for financial and other services.

PRONIA received additional funding of \$15,000 from the Victorian Government under the Priority Response to Multicultural Communities program to deliver food hampers to 300 families impacted by the pandemic in metropolitan Melbourne, Greater Geelong and City of Latrobe. The hampers consisted of culturally specific staple and no-perishable foods supporting 473 people across 300 households.

The project identified the importance of an immediate culturally responsive outreach program to vulnerable community members as many people did not reach out for assistance despite their vulnerabilities and needs. Furthermore, having a culturally competent and multidisciplinary workforce with knowledge of community enabled the organisation to position itself and deploy staff to implement responses to address the immediate needs of the community.

## Student Placements

The Family and Community Services Unit remains committed to providing placements for students completing relevant courses in Social Work, Community Welfare and Counselling. The additional challenge for students in the last year was the requirement to complete their placement from home due to lockdown restrictions. Despite these challenges 6 students completed their placement at PRONIA and we congratulate them for their commitment and perseverance.

The Unit supported four social work students with three students focused on direct client work and one involved with research on family violence. Two Diploma of Community Services student placements were also focused on direct service provision.

Student placements provided opportunities for students to learn a range of skills and develop service knowledge as well as gain an understanding of the importance of cultural care.

## Overall Case work

**2637 enquiries**  
responded

**3354 hours**

of assistance provided to clients

## Client Profile

**696 new clients**  
assisted to the organisation

**1811 clients**

aged over the age of 65 years supported





## Cookbook Project – Almonds in the Olive Grove

PRONIA successfully garnered a grant from the Western Region Aged Care Public Fund to support the composition of a cook book titled "Almonds in the Olive Grove". The book is filled with traditional recipes and stories from Greek seniors 65+ years of age our Greek community from the Western region of Victoria.

Understandably the COVID-19 pandemic has posed additional challenges for this cohort with many having faced barriers related to language, culture, age, digital and health literacy, which contributed to greater levels of psychological distress, anxiety and isolation than the broader community.

Participants were recruited from a variety of sources, including planned activity group participants, former volunteers, and from contacts in community and health centers. Participants shared

their connections through their favorite recipes linked with their migrant journey, others shared memories of their homeland or their connection with their family. This project highlighted how food and stories are inextricably linked!

Strong connections were made through the process of engaging and involving community members in the cookbook project. Many participants commented on their new found connections and through story-telling having their voices heard. Their stories were upheld, especially in a time where COVID 19 made their feel invisible and unheard. Working on the cookbook created these wonderful positive psychological effects while at the same time produced cherished, traditional recipes for others to enjoy and replicate.

On reflection this project also generated opportunities for

having conversations about mental health wellbeing; a topic often loaded with stigma and silenced in this particular generation. Another benefit to participation was that it served to foster meaningful and strong intergenerational bonds between older and younger generations who shared and participated in the food preparation.

The project engendered skill development for tertiary students in social work, community studies, in project planning and implementation as well as direct engagement with community members.

The production and launch of the Almonds in the Olive Grove book has been impacted by the COVID-19 restrictions, we look forward to launching the book early in the new year.



## Cultural Connections Consortium

In July 2020 PRONIA the Cultural Connections Consortium successfully obtained a grant from the Victorian Government program "Working for Victoria". PRONIA was one of eight consortia partners, faith based and multicultural organisations, with the Islamic Council Victoria (ICV) lead agency. The objective of the consortium was to collaborate to support the multicultural communities during COVID-19 in line with the identified needs of the community and to develop and implement culturally relevant support services.

The partners included African Family Services, Australian Muslim Women's Centre for Human Rights, Indian Care, Jewish Care, Sikh Australian Support for Family Violence, Springvale Indochinese Mutual Assistance Association and Wellsprings for Women. PRONIA thanks the ICV for taking the lead and the Victorian Multicultural Commission and in particular, Chairperson Ms Vivienne Nguyen for the support and guidance to the consortium.

The grant of 2.3 million enabled the employment of 54 professionals across the 8 organisations for 6 months to work with the multicultural community during the pandemic period. PRONIA received \$600,000 funding to employ 5 staff to deliver services in the following areas:

- Administration support
- Community Engagement
- Mental Health well being
- Case work services
- Marketing and Communications

These positions provided the opportunity to offer increased individual case work services, design and deliver on-line information and awareness sessions, increase reach using social media, Greek print media and radio mediums to circulate valuable information about COVID-19 support.

These positions greatly contributed to the organisation's capacity to deliver 300 food hampers between November 2020 and January 2021 and 2,000 well-being calls to senior community members between October 2020 and March 2021. At the completion of the 6 month Community Connection consortium project, a number staff secured full time work with the organisation. PRONIA acknowledges that the volume and quality of services delivered to assist the community during COVID-19 would not have been possible without the funding support of the Victorian government.

## Social Benefits to Community

Over 3,800 Greek speaking clients had telephone contact with a bilingual bi cultural PRONIA team member regarding their service needs, including:

- \* 250 clients aged 65+ years were referred to MAC to access a Home Care Package.
- \* Over 800 clients were referred to a range of local, state and commonwealth services.
- \* 300 families experiencing financial hardship were supported with 480 individuals receiving culturally relevant food hampers.
- \* Telephone support groups supported the mental health and wellbeing of 25 people aged 65+ years, facilitated over 4-5 weeks each.



**Alpha Early Learning Centre is proudly in its 44th year of service with continued success in operating a collaborative, engaging and multicultural program to children in their early years.**

The COVID-19 Pandemic had significant impact on the child care industry with centers faced with enormous challenges due to changing occupancy levels, financial impacts and ongoing adjustments to programs and services whilst balancing the child care needs of families.

Despite these challenges Alpha

ELC operated throughout the year, managing to maintain a relatively good occupancy level throughout the year with families adhering to government announcements and health directions, supporting staff in their implementation and ongoing discussions with children. Furthermore, working together supported children's

self-esteem and independence skills as they became responsible for their belongings and engaging in a very new daily routine.

Mitigating the spread of the virus was a high priority and was achieved through high levels cleaning and sanitization of the building and equipment. COVID-





19 Safe Plans were implemented observing Social distancing, regular hand sanitizing, wearing of facial masks, minimizing entry to the service, limited tours and QR Coding assisted in keeping the children, families and staff safe. Our large outdoor playground supported the children's extensive outdoor play and connection with nature.

Home education was provided to families who chose to self-isolate or could not attend due to permit restrictions. Children were supported via zoom video conferencing, email communications and regular phone discussions with families and children. The most critical task for the educators was to support the children

in alleviating the fear of the coronavirus achieved through discussion and activities, hygiene practices this was well achieved.

During the COVID-19 restrictions Alpha participated in a Food Safety Assessment and a compliance visit from the Regulatory Authority and was found compliant.



## Servicing Diverse Communities

Alpha is proud of the continued support from its families in many ways, enabling the Centre to provide a successful and agile educational program amidst the COVID-19 pandemic and unprecedented Government restrictions.

Families Demographics, as shown in the graph:

67%: Live in Richmond or less than 2km

24%: Surrounding suburbs, within 10km

9%: Further than 10km and up to 35km

The year 2021 saw a noticeable increase of families, attending the Centre beyond 10km. This is related predominantly to parent's occupations and multicultural programs offered by Alpha as well as their interest in children learning Greek as an additional language.

Alpha families originate from many different cultures and backgrounds. On average the children of Greek origin is approximately 25%.



Australia



Greece



United Kingdom



USA



Hong Kong



India



Germany



North Macedonia



Vietnam



Korea  
Democratic  
People's Republic



El Salvador



Romania



Cyprus



Egypt



Italy



Fiji



Lebanon



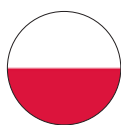
South Africa



Malaysia



China



Poland



New Zealand

Languages spoken by the families include; English, Greek, Arabic, Pilipino, Hindi, Punjab, French, Spanish, Italian, Romanian, Korean, Lebanese, Polish and Mandarin.

A true multicultural community supporting the children to learn another language in the early years. This is of great significance as the children grow they learn to embrace diversity and multiculturalism in our changing society.

## Community Partnerships and Engagement

Alpha maintained its excellent rating under the NQS (National Quality Standards) continuing to support TAFE students undertaking their Early Childhood Qualification practicums. This included Melbourne City Institute of Education. Through this partnership, we were able to provide students with employment in a casual capacity as Educators and Educator/Cook roles.

A new partnership with "Southern Melbourne Primary Care Partnerships" was developed delivering the 'Safe Homes' project connecting the young children and the elderly.

Children transitioning to Primary School were given the opportunity to transition to their prospective schools via Zoom, as face to face visits were limited and the kindergarten teacher supported this transition via telephone discussions with the Primary School Teachers.

There were several Government Stakeholder Surveys completed throughout the year, with the Department of Education and Training. This allowed the Department to monitor

children, staff and Educator's attendances during the Pandemic. Participating in these surveys assisted and supported the Government in their decision making regarding the ECEC sector.

National Quality Frameworks quality review survey completed supported decision making in relation to the Educational Framework in the Early Childhood Sector.

Alpha provided a supportive story of inclusion for Children with a Disability. This was part of the Community Childcare Association's Stakeholder submission to the Government, with the view for policy development to bring NDIS Assessments at an earlier stage of Children's Development which will assist children in obtaining

earlier and most critical support in their development.

Our regular program delivery through the 3XY Program, highlighted and celebrated important days, such as; Greek National Day, World Animal Day, Universal Children's Day and Christmas Carols ensured connection with the broader community. The children learned songs and presenting these on radio, further developing their understanding of technology and the significance of important celebratory days.

There is greater use of social media in the delivery of community awareness activities particularly Alpha's Facebook page which enable families and the broader community to explore and access information on the Centre's programs.





## Programs



### Intergenerational Program

Due to the lockdown restrictions the children only had one opportunity this year to visit the Planned Activity Groups for the Christmas Celebration. This however did not hinder the program and connections with the elderly were maintained through the development of a children's booklet depicting their journey at the Centre and the activities they participated in. This journal was sent to the elderly, maintain this wonderful and beautiful connection which was critical for many elderly who were experiencing isolation during the lockdowns.

The Safe Homes project contributed to the intergenerational program, with children preparing and decorating cardboard homes, to show what a safe home meant for them. (eg. I feel safe at grandma's home). Children presented these little gift homes to the elderly during the Christmas visit. Supporting this project the elderly clients wrote about healthy ageing and the activities they could still do as part of their normal lives (eg. I am older but can cook).



### Kindergarten Program

Alpha's Integrated Kindergarten Model prepares children for school supporting a kindergarten program within a long day care environment. The model is play based where children experience learning in an enjoyable and interactive way as they develop their numeracy, literacy, socialization skills. Within the long day program the children's learning is uninterrupted allowing the children time to complete their activities or continue the following day. The excursions program was different this year due to COVID-19 however alternative opportunities presented exciting times allowing extensive celebrations to be held in the playground (eg. the children marched around to the music of the Greek and English National Anthems).

With the Premier's announcement of park visits the

children's education was scaffolded to visit a local park and learn about the Indigenous culture and way of life. Through music, story time, cooking and song experiences the children extended their appreciation of how Australia's Indigenous peoples lived and cared for their environment.

The additional programs like the Kinder Dance and Mime supported the children's motor and coordination development, their imagination and wellbeing as this is always fun in a developmentally and age appropriate way.

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## **Greek Language Program**

Learning another language stimulates cognitive and literacy development, allowing children to learn the origins of many words and biological terms that originate from the Greek language which support their education not only in the early years but in the years ahead.

### **Art, songs, poems, games, story books and basic every day words including greetings and salutations**

Gaining such early foundations supports acceptance and awareness of diversity and living in a multicultural society. The key learning methods in the younger years is to make these enjoyable through art, songs, poems, games, story books and basic every day words including greetings and salutations, identifying food products with their Greek names, music and various Greek dance routines. It is always an exciting time when the children prepare for the end of year concert to show their achievements to their parents and grandparents.

A successful funded opportunity enabled Alpha to deliver additional hours of teaching Greek through the Early Childhood Languages Program. This further enriched the delivery of its Greek Bilingual Program to children in their kindergarten year. Alpha's native Greek speaking educator embraced the opportunity and extended it further to all age groups throughout the service.

Additional language learning is supported in the Kindergarten Group where the children showed preference to learn via the interactive Electronic ELLA Program the Japanese language. The program continued to support the children in preparation for Primary School with further awareness and understanding of diversity and multiculturalism.





## Incursions

Incursions are an integral component of Alpha's program delivery and due to COVID-19 this program was affected during times of lockdowns and restrictions. However the farm animals, chicken hatchings and rabbit care programs were able to be delivered on site. Other programs including celebrating the world's Indigenous People, NAIDOC Week, Chinese New Year, African Drumming and music were delivered through YouTube and various other activities.

The Life Cycle program saw the chickens coming to life and hatching out of their eggs. The children held the chicks, fed and cared for them, thus promoting and fostering nurturing and caring abilities.

The Health and Wellbeing Program was supported by the on-site educators and kindergarten teacher in YOGA Exercises, dance, movement to music and games to start off the day.



## Environment and Sustainability

After completing a trial period Alpha implemented a new electronic platform for reporting on Children's Development and Learning Outcomes within the Early Years Frameworks . The Electronic Children's portfolios were sent to families directly via email thus supporting an environmentally sustainable approach expediting timely feedback from parents and supporting children to achieve their best possible outcomes.

Solar panels were installed at the Richmond site thus further supporting environmental and sustainable practices.

Reclaiming of the upstairs level at Richmond supported staff during the Pandemic to have greater space for social distancing, office space and the facilitation of group activities.





## Staff Professional Development

Staff participated in various Professional development programs throughout the year, of particular interest was the School Readiness Funding offered to Alpha for the first time. This supported staff in the area of communication skills with children in the Let's Read and Let's Chat Programs delivered by FKA and the Murdoch Institute respectively.

Additionally the regulatory requirements in Child protection training and First Aid.

The Equal Employment workshops delivered by VEOHR Commission supported knowledge and information on employees' rights. Infection Control via on-line learning, Reportable conduct Scheme and Child Safe Standards. Training was undertaken on the new Platform for the Kindergarten Information Management System and other professional development opportunities included workshops and various webinars keeping abreast of Government system changes in view of the COVID-19 Pandemic.



# Business and Finance



The impact of COVID-19, since the beginning of the pandemic has had a profound effect on how we continued to deliver services across all areas of operation. It presented the organisation with many challenges requiring the implementation of the Business Continuity Plan and COVID Safe Plans to ensure relevant strategies were employed focused on continuous service delivery without impact on quality.

As such, PRONIA responded to the COVID-19 restrictions and in a timely manner moved operations to remote work from home setting. There was minimal disruption to services all thanks to the dedication and professionalism of its staff and the organisations ability to develop innovative solutions that not only maintained existing services but also registered

significant growth during this period.

PRONIA's ability to effectively engage with the community had also played a significant role in keeping it informed, throughout the pandemic, about all aspects of COVID-19 and the importance of staying safe. Through our social media platforms, work with the Greek media and direct

telephone contact with our clients we continued to provide valuable information to the community. Unfortunately, our ability to engage face-to-face with our groups and clients was severely impacted upon however we managed to maintain contact with community leaders and provided them with support when needed.





In order to meet the growing needs of the organisation, PRONIA has maintained an ongoing schedule of technological upgrades, including software and hardware, increasing its capacity to meet service growth, improve efficiencies and respond to changing government compliance and reporting. As a result of this significant

investment in infrastructure, PRONIA was able to seamlessly transition from an office environment to having all staff working from home without any disruption to our service delivery.

PRONIA continues to review all of its operational platforms to ensure they continue to meet the organisations needs. With this in mind some long standing

tools, such as The Care Manager, used to capture client data, are currently under review as are other systems to continue to implement efficiencies and improve data collection.

In the finance area, PRONIA has seen significant growth to the allocated resources with two additional finance positions added to the existing team.

## Over the past 12 months the business delivered a total of 5,607 hours of service, an increase of 34% on the previous year.

Increased levels of compliance and the introduction of payment in arrears arrangements for the Home Care Packages necessitated the review of our existing systems and processes as the outputs continue to grow. As such, PRONIA continues to develop its MyPronia App improving information provision to clients about their packages to maximise their ability to make decisions on where to spend the available funds for their respective packages. Our administration team, continues to provide much needed support across all areas of operations. From the outset of the pandemic, our

facilities have been COVID-19 safe with ongoing adherence to the advice of the Chief Health Officers on safe practices in the workplace. In addition, a PRONIA COVID-19 Staff Check-In Survey was distributed to 56 office staff to obtain feedback in relation to their well-being, safety, working from home and work life balance and ensure appropriate support was made available where needed.

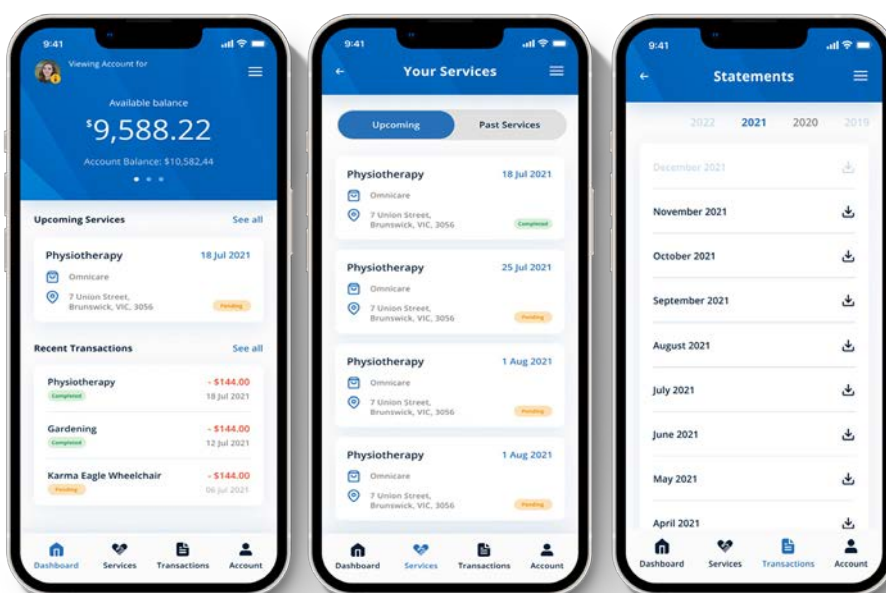
### The survey

The survey had 89% response rate, with 45 staff providing feedback. Overall the feedback was positive across all units in relation to COVID-19 response

with over 45% positive about their experience with the organisation with regards to the following:

- Financial security.
- Employees able to express concerns.
- Working as a team.
- Ability to support clients.
- Working from Home.
- Working from home transition in general was great with few hiccups.
- Some reported their supervisors/managers/HR touched based with them on regular basis.

PRONIA's 'Pop-Up Periptero' continued to be actively engaged with numerous Greek





community groups across metropolitan Melbourne during periods when we were not in lockdown. This engagement continued to provide us with valuable information about the needs of the elderly community and in particular with regards to their coping during the pandemic. This information was used to develop additional resources for distribution into the community.

PRONIA continues to explore new options to diversify its operations and revenue sources to continue its growth strategy and improve its services to meet the changing needs of the community across the generations. The acquisition

of 'ABC Childcare Workers Agency', enabled PRONIA to expand further its childcare services however the lockdowns had significant impact on the business at different stages during the year. As with many other organisations, our ability to host events in order to fundraise has been severely impacted by the numerous lockdowns and restrictions relating to social gatherings. As such, PRONIA was not in a position to host its Annual 3XY Radiothon for the last two years. In addition, the Annual Fundraising Gala Event was recently rescheduled for a third time. We are quietly confident however that things will edge closer to normal in 2022 and we

look forward to reconnecting with our business partners and the community in general.

As we look forward to the next 12 months, we are excited by the development of our newly acquired premises in Oakleigh that will provide our community with a facility that they can be proud of. Located in the heart of the Oakleigh precinct, our new facility will provide a venue for numerous activities including meetings and other gatherings whilst supporting the administrative needs of PRONIA in the South-East corridor of metropolitan Melbourne. We anticipate that the renovation works will be completed by September 2022.

## Human Resources

The ongoing recruitment of new staff has continued to be an integral part of our ability to meet the growing needs of our service delivery team. In particular, the need for an ever increasing number of Community Care Workers (CCW's) has been essential for the effective delivery of services through the Home Care Packages.

As such, our HR team has continued its focus on talent acquisition and workforce development to meet the needs of the community. In achieving our recruitment objectives, we continue to use our usual platforms: PRONIA website, social media, Indeed, Seek, Probono, Ethical Jobs, etc.



whilst at the same time we look at incorporating innovation in our efforts to recruit suitable staff.

In addition to the above, a new platform was used last year in the wave of the pandemic, namely Sidekicker. There were 5 new positions were advertised through this platform. These positions were funded by the Victorian Government Department of Jobs, Precincts and Regions as part of its working for Victoria Plan. The new positions were: Administrative Services Officer, CaseWorker, Community Engagement Worker, Individual and Family Mental Health Support, Media and PR Promotion.

HR was also busy in delivering its Compliance and Occupational Health and Safety policy. Over 120 aged care staff including PAG Employees and Community Care Workers were provided

with a training course on Manual Handling in November 2020. We also hosted First Aid and CPR training for 40 CCW's in December 2020 and January 2021. However, due to the lockdown, we continued to rely on our external providers to provide an additional 80 CCW's with training near to their place of residence. As a result of the lockdowns, our HR team had to utilise virtual meetings for both for interviews and inductions.

HR implemented the Working from Home Policy and had all staff compliant with their WFH agreement as well as health and safety requirements in their homes. Training was provided to staff via PeopleStreme and other virtual tools.

Furthermore, in an effort to support staff with their mental health and wellbeing as well as reducing feelings of isolation, HR organized group virtual meetings to allow staff to connect and share.

A ' Quizze kahoot' was also organized for several weeks during the lockdown and was a real success.

More than 80 % of our staff participated in a survey organized by HR last year to collect feedback on working from home. The transition from working in the office to home based work was implemented successfully allowing PRONIA to continue its program and support to the community.

In view of its growing workforce and continued services, PRONIA has expanded its HR capabilities with the new People and Culture Manager increasing HR capacity to deliver on PRONIA's workforce strategy and compliance. The Unit has embarked on a vast program of transformation and change management to ensure alignment of PRONIA's HR strategies with its Strategic Plan.

## Community Engagement

The coronavirus pandemic was a major catalyst of change in the way we reached out to our community over the last year. A number of segments of our community showed a greater reliance on online platforms for sourcing information and staying connected to the community. We took advantage of these new channels for broadcasting information to better engage with our

community and continuously adapted our strategy to reach out to a wider audience. Furthermore, harnessing our capability and leadership as an ethno-specific and multicultural service provider has allowed us to adopt a coordinated approach in relation to COVID-19 messaging to our community that acted in real-time and provided trusted in-language information.

The pandemic and lengthy lockdowns created considerable uncertainty with regards to the organisations fundraising, community and business events as the restrictions were prohibitive with a number of events cancelled or postponed to a later date. Despite these disruptions we used our creativity to increase our online presence through virtual events such as the PRONIA's Virtual



**Our carefully crafted messaging and personalised content resulted in a considerable increase throughout all our social media platforms.**

**70% increase**

Facebook page reach

**128.000**

Facebook posts reached

**40% increase**

of LinkedIn followers

**25% increase**

of Instagram followers

**135% increase**

in Instagram impressions

**60% increase**

in Instagram profile visits

Open Day held earlier this year, a resounding success with over 1,000 individuals accessing our online Open Day video and Livestream webinars, which have since reached over 9,500 people.

Social media has been a key enabler in raising community awareness for many pertinent issues impacting our community, including COVID-

19 impacts on the physical and mental health of people, and provided a medium that increased our community reach. For example, PRONIA's Greek COVID Safety and Wellbeing campaign that run in July 2020 captured people wearing masks, scarfs and face-coverings and a brief description of how they felt during the lockdown. With each picture, we captured the



challenges and the encouraging messages of resilience.

The initiative encouraged people and especially younger people and carers/families to take pictures and share their stories, using the hashtag #mystorybehindtheface and called for interactive communication by sharing their intergenerational supports and challenges through the pandemic. This initiative reached 6.1 thousand people and aimed to reduce feelings of isolation during the lockdowns whilst encouraging COVID-19 safety.

Overall, the pandemic presented an opportunity to develop a

more sophisticated and highly nuanced digital strategy that resulted in an online presence that is stronger than previous years.

Broadcasting and print media have been crucial in facilitating our engagement with the Greek speaking community. PRONIA's regular weekly radio show on 3XY Radio Hellas has hosted an array of guests this year that provided expert knowledge in language, for a variety of topics of interest to our audience including social welfare, health, mental health, legal and financial matters amongst others. Our frequent contributions to Greek newspapers Neos Kosmos has

strengthened our presence in both the print and digital versions in both languages (English and Greek). Apart from our monthly editorial, we have featured regularly in other articles with a total of 56 stories throughout the year. Our contribution to TA NEA newspaper has continued on a monthly basis in the Greek language. We have also expanded to other publications with features in many industry newsletters such as ECCV, FECCA, the Golden Years as well as local newspapers such as the Star Weekly. Other appearances included radio broadcasting in SBS, Rythmos, 3ZZZ as well as TV Community channel 31.

# PRONIA

## Radio Program

ONLY AT 3XY - 1422AM

**WEDNESDAYS**  
**3:00PM - 4:00PM**

*Hosted by:* **RENA FRANGIOUDAKI**



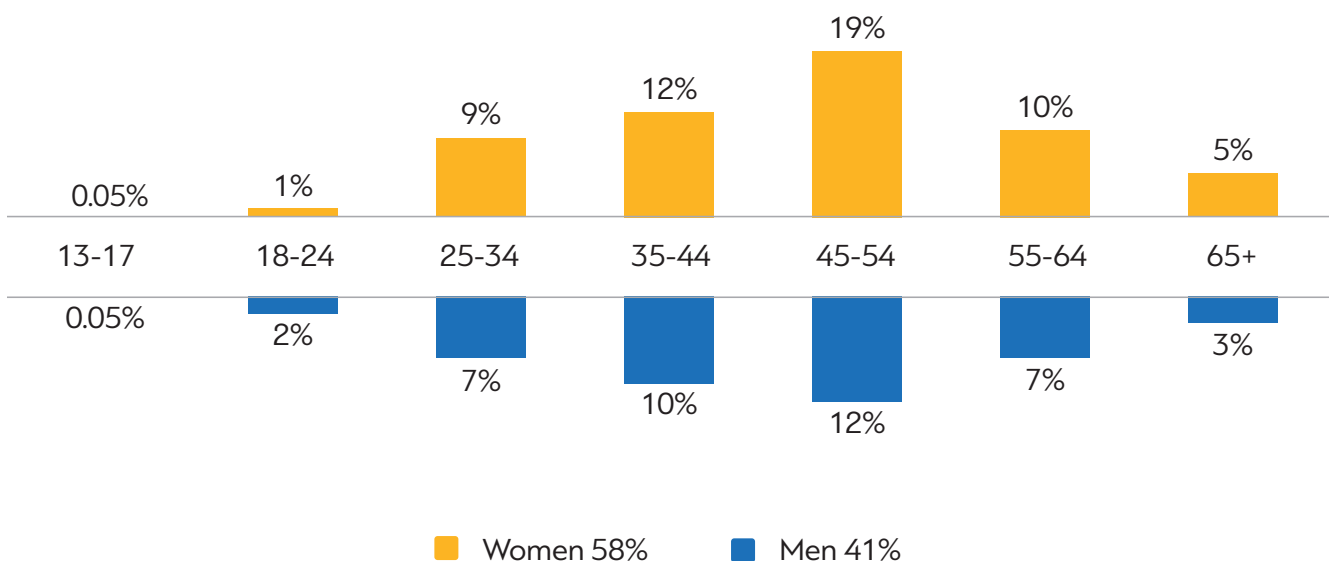


# Marketing and Events

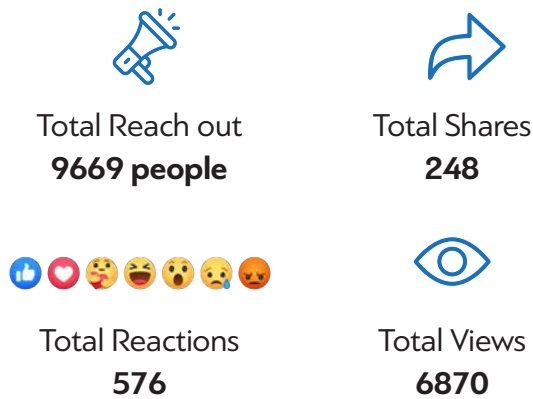
## Social Media Analytics



**Age and Gender Breakdown of Facebook followers**

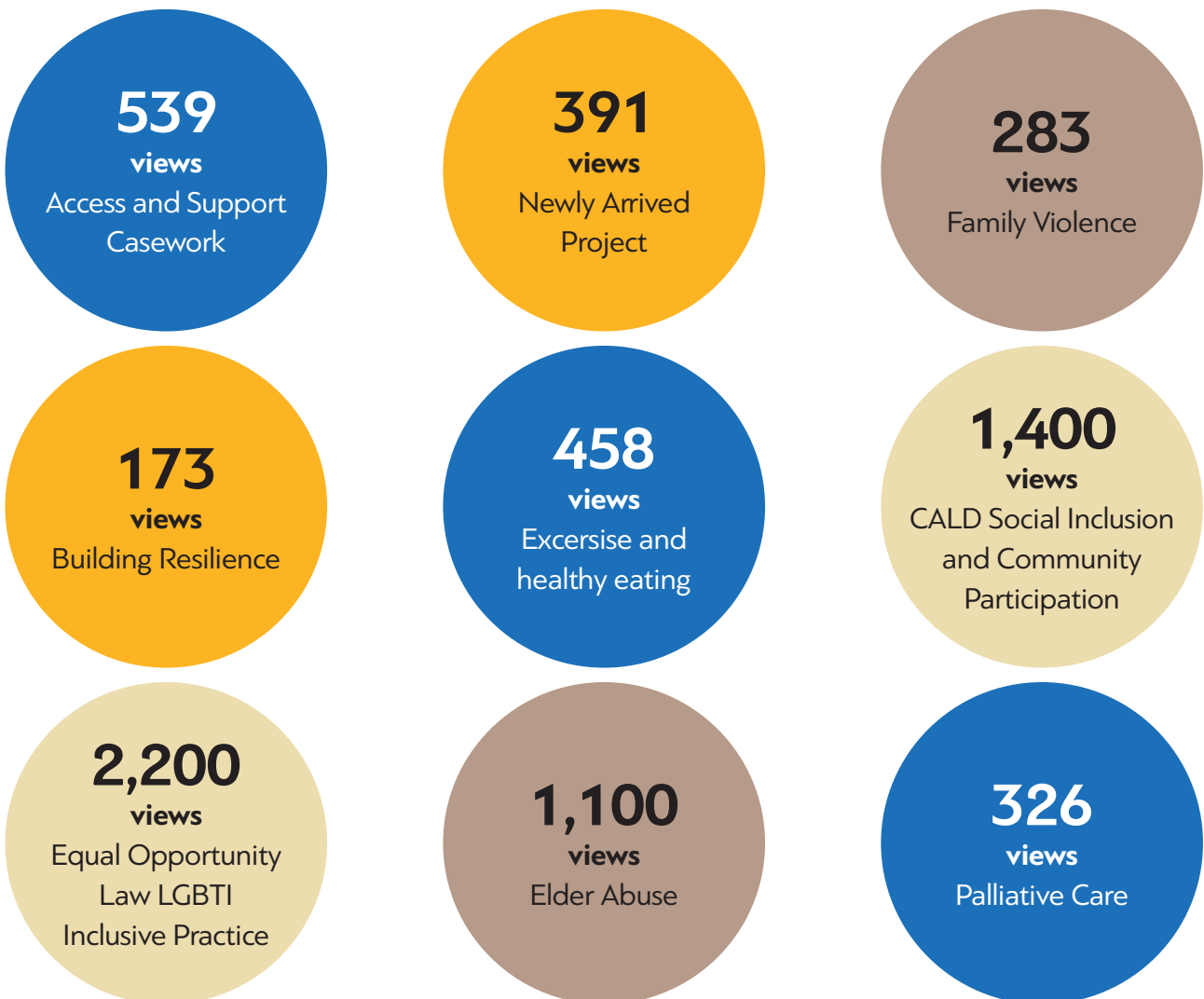


## Virtual Open Day - Live Streamed on Facebook



Open Day 2020 Video  
 facebook **301 views**     **121 views**

## Virtual Open Day - Live Streamed Webinars





Website Analytics via  Google Analytics

www.pronia.com.au



Total Unique Visitors  
51% ↑



New Users  
52.5% ↑



Pageviews  
27% ↑



Sessions  
40% ↑

**New PRONIA Website coming soon**



## Media Engagement



Newspaper Ads  
26



Articles  
56



Newsletters  
3



Radio Shows  
52



Webinars  
42

## Newspaper Ads

International Women's Day

#ChooseToChallenge [www.pronia.com.au](http://www.pronia.com.au)

200 χρόνια

25η Μαρτίου  
Ημέρα Μνήμης, Δόξας και Εθνικής Υπερηφάνειας

Θ. Κολοκοτριώνης Α. Διάκος Κ. Κανάρης Παπαφλέσσας  
Γ. Καρατσάκης Α. Μπουμπουλίνα Μ. Μαυρογένους Ο. Ανδρούτσος

Θυμόμαστε και τιμούμε όλους τους ήρωες του '21 που με θάρρος, δύναμη και ηρωισμό θυσίασαν για το μέλλον του Έθνους. Δοξάζουμε τους Έλληνες της Διασποράς που με την ίδρυση της "Φιλικής Εταιρίας" στην Οδησό ανέβησαν καθοριστικά στον απελευθερωτικό αγώνα του '21. Είμαστε υπερήφανοι για όλους εμάς που μακριά από την γενέτειρα Ελλάδα με ομόνοια, ομοψυχία και εθνική ενότητα διατηρούμε το Ελληνικό πνεύμα ζωντανό.

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Οι Εγγραφές Ξεκίνησαν

Δευτέρα έως Παρασκευή  
7.00πμ με 6.00μμ

3 μηνών έως 2 ετών (Babies)  
2 έως 3 ετών (Toddlers)  
3 έως 4 ετών (Pre Kinder)  
3 έως 5 ετών (Kinder Group)

Για εγγραφές καλέστε στο 9429 1488

Αγάπη Δημιουργία Εκπαίδευση  
Ελληνικό Πρόγραμμα Συνεργασία  
Φιλία Παιχνίδι Πολιτισμός

... οι λέξεις που μας χαρακτηρίζουν, εδώ και 43 χρόνια!  
Ευχαριστούμε που μας εμπιστεύεστε!

[www.alphaelc.com.au](http://www.alphaelc.com.au)

PRONIA For a stronger community

FREE SESSIONS  
All sessions delivered in English

Community Information and Wellbeing sessions

PRONIA's Family and Relationship Service is offering a range of information and wellbeing sessions that can assist individuals and families navigate through challenging circumstances for better relationships and connections.

Session one:  
EMOTIONAL BURNOUT  
Monday 20 September 7pm - 8pm  
Learn how to identify and manage contributing stressors.  
[REGISTER](#)

Session two:  
MANAGING STRESS  
Monday 11 October 7pm - 8pm  
Find out simple and practical ways to reduce the impact of stress in your life.  
[REGISTER](#)

Facilitator: Lucy Louca

For more information contact: [counselling@pronia.com.au](mailto:counselling@pronia.com.au) or (03) 9388 9998

PRONIA For a stronger community

Η ΠΡΟΝΟΙΑ αναζητά επαγγελματίες για τη συγγραφή της επετειιακής έκδοσης για τα 50 χρόνια του οργανισμού στην ελληνική παροικία.

Για εκδήλωση ενδιαφέροντος ή περισσότερες πληροφορίες τηλεφωνήστε στο 03 9388 9998.

[www.pronia.com.au](http://www.pronia.com.au)

SAVE THE DATE

30 JULY 2021  
7:00PM - 12:00AM

GALA 2021  
ANNUAL FUNDRAISING EVENT

SAN REMO BALLROOM  
365 NICHOLSON STREET,  
CARLTON NORTH, VIC, 3054

PRONIA For a stronger community

**PRONIA**  
For a stranger community

Θερμές ευχές σε όλους τους φίλους της PRONIA, στους εθελοντές, στους πελάτες μας και σε όλη την ομογένεια για

## Χαρούμενο Πάσχα και Καλή Ανάσταση!

Με υγεία, ενότητα και ευτυχία για εσάς και τους αγαπημένους σας.

Το Διοικητικό Συμβούλιο, η Διεύθυνση και το προσωπικό της PRONIA.



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For a stranger community

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## ΝΟΥΣ ΥΓΙΗΣ ΕΝ ΣΩΜΑΤΙ ΥΓΙΕΙ

Οι συναντήσεις μας κάθε Παρασκευή πρωί έχουν σκοπό να εμπνεύσουν και να ενδυναμώσουν τον καθέναν από εμάς μέσα από διάφορες δραστηριότητες και τεχνικές ώστε να βελτιώσουμε ουσιαστικά την καθημερινή του ζωή.

**Ενισχυθείτε μέσα από:**

- Την κοινωνικοποίηση
- Τη βελτίωση της σωματικής σας υγείας
- Την ενδυνάμωση της αυτοπεποίθησής σας
- Την αυτο-φροντίδα
- Τη συμμετοχή σε διάφορες κοινοτικές υπηρεσίες και δραστηριότητες

**ΚΑΘΕ ΠΑΡΑΣΚΕΥΗ - 10:30ΠΜ-1ΜΜ**

Κάνετε κάτι για εσάς σήμερα και εισπράττε θετική ενέργεια!

**PRONIA Brunswick:** 7 Union Street, Brunswick

**Περιορισμένες θέσεις:** Επικοινωνήστε με την Νίκη Φωτιάς στο (03) 9388 9998 ή επισκεφθείτε το χώρο εκδηλώσεων κάθε Παρασκευή

Απευθύνεται σε άτομα κάτω των 65 ετών που κατοικούν στα Βόρεια - Δυτικά προάστια

[www.pronia.com.au](http://www.pronia.com.au)



ΔΩΡΕΑΝ

**PRONIA**  
For a stranger community

## MOVEMBER®

### Ο μήνας για την ανδρική υγεία με σήμα το μουστάκι

1 - 30 Νοεμβρίου 2020

Στη Μελβούρνη τα 2003 γεννήθηκε η ιδέα που εξελίχθηκε σε κίνηση. Ο σκοπός του κινήματος #Movember είναι να ευαισθητοποιήσει τους άνδρες γύρω από το θέμα της υγείας τους και να τους παροτρύνει να κάνουν όλες τις απαραίτητες εξετάσεις για τη σωστή πρόληψη.



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For a stranger community

## «Αμύγδαλα στον Ελαιώνα» Βιβλίο Μαγειρικής

Συνταγές από την 1η γενιά Ελλήνων μεταναστών στη Δ. Μελβούρνη

Καλούμε Έλληνες από τη Δυτική περιοχή της Μελβούρνης, να συμμετέχουν σε αυτό το μοναδικό βιβλίο με τις παραδοσιακές συνταγές και ιστορίες τους!

Για να δηλώσετε συμμετοχή, θα πρέπει να πληρέτε τα παρακάτω κριτήρια:

- Πρέπει να είστε Ελληνόφωνοι
- Ηλικία: Άνω των 65 ετών
- Διαμονή στη Δυτική Μητροπολιτική περιοχή της Μελβούρνης
- Η συνταγή θα πρέπει να είναι αντιπροσωπευτική της οικογένειάς σας και να θέλετε να την μοιραστείτε με άλλους.

Τελική ημερομηνία για συμμετοχές είναι 28 Φεβρουαρίου 2021  
Συμμετοχές/επιμείλια: Σόνα Τσακαλάκη, (03) 9388 9998



\*Η φωτογραφία είναι ενδεικτική

**PRONIA**  
For a stranger community

## Αισθάνεστε μοναξιά, απομόνωση ή σας λείπει η επικοινωνία με άλλα άτομα;

Οι εβδομαδιαίες τηλεφωνικές ομάδες υποστήριξης της PRONIA είναι εδώ με:

τη **Lucy Louca**  
(Community Engagement Officer)

Οι ομάδες αυτές ενθαρρύνουν την επικοινωνία με άλλα άτομα, τη δημιουργία γνωριμιών και παροχή υποστήριξης κατά τη διάρκεια της κρίσης αυτής περιόδου που διανύουμε. Προσφέρονται για ελληνοφώνους συμμετέχοντες.

**Θα σας δώσουν την ευκαιρία:**

- ✓ Να έρθετε σε επικοινωνία και να γνωρίσετε νέα άτομα
- ✓ Να δημιουργήσετε νέες φιλίες
- ✓ Να εκτίθεστε στην άεση και τη βελτίωση της διάθεσής σας

**Κάθε Παρασκευή 11.30π.μ - 12.00π.μ και 2.00πμ - 2.30πμ**

Οι ομάδες ξεκινούν από 12 Φεβρουαρίου 2021 μέχρι 5 Μαΐου 2021. Περιορισμένες αριθμίες θέσεων.

Για συμμετοχή ή περισσότερες πληροφορίες καλέστε την PRONIA στο (03) 9388 9998  
[www.pronia.com.au](http://www.pronia.com.au)



**PRONIA**  
For a stranger community

«Αγαπητοί φίλοι της PRONIA,

Το φετινό Χριστούγεννα μας βρίσκουν πρώτα από όλα ευχόμενος που ξεπεράσαμε ως χώρα μία από τις δυσκολότερες χρονικές της ζωής μας και παραμένουμε ασφαλείς.

Οι φετινές γιορτές μας κάνουν να αναλογιστούμε πόσο πολύτιμα είναι απλά πράγματα που ως τώρα είχαμε ως δεδομένα όπως το Χριστουγεννιάτικο τραπέζι με τους δικούς μας, καθώς πολλές φορές στον πλανήτη δεν θα βρεθεί αυτή την ευκαιρία. Στη Βικτωρία οι θυσίες και η εγκράτεια όλων μας επέτρεψαν να κρατήσουμε τις γιορτές με την παρουσία των αγαπημένων μας προσώπων και για αυτό είμαστε πολύ τυχεροί. Γιατί το καλύτερο δώρο που μπορούμε να κάνουμε φέτος: σε εμάς και στους άλλους είναι η υγεία μας και η υγεία των δικών μας.

Τις ημέρες αυτές μπορούμε να αναζητήσουμε το πραγματικό πνεύμα των Χριστουγέννων, αυτό της αγάπης, της αναστή και της αλληλεγγύης, πνεύμα διαρκανικό και πάντα επίκαιρο, ανεξάρτητα από τις περιστάσεις.

Ευχαριστούμε θερμά την Ελληνική παροικία για την υποστήριξη της και ιδιαίτερα όλα τα Ελληνοφώνια Μέσα Μαζικής Ενημέρωσης το προσωπικό και τους εθελοντές μας τους ευχαριστούμε ιδιαίτερα για τον χρόνο που αφιέρωσαν για να συστήσουν την PRONIA που στήθηκε δίπλα μας ακλόνητα για άλλη μία χρονιά.

Σας πληροφορούμε επίσης ότι τα Γιορτινά μας θα παραμείνουν κλειστά από την Πέμπτη 24 Δεκεμβρίου 2020 και θα ανοίξουν ξανά τη Δευτέρα 4 Ιανουαρίου 2021.

Ενώπιον η νέα χρονιά να είναι χρονιά ομορφιάς, ανθρωπιάς και αλληλεγγύης. Εύχασται σε όλους Χρόνια Πολλά με υγεία και προσωπική ευτυχία.

Την Δοββή-Σταθούλου  
Διευθύνουσα Σύμβουλος

[www.pronia.com.au](http://www.pronia.com.au)




**PRONIA**  
For a stranger community

## Πώς αισθάνεστε;

Η ψυχική μας υγεία είναι εξίσου σημαντική με τη σωματική μας υγεία.

Εάν αισθάνεστε άγχος, μοναξιά ή αβεβαιότητα, καλέστε την PRONIA και ζητήστε να μιλήσετε με έναν από τους συμβούλους μας.

Μπορείτε να ζητήσετε βοήθεια στο (03) 9388 9998  
Υπηρεσίες Συμβουλευτικής, Κοινωνικής πρόνοιας, Ενδοοικογενειακής Βίας



**PRONIA**  
For a stranger community

## Γίνετε μέλος της δυναμικής ομάδας Κοινωνικής φροντίδας!

Ψάχνετε για μια νέα πρόκληση σε μια δουλειά που προσφέρει προσωπικές και οικονομικές αποδοχές; Λαμβάνοντας υπόψη μια σταδιοδρομία στην πλιωμένη φροντίδα; Θέλετε ευέλικτες ώρες εργασίας; Και μια ευκαιρία να προσφέρετε στην παροικία;

Γίνετε μέλος της δυναμικής ομάδας Κοινωνικής φροντίδας!

**Σας προσφέρουμε:**

- ✓ Ανταγωνιστικές τιμές
- ✓ Μερική και Casual απασχόληση
- ✓ Ευέλικτο ωράριο
- ✓ Συνεχίζουσα επαγγελματική εξέλιξη
- ✓ Σταδιοδρομία στη φροντίδα ηλικιωμένων
- ✓ Ένα περιβάλλον υποστήριξης ομάδας
- ✓ Salary Packaging

Για περισσότερες πληροφορίες επικοινωνήστε μαζί μας στο (03) 9388 9998 ή για την λήψη της αίτησής μπορείτε στην ιστοσελίδα μας

[www.pronia.com.au](http://www.pronia.com.au)



**PRONIA**  
For a stranger community

**FREE**

## Are you caring for someone?

**PRONIA & Carers Victoria invite Carers to join us for 3 webinars designed to Enhance Carer Wellbeing.**

**Caring for Yourself**  
Tuesday 28 September 1:30pm - 3:00pm  
The importance of physical health and emotional wellbeing. Sharing ideas, strategies and ways to make caring for yourself a priority.  
Presenters: Jennifer Dabrowski & Adonis Maglis

**Strong boundaries strong carers**  
Tuesday 26 October 1:30pm - 3:00pm  
Clear boundaries and knowing the limits are essential to maintain health and wellbeing. Learn how to create and sustain effective boundaries in personal and professional networks.  
Presenters: Helen Carr & Adonis Maglis

**Effective Communication**  
Tuesday 30 November 1:30pm - 3:00pm  
Master the building blocks of effective communication to get your message across to your audience, whether it's family, friends, professionals, clearly and confidently.  
Presenters: Tania Daniels & Adonis Maglis

Presented in English - Join 1, 2 or 3 webinars

[www.pronia.com.au](http://www.pronia.com.au)

Proudly presented by Carers Victoria, PRONIA and supported by Victorian Government





# Newspaper Articles

## Η PRONIA τιμώνει τους εθελοντές της παροικίας

Στα πλαίσια της Εθνικής Εβδομάδας Εθελοντισμού, την Τρίτη 18 Μαΐου η PRONIA τιμώσε τον δικό της εθελοντή σε μια πολύ άγρια και αγωνιστική εκδήλωση στην αυστραλιανή Ουάσινγκτον, του Συνδέσμου Ιθαγενών Μελβούρνης. Περίπου αχθόντα εθελοντές παραβρισαν με χαρά τους τους δώδεκα η εκατομμύρια επανασυναντηθούν με φίλους και γνωστούς μετά από τόσο καιρό και επέλεξαν τη διατή φιλολογία και τις αγωνιστικές ομάδες άλλων εθελοντών. Η PRONIA θα ήθελε να παραστήσει ιδιαίτερα το δυναμικό σφύρα του Ιθαγενών που έκαιαν οι καλύτεροι μπορούσαν να



έργο που προσηλόνισαν στην παροικία μας χωρίς οικονομική ανταπόδρα. Ανεσάρτη ένεκα και στο φετινό θέμα του εκπομπής «Αναγνώστη, Επανεναπόδρα, Επανεναπόδρα» που σπινελι ότι Αναγνώστη, γοργάδρα και ευχαριστήρια τους εθελοντές για τον σημαντικό ρόλο τους στις ζωές όλων μας. Επανεναπόδρα με φίλους και γνωστούς μετά από τόσο καιρό και επέλεξαν τη διατή φιλολογία και τις αγωνιστικές ομάδες άλλων εθελοντών. Η PRONIA θα ήθελε να παραστήσει ιδιαίτερα το δυναμικό σφύρα του Ιθαγενών που έκαιαν οι καλύτεροι μπορούσαν να

## Πότε η υγεία των ανδρών συχνά έρχεται σε δεύτερη μοίρα σε σχέση με την υγεία των γυναικών;

Όσον αφορά την πρόληψη και την έγκαιρη ανίχνευση η γεία των ανδρών συχνά έρχεται σε δεύτερη μοίρα σε σχέση με την υγεία των γυναικών. Είναι συχνά ότι οι γυναίκες είναι πιο υγιείς από τους άνδρες και μαρτυρεί από τις θεωρίες που επικρατούν να εξηγούν τις διαφορές στην υγεία μεταξύ των δύο φύλων παραβλίζοντας:

- Η αυτοεκτίμηση ενός άνδρα συνδέεται στενά με τον ρόλο του ως πατέρα που κρίνεται το «ψυχή στο σπίτι».
- Αντίθετα με τις γυναίκες, οι άνδρες δεν αναφέρονται να επενδύσουν στους ρόλους του γονέα και του οικογενειακού μέλους.
- Η μέγιστη οικονομική και αναπληρωτική πίστη σε μια οικογένεια. Ο άνδρας, ως αυτός που εργάζεται, μπορεί να αισθανθεί φρονημένος με έναν ή ντροπή.
- Ένας σπασίς ΐξ Αυστραλιανός άνδρας πάσχει από κατάπληξη ή από κάποια άλλη πάθηση.
- Ο ΐξ ηρώ και οι ηρωισμοί κινούνται ιδιαίτερα.
- Οι άνδρες ενθαρρύνονται από τον πολιτισμό μας να είναι ακριβή και ανεξάρτητα. Μερικοί άνδρες θα μπορούσαν να πιστέψουν ότι οι σπινελιές σε γυναικείο σώμα είναι η παράνομη για αδιαβίαστα αποτελούν σπινελιές για την αρρενωπότητα.

## Συγκίνησε την παροικία η υπόθεση της «Μαρίας», μητέρας δυο παιδιών, που είναι στο έλεος του...Θεού λόγω ενδοοικογενειακής βίας

Αίθρια προκάλεσε στην ελληνική παροικία της Μελβούρνης η πρωτοφανής είδηση του «Νέο Κορόνα» για μια 32χρονη μητέρα η οποία έλαβε δίωμο ενδοοικογενειακής βίας.

Μάλιστα η μητέρα της έχει δυο ανήλικα παιδιά. Η κατάσταση στο νοσοκομείο είναι δύσκολη αφού το ευδοκάρδιο από τον ανύπαντρο της.

Η γυναικεία αυτή, που είναι σχετικά νέα στην Αυστραλία, έξι έτη έδρασε στην τέχνη της έκδοσης και την ήπια που τηρούσαν στο «Νέο Κορόνα» και έτσι ότι δεν είχε χρήματα ούτε για το φαγητό των παιδιών.

Ο «Νέο Κορόνα» μετά από το τηλεγράφημα που έδρασε

## “Palliative Care It’s more than you think”

PRONIA invites caregivers of people with terminal illnesses to recreational activities during the National Palliative Care Week 23 – 29 May 2021



The theme of this year's National Palliative Care Week, which begins on Sunday, addresses the many benefits of offering quality palliative care. Many of us do not understand what palliative care is. It's about improving quality of life. It's embracing what matters most to people with a life-limiting illness and their families. An incurable illness that shortens life has a huge impact. It's natural to feel fear, anxiety, anger and loss. Care of the whole person and their loved ones helps. This includes their physical, emotional, cultural and spiritual wellbeing.

The aims of palliative care are to make you comfortable, to improve your quality of life, and to support family and friends involved in your care.

Most importantly, palliative care supports you and your family to make important decisions about your care and quality of life. Palliative care doesn't just treat your body. It also cares for your social, spiritual, emotional and cultural needs. Palliative care looks after you as a whole person. Palliative care also gives practical and emotional support to family and friends involved in your care. This can include care advice, equipment, a break from providing care, care support groups, and counselling.

Palliative care is for anyone with a life-limiting illness who wants help. There are periods of wellness, and some may recover. People can move in and out of palliative care as their needs change. Palliative care aims to support your dignity. We want to respect your values, preferences and decisions about your care.

As part of the National Palliative Care Week, meetings and activities have been arranged for caregivers of people with incurable illnesses to take a break and enjoy moments of relaxation with others as well as with the coordinators of the program 'MAZI' (MAZI means together in Greek) of PRONIA. Careers are also invited to participate in the PRONIA radio show on Wednesday, May 26, and share their stories.

To participate in the activities call PRONIA's palliative care program 'MAZI' and ask for Adonis Magis or Sonya Dalakaki at (03) 93889998 or by email: casework@pronia.com.au.

## Celebrating the volunteers of PRONIA

It is worth noting that in the midst of the pandemic, volunteers continued to offer services to vulnerable people in our community and to provide uninterrupted communication, care and support. Volunteers make our communities stronger, especially in times of need, crisis or isolation



As part of the National Volunteer Week, on Tuesday 18 May PRONIA celebrated its own volunteer in a very warm and moving event in the 'Odyssey' hall of the Ithacan Philanthropic Society of Melbourne. About eighty volunteers happily reconnected with friends and acquaintances after so long and they enjoyed the warm hospitality and moving speeches of other volunteers. PRONIA would like to thank the board members of the Ithacan Philanthropic Society who did their best to brighten the celebration with their cordial hospitality and generosity.

Also present at the event were the President of PRONIA, Mrs. Chris Pavlidis, CEO, Mrs. Tina Douvas-Stathopoulos and Deputy Director Mrs. Niki Eferemidis. In her speech, volunteers Coordinator Mrs. Paraskevi Tanga mentioned that PRONIA volunteers are the backbone of the organization and they make everyone proud with their work that they do so selflessly to the Greek community. Reference was also made to this year's theme of the week: "RECOGNISE, RECONNECT, REMAIN". That means: We recognise, celebrate and thank volunteers for the vital role they play in our lives. We reconnect to our community and we continue to offer and we reimagine the needs for volunteerism especially after the experiences of the pandemic years 2020-21. It is worth noting that in the midst of the pandemic, volunteers continued to offer services to vulnerable people in our community and to provide uninterrupted communication, care and support. Volunteers make our communities stronger, especially in times of need, crisis or isolation.

Volunteers Maria Michalopoulos and Lenora Schina also gave very emotional speeches. Maria referred to her personal movie experiences from her volunteer work visiting elderly people in their homes for over twenty years. Lenora referred to the impact of PRONIA volunteers but also to her own contribution to the beloved seniors that she visits. Guest speaker of the event and a volunteer himself was Platon Derezakis from the community TV channel 31.

His speech covered his lifelong volunteer work through his journalistic career, with special emphasis on the contribution to the human social element. Bringing examples of his own work, Platon referred to the importance of the social contribution, to the awareness for the social needs of our community as well as to the social assistance for the improvement of the lives of our community members.

Finally, all the volunteers were awarded a Certificate of Recognition from Ms Nikki Eferemidis.

Those who would like to feel the spirit of the celebration can tune in on channel C31 on Monday, 24th May at 6 pm.

## PRONIA wraps up food hampers for families in need

PRONIA recently wrapped up their hamper project, which assisted 473 people, many over the age of 65 along with families with children.



From last November, vulnerable clients in numerous municipalities including Greater Geelong and City of Latrobe were delivered a hamper consisting of mainly Greek products, staple and non-perishable foods valued at \$50.

The project aimed to reduce the impact of COVID-19 related issues supporting individuals and families within the Greek and broader community who experience wellbeing, isolation and financial hardship, amongst other vulnerabilities.

\$15,000 of funding from the Department of Families, Fairness and Housing allowed PRONIA to provide immediate and crucial support to families in need and to enable engagement and stronger connections within the community.

PRONIA social worker and project lead Niki Fotias made sure the initiative was tailored to the needs of the Greek community's vulnerable members.

"Greek foods and essentials were carefully chosen for each hamper. Also, our team consisted of Greek-speaking workers to ensure we engaged with the elderly Greek-speaking members easily," she said.

The team also provided more than just food for their recipients.

"Overall, we are very pleased that we were able to contribute positively to the lives of 200 families and provide support, not only in the form of the hampers but also by providing referrals and information for other support services according to their needs," Ms Fotias said.

PRONIA's CEO Tina Douvas-Stathopoulos noted the uplift in people requiring a helping hand from when the pandemic really took hold of Australia from around March last year.

"In 2020 we saw an increased demand for emergency relief, starting with the deliveries of our hampers last Easter and completing with the delivery of the 200 hampers recently. It comes to us as no surprise, as people have lost their jobs, are on a temporary visa or relied on casual employment," she said.

Apart from the emotional and practical support, making contact with members of the community has provided increased opportunities to respond to the immediate needs of people.

PRONIA thanked BARFOODS International for their collaboration and support of this initiative.

# External Newsletters



## Ενημερωτικό Δελτίο

For a stronger community

### Δεκαπενταύγουστο

**Η PRONIA εύχεται στην Ελληνική παροικία Υγεία και Καλό Δεκαπενταύγουστο**

**Περιεχόμενα**

- Ανταλλάξιμο στον περίοδο του κορωνοϊού 2020-21
- Στο πνεύμα του Εθελοντισμού 2020-21
- Το να είμαστε στην υγεία 2020-21

**Womens' Health Week**

**Jeany Hailes**

**Η PRONIA εύχεται στην Ελληνική παροικία Υγεία και Καλό Δεκαπενταύγουστο**

**Σεπτ 7-11 2020**

Παρουσίαση της ημερομηνίας εκδόσεως της PRONIA στο 03 9388 9998

ΔΙΑΒΑΣΤΕ ΠΙΑ ΤΟΝ COVID-19

Προσοχή Απΐ Φόσος που κούινον για τον Μεξβούρνο 2020-21

Ευχολογίες και υποστήριξη για τους κατοίκους της Βικτωρίας 2020-21


ΧΡΑΤΑΞΕ

ΑΠΟΧΑΣΗ ΓΙΑ ΝΑ ΕΙΜΑΣΤΕ ΟΜΟΙ ΜΑΖΙ

ΜΕΝΟΥΜΕ ΑΣΦΑΛΕΙΣ

ΑΝΟΙΓΟΥΜΕ ΤΗΝ ΒΙΚΤΟΡΙΑ

Supported by the Victorian Government, Melbourne



## Ενημερωτικό Δελτίο

For a stronger community

### Χριστούγεννα 2020

**Η PRONIA εύχεται στην Ελληνική παροικία Καλά Χριστούγεννα και Ευτυχισμένο το Νέο Έτος**

**Περιεχόμενα:**

- Ετήσια Γενική Συνέλευση 2020-21
- Οι εθελοντές μας 2020-21
- Παιδική Σταθμός Alpha ELC

**Ετοίμαξς Χριστουγεννιάτικου Δέντρου**

**ΑΙΜΟΝΑ**

Παιδική Σταθμός Alpha ELC

ΜΕΝΟΥΜΕ ΑΣΦΑΛΕΙΣ

ΑΝΟΙΓΟΥΜΕ ΤΗΝ ΒΙΚΤΟΡΙΑ

Supported by the Victorian Government, Melbourne

ΧΡΑΤΑΞΕ

ΑΠΟΧΑΣΗ ΓΙΑ ΝΑ ΕΙΜΑΣΤΕ ΟΜΟΙ ΜΑΖΙ

ΜΕΝΟΥΜΕ ΑΣΦΑΛΕΙΣ

ΑΝΟΙΓΟΥΜΕ ΤΗΝ ΒΙΚΤΟΡΙΑ

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## Ενημερωτικό Δελτίο

For a stronger community

### ΜΑΪΟΣ 2021

**Η PRONIA εύχεται στην Ελληνική παροικία Υγεία και Καλό Δεκαπενταύγουστο**

**Περιεχόμενα**

- Μηνιαία από τη CEO
- Φρονιζοντας τους ηρωισμούς μας
- Πρόγραμμα "MAZI"
- Εθνική Εβδομάδα Εθελοντισμού 2021
- Κέντρα Ημερήσιας φρονιζοντας (Planned Activity Groups) με τις εθελοντιστικές συναντήσεις τους
- Πάνω απΐλα η Υγεία
- Πρόγραμμα Εκδόσεως

**Είμαστε πάντα εδώ, μπορείτε και πάλι να μας επισκεφτείτε!**

Το γραφείο της PRONIA στο Brunswick και στο Oakleigh έχουν επεξεργαστεί στην κοινότητά τους, πρόσδομα από τις αρχές του έτους, μετά την πώση των επιταμών που ήμρε συν αποτελέσει το πρόδομα.

Αεθαβούσαν όλα τα προέκολλα ασφαλείας, η PRONIA προσφέρη και πάλι όλες τις υπηρεσίες της, πρόσδομα με πρόδομα, συμπεριλαμβανομένων και των ημερήσιων κέντρων φρονιζοντας, δραστηριοτήτων (Planned Activity Groups) με τις εθελοντιστικές συναντήσεις τους.

Καθώς πέσανη το Πάσχα δεν υπήρξαν ανησυχίες, φέτος οι πελάτες και το προσωπικό συμμετάχον με ανησυχία και ενθουσιασμό σε πολλές δραστηριοτήτες για τις προετοιμασίες του Πάσχα.

Εκκενώνη με τη διακιοση του Λευκού κεριού που είναι παρόδομα κάθε χρόνο, ολοι διακιοσησαν το δικό τους κερι που με παρόδομα το δείωμο και σέγγια τους πριν το ανήψουν το βράδυ της Αυστασης. Επίσης, με χαρά και ενθουσιασμό έβραν τα γίντια και τις ποδές ώστε να ψηλάξουν κουλουριακά και κέκκια αγά που κατέπιν συσκευαστικαν σε καλάθια δώρων για δισκομητή στο σπίτι όλων των ηλικιών μας. Χρησιμοποιήσαμε λαμπάδες πασχαλινά στέφανια, βάζομο κέκκιαων αυγών και πασχαλινά παλά είναι ορισμένες από τις δραστηριοτήτες που αποσώχλησαν τους πελάτες των ημερών πριν από την Μεγλή Εβδομάδα.



Social Media Posts



Θεμελιές ευχής σε όλους τους φίλους της PRONIA, στους εθελοντές, στους πελάτες μας, και σε όλη την κοινότητα για

**Χαρούμενο Πάσχα και Καλή Ανάσταση!**

Με υγεία, ενότητα και ευτυχία για εσάς και τους αγαπημένους σας. Το Διοικητικό Συμβούλιο, η Διεύθυνση και το προσωπικό της PRONIA.

**Because...**

**National Palliative Care Week**  
23-29 May 2021

it's  
**#morethanyouthink**

**Harmony Week 2021**

**#harmonyweek #everyonebelongs**

**Board of Directors 2020**

 Kris Pavlidis President	 Angela Ourousmis Vice President	 George Spiliotis Hon. Secretary
 James Koutsoukos Treasurer	 Eugenia Grammatikakis Director	 Voula Messimeri AM MAJCD Director
 Vicki Kyriakis	 Augusta (Gus) Seremetis GAJCD	 Stephanie Laos

**ELDER ABUSE & INTERGENERATIONAL CONFLICT WEBINAR**

Part of the Family Violence Awareness and Prevention Series

**10 Dec**  
**3-4 pm**

**Σεπτ 7-11 2020**

**Women's Health Week**

Jean's Hailes

**PRONIA**  
For a stronger community

**Cultural Diversity Week 2021**

**#CDW2021. #Victorian2030. #CelebrateVic**

**PRONIA**  
For a stronger community

**COVID-19 Vaccines Information Webinar**

The session is delivered in English with a Greek interpreter for the Greek speaking audience.

The panel of health experts will cover topics that include:

- How vaccines are made
- How was the COVID-19 vaccine made
- How will the vaccine be made available in Australia?

**Vaccine questions:**

- Are they safe?
- How were they made so quickly?
- Do they work?
- Do I have to have it?

Participants have the opportunity to attend the session in person\* or online via zoom.

**Thursday 18 February 2021 1:30pm - 2:30pm**

\*Attend in person - registration necessary - limited seats

In collaboration with The Water Well Project

**PRONIA**  
For a stronger community

*Merry Christmas and a Happy New Year*

The Board of Directors, Management and Staff of PRONIA wish you and your family all the best for the festive season.

May the New Year be filled with happiness and prosperity!

[www.pronia.com.au](http://www.pronia.com.au)

**PRONIA**  
For a stronger community

**How are you coping so far?**

**It's okay to ask for help**

**PRONIA**  
For a stronger community

**UNDERSTANDING DEMENTIA**

CLAYTON COMMUNITY CENTRE  
9-15 Cooke Street, Clayton

**WEDNESDAY 12 MAY 2021**  
11 am - 12 pm

**FREE Entry**

\*Limited spaces - Registrations are necessary\*

**PRONIA**  
For a stronger community

**NOW HIRING**

**Community Care Workers**

[www.pronia.com.au](http://www.pronia.com.au)

**MIND REST FOR CALM LIVING**

A FOUR WEEK CONNECTION AND MEDITATION PROGRAM THAT CAN HELP YOU LIVE MORE FULLY EVERY DAY.

This program aims to provide a safe space to connect and learn how to reduce stress and anxiety through the simple practice of Stillness Meditation, a non-sectarian practice based on effortlessness, founded by Australian psychiatrist Dr Ainslie Meares.

For maximum benefit, we highly recommend you attend all four sessions.

**Every Monday**  
**6-27 September from 12.30-1.30pm**

**PRONIA**  
For a stronger community

**ANNUAL FUNDRAISING EVENT**

**30 JULY 2021**  
7:00am - 12:00am

**SAN REMO BALLROOM**  
316 WINDSOR STREET, CARLTON NORTH VIC. 3054

**PRONIA**  
For a stronger community

**30 JULY 2021**  
7:00am - 12:00am

**SAN REMO BALLROOM**  
316 WINDSOR STREET, CARLTON NORTH VIC. 3054

**WINDSOR MANAGEMENT INSURANCE BROKERS**

**PRONIA**  
For a stronger community

**MANAGING DIABETES & LOOKING AFTER YOUR FEET**

CLAYTON COMMUNITY CENTRE  
9-15 Cooke Street, Clayton

**WEDNESDAY 14 APRIL 2021**  
11 am - 12 pm

**FREE Entry**

\*Limited spaces - Registrations are necessary\*







**Australian Greek Welfare Society  
Ltd (A.C.N. 005 110 305)**  
trading as PRONIA

# Financial Report

for the year ended  
30 June 2021

## Contents

- Directors' Report
- Directors' Declaration
- Auditor's Independent Declaration
- Profit and Loss Account
- Balance Sheet
- Notes to the Financial Statements
- Compilation Report



## Directors' Report

The Directors of Australian Greek Welfare Society Ltd, submit herewith the balance sheets as at 30th June 2021 and the profit and loss account for the financial year then ended. In order to comply with the provisions of the Corporations Law, the Directors report as follows:

The name and particulars of the Directors of the company in office at the date of this report are:

Role	Name	Meetings Eligible to attend	Meetings Attended	Dates
President	Kris Pavlidis	11	11	Director Nov 2017 - 2020 President Dec 2020
Vice President	Angela Ouroumis	11	10	Hon Secretary Nov 2017 - Nov 2020 Vice President Dec 2020
Treasurer	James Koutsoukos	11	10	
Hon Secretary	George Spiliotis	11	10	Director Nov 2017 - Nov 2020 Hon Secretary Dec 2020
Director	Eugenia Grammatikakis	11	11	
Director	Voula Messimeri	7	7	
Director	Vicki Kyritsis	7	7	
Director	Augustus Seremetis	7	7	
Director	Stephanie Lagos	7	5	
Acting President	Nick Katris	4	4	May 2020 - Nov 2020
Director	Anatoli Amanatidis	4	3	Nov 2017 - Nov 2020
Director	Spiros Papadopoulos	4	2	Nov 2017 - Nov 2020

The principal activities of the company in the course of the financial year were Welfare Agency and Community Services.

During the year there was no significant change in the nature of those activities.

### **The net amount of profit of the company for the year was \$2,043,532**

During the financial year there was no significant change in the state of affairs of the company other than that referred to in the accounts or notes there to.

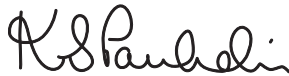
There has not been any matter or circumstance, other than that referred to in the accounts or notes thereto, that has arisen since the end of the financial year, that has significantly affected, or may significantly affect, the operation of the company, the results of those operations, or the state of affairs of the company in financial years subsequent to this financial year.



Since the end of the previous financial year, no Director has received or become entitled to receive a benefit (other than a benefit in the aggregate amount of emoluments received or due and receivable by Directors shown in the accounts, or the fixed salary of a full-time employee of the company or related corporation), by reason of a contract made by the company or related corporation with the director or with a firm which he/she has a substantial financial interest.

Signed in accordance with the resolution of the Directors.

On behalf of the Directors



Kris Pavlidis  
President



James Koutsoukos  
Treasurer

Dated on the 15th day of November 2021

## Directors' Declaration

The directors have determined that the company is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In accordance with a resolution of the directors of, the directors of the company declare that:

1. the financial statements and notes as set out on pages 2 to 15 present fairly the company's financial position as at 30 June 2021 and its performance for the year ended on that date in accordance with the accounting policies outlined in Note 1 to the financial statements; and
2. in the directors' opinion there are reasonable grounds to believe that the company will be able to pay its debts as and when they become due and payable.
3. the financial statements and notes satisfy the requirements of the Australian Charities and Not-for-profits Commission Act 2012.



Kris Pavlidis  
President



James Koutsoukos  
Treasurer

Dated on the 15th day of November 2021

## Auditors Report

I have audited the accompanying financial report, being a special purpose financial report of Australian Greek Welfare Society, which comprises the statement of financial position as at 30th June 2021, the statement of comprehensive income, statement of changes in equity and statement of cash flows for the year 2021 then ended, notes comprising a summary of significant accounting policies and other explanatory information, and the responsible entities declaration.

### Responsible Entities' Responsibility for the Financial Report

The responsible entities of the registered entity are responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the needs of the members. The responsible entities' responsibility also includes such internal control as the responsible entities determine is necessary to enable the preparation of a financial report that gives a true and fair view and is free from material misstatement, whether due to fraud or error.

### Auditor's Responsibility

My responsibility is to express an opinion on the financial report based on my audit. I have conducted my audit in accordance with Australian Auditing Standards. Those standards require that I comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement. An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the responsible entities' preparation of the financial report that gives a true and fair view in order to design audit procedures that are appropriate in the cir-

cumstances, but not for the purpose of expressing an opinion on the effectiveness of the registered entity's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the responsible entities, as well as evaluating the overall presentation of the financial report. I believe that the audit evidence I have obtained is sufficient and appropriate to provide a basis for my audit opinion.

### Opinion

In my opinion, the financial report of the Australian Greek Welfare Society has been prepared in accordance with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012,

### Including:

- a) Giving a true and fair view of the registered entity's financial position as at 30th June 2021 and if its financial performance and cash flows for the year 2019 ended on that date; and
- b) Complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-Profits Commission Regulation 2013.

### Basis of Accounting

Without modifying my opinion, I draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not suitable for another purpose.



Don Douglas  
Registered Company Auditor (No. 15038)  
Dated on the 15th day of November 2021

**Profit & Loss Statement** as at 30 June 2021

Income	Note	2021	2020
Government Grants		7,682,254	6,354,716
Interest Received		4,678	22,438
Other Revenue	2	8,986,608	6,898,966
Profit on sale of non-current assets		-	11,332
<b>Total Income</b>		<b>16,673,540</b>	<b>13,287,452</b>

Less Expenditure	Note	2021	2020
Accountancy Fees		31,533	28,803
Advertising		22,831	44,457
Auditors' Remuneration		-	8,500
Bad Debts Written Off		94,007	-
Bank Charges		4,874	4,295
HCP - Client Direct Expenditure		2,867,987	1,737,945
Cleaning		153,176	150,175
Consultancy Fees		257,685	133,975
Depreciation Charge - Renovations		31,777	31,864
Depreciation Charge - Motor Vehicle		19,217	26,554
Depreciation Charge - Furniture & Equipment		96	107
Depreciation Charge - Furniture & Equipment - 7 Union St		4,395	9,033
Emergency Relief Expenditure		11,738	16,579
Employees Entitlement		347,325	333,815
Fundraising Expenditure		2,355	55,991
General Expenses		29,398	24,475
Insurance		29,109	26,129
IT Equipment/Software	3	115,697	164,817
Interest Paid		64,045	-
Long Service Leave		135,273	138,910
Light and Power		54,062	55,961
Building Maintenance		106,822	120,862
Motor Vehicle Expenses		14,191	31,640
Postage		27,392	25,059
Overtime Expense		31,010	28,839
Printing and Stationery		62,019	67,961
Protective Clothing		46,658	25,359
Conference & Seminars		940	14,134
PAG Expenses	4	47,950	75,361
Program Activity Costs		111,342	85,625
CHS Expenses	5	104,957	105,488

The accompanying notes form part of these financial statements  
These statements should be read in conjunction with the attached compilation report



## Profit & Loss Statement (cont) as at 30 June 2021

Less Expenditure (Cont)	Note	2021	2020
Police Checks		2,719	2,032
Rates and Taxes		12,254	13,676
Registration Fees		1,856	5,528
Rent		59,445	69,082
Salaries and Wages		9,287,650	7,789,935
Security Costs		18,375	3,493
Sponsorship and Donations		9,826	14,918
Staff training and Welfare		41,864	30,065
Subscriptions		81,444	58,838
Telephone		33,013	34,385
Travelling Expenses	6	233,734	328,724
Work Cover		17,967	16,519
<b>Total Expenditure</b>		<b>14,630,008</b>	<b>11,939,908</b>

	2021	2020
<b>Net Operating Profit</b>	<b>2,043,532</b>	<b>1,347,544</b>
Retained profits at the beginning of the financial year	4,258,837	2,911,294
Total available for appropriation	6,302,369	4,258,837

<b>Retained Profits at the end of the financial year</b>	<b>6,302,369</b>	<b>4,258,837</b>
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## Balance Sheet as at 30 June 2021

Current Assets	Note	2021	2020
Cash at Bank	7	10,165,615	6,916,536
Term Deposits	8	272,823	271,302
Good and Services Tax	9	26,199	44,086
Petty Cash Imprest	10	5,524	7,859
Trade Receivables	11	56,961	129,298
Other Debtors		-	122
Salary Package Paid		-	42,628
Rental Bond - Oakleigh Office		9,454	9,454
Prepaid Insurance		14,707	9,592
<b>Total Current Assets</b>		<b>10,551,283</b>	<b>7,430,877</b>

The accompanying notes form part of these financial statements  
 These statements should be read in conjunction with the attached compilation report

Fixed Assets	Note	2021	2020
Property, plant and equipment	12	7,777,798	4,609,009
<b>Total Fixed Assets</b>		<b>7,777,798</b>	<b>4,609,009</b>

Intangible Assets	Note	2021	2020
Goodwill	13	45,454	45,454
<b>Total Intangible Assets</b>		<b>45,454</b>	<b>45,454</b>

<b>Total Assets</b>		<b>18,374,535</b>	<b>12,085,340</b>
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Current Liabilities	Note	2021	2020
Superannuation Payable	14	35,232	2,280
Trade Creditors		302,916	186,145
Accrued Creditors Expense		115,059	-
Union Fee Liability		1,186	544
Accrued Auditors' Remuneration		8,500	-
PRONIA Kit Deduction from CCW		1,886	1,326
Withholding Taxes Payable	15	157,486	88,859
Employee Entitlements	16	1,308,471	1,081,452
Sundry Creditors		246,418	246,221
Provision for Long Service Leave		24,468	22,736
Grants in Advance	17	4,181,246	3,616,161
<b>Total Current Liabilities</b>		<b>6,382,868</b>	<b>5,245,724</b>

Non-Current Liabilities	Note	2021	2020
Westpac - Business Loan (*8427)		-	92
Delphi Loan Account (*3415)		3,108,611	-
<b>Total Non-Current Liabilities</b>		<b>3,108,611</b>	<b>92</b>

<b>Total Liabilities</b>		<b>9,491,479</b>	<b>5,245,816</b>
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<b>Net Assets</b>		<b>8,883,056</b>	<b>6,839,524</b>
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Equity	Note	2021	2020
Asset Revaluation Reserve		2,580,687	2,580,687
Retained Profits		6,302,369	4,258,837
<b>Total Equity</b>		<b>8,883,056</b>	<b>6,839,524</b>

The accompanying notes form part of these financial statements  
These statements should be read in conjunction with the attached compilation report

## Notes to the Financial Statements for the year ended 30 June 2021

The Financial report covers Australian Greek Welfare Society Ltd as an individual entity. Australian Greek Welfare Society Ltd is a not-for-profit company, registered and domiciled in Australia.

### Note 1: Summary of Significant Accounting Policies

The directors have prepared the financial statements on the basis that the company is a non-reporting entity because there are no users dependent on general purpose financial statements. The financial statements are therefore special purpose financial statements that have been prepared in order to meet the needs of the *Australian Charities and Non-for-profits Commission Act 2012*.

The financial statements have been prepared in accordance with the recognition and measurement requirements of the Australian Accounting Standards and Accounting Interpretations, and the disclosure requirements of AASB 101 Presentation of Financial Statements, AASB 107 Statement of Cash Flows, AASB 108 Accounting Policies, Changes in Accounting Estimates and Errors and AASB 1054 Australian Additional Disclosures.

The financial statements have been prepared on an accruals basis and are based on historical costs unless stated otherwise in the notes. The accounting policies that have been adopted in the preparation of the financial statements are as follows:

#### (a) Income Tax

The Australian Greek Welfare Society Ltd is a not for profit organisation, exempt from income tax under the Income Tax Assessment Act.

#### (b) Property, Plant and Equipment

All property, plant and equipment except for freehold land and buildings are initially measured at cost and are depreciated over their useful lives to the company.

The carrying amount of plant and equipment is reviewed annually by the directors to ensure it is not in excess of the recoverable amount. The recoverable amount is assessed on the basis of expected net cash flows that will be received from the asset's employment and subsequent disposal. The expected net cash flows have been discounted to present values in determining recoverable amounts.

Freehold land and buildings are carried at their

recoverable amounts, based on periodic, but at least triennial, valuations by the directors.

#### Depreciation

The depreciable amount of all fixed assets, excluding buildings is depreciated over the asset's useful life to the company commencing from the time the asset is held ready for use.

Analysis of historical depreciation methods has led to a recalculation of depreciation methods and percentages for all fixed assets.

#### (c) Trade and Other Receivables

Trade and other receivables include amounts due from customers for goods sold and services performed in the ordinary course of business. Receivables expected to be collected within 12 months of the end of the reporting period are classified as current assets. All other receivables are classified as non-current assets.

#### (d) Employee Benefits

Provision is made for the company's liability for employee benefits arising from services rendered by employees to the end of the reporting period. Employee benefits have been measured at the nominal amounts expected to be paid when the liability is settled, plus any related on-costs. Both annual leave and long service leave are recognised within the provisions liability.

#### (e) Provisions

Provisions are recognised when the company has a legal or constructive obligation, as a result of past events, for which it is probable that an outflow of economic benefits will result and that outflow can be reliably measured.

Provisions are measured using the best estimate of the amounts required to settle the obligation at the end of the reporting period.

#### (f) Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held at call with banks, other short-term

These notes should be read in conjunction with the attached compilation report.



## Note 1: Summary of Significant Accounting Policies (cont)

highly liquid investments with original maturities of three months or less, and bank overdrafts. Bank overdrafts are shown within borrowings in current liabilities on the statement of financial position.

### (g) Revenue and Other Income

Revenue is measured at the fair value of the consideration received or receivable after taking into account any trade discounts and volume rebates allowed. Any consideration deferred is treated as the provision of finance and is discounted as a rate of interest that is generally accepted in the market for similar arrangements. The difference between the amount initially recognised and the amount ultimately received is interest revenue.

Interest revenue is recognised using the effective interest method, which for floating rate financial assets is the rate inherent in the instrument.

Revenue recognition relating to the provision of services is determined with reference to the stage of completion of the transaction at the end of the reporting period and where outcome of the contract can be estimated reliably. Stage of completion is determined with reference to the services performed to date as a percentage of total anticipated services to be performed. Where the outcome cannot be estimated reliably, revenue is recognised only to the extent that related expenditure is recoverable.

All revenue is stated net of the amount of goods and services tax.

### (h) Trade and Other Payables

Trade and other payables represent the liabilities for goods and services received by the company that remain unpaid at the end of the reporting period. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

### (i) Goods and Services Tax (GST)

Revenues, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the statement of financial position.

### (j) Government Grants

Government grants are recognised at fair value where there is reasonable assurance that the grant will be received and all grant conditions will be met. Grants relating to expense items are recognised as income over the periods necessary to match the grant to the costs they are compensating. Grants relating to assets are credited to deferred income at fair value and are credited to income over the expected useful life of the asset on a straight-line basis.

### (k) Auditors Fee

The Auditors fee for the audit of the financial statements; and all other services performed during the period as required by AASB 1054.10 accumulated to \$8,500.

### (l) Judgements and Estimations

The preparation of the financial statements requires judgement and the use of estimates and assumptions in applying the accounting policies, which affect amounts reported for assets, liabilities, income and expenses.

Judgements, estimates and assumptions are continuously evaluated and are based on the following:

- historical experience
- current market conditions
- reasonable expectations of future events

#### Judgements

- Classification of Grants - Recognition of Grants relating to periods necessary to match the grant to costs they are compensating.

#### Estimations

- Provision for Employee Benefits.

These notes should be read in conjunction with the attached compilation report.

## Notes to the Financial Statements for the year ended 30 June 2021

Note 2: Other Revenue	2021	2020
Parent Fees for Child Care	628,493	325,185
Fundraising & Donations	59,605	169,838
Employee Benefits	126,311	136,944
Emergency Fund	-	24,897
Planned Activity Group (PAG) Fees	30,184	70,820
Homecare Package Fees (Including Case Management Fees)	3,338,772	2,402,709
Membership Fees	954	1,289
Rental - Corsair Street	-	30,454
Workcover Reimbursement	81,956	-
Respite fee for service	4,325,658	3,496,720
Other Income	149,222	39,684
All Best Care Relieving Sales	245,453	200,426
<b>Total</b>	<b>8,986,608</b>	<b>6,898,966</b>

Note 3: IT Equipment / Software	2021	2020
Maintenance	67,973	111,380
Purchases	47,724	53,437
<b>Total</b>	<b>115,697</b>	<b>164,817</b>

Note 4: PAG Expenses	2021	2020
Meals	27,866	54,723
Program Activities & Outings	20,084	20,638
<b>Total</b>	<b>47,950</b>	<b>75,361</b>

Note 5: CHS Expenses	2021	2020
Child Care Relieving	70,149	68,542
Child Care Food & Drink	34,808	36,946
<b>Total</b>	<b>104,957</b>	<b>105,488</b>

Note 6: Travelling Expenses	2021	2020
Funded Travel - HACC & CWLTH	141,499	112,580
Cab Charges	61,717	180,380
Travel Fee - Service Aged Care	30,518	35,764
<b>Total</b>	<b>233,734</b>	<b>328,724</b>

Note 7: Cash at Bank	2021	2020
Westpac Accounts	10,145,549	6,723,528
Delphi Accounts	20,066	193,008
<b>Total</b>	<b>10,165,615</b>	<b>6,916,536</b>

Note 8: Term Deposits	2021	2020
Delphi Bank [Fixed Term Deposit] (*3100)	272,823	271,302
<b>Total</b>	<b>272,823</b>	<b>271,302</b>

These notes should be read in conjunction with the attached compilation report.

<b>Note 9: Good and Services Tax:</b>	<b>2021</b>	<b>2020</b>
GST Payable	26,199	44,086
<b>Total</b>	<b>26,199</b>	<b>44,086</b>
<b>Note 10: Petty Cash Imprest</b>	<b>2021</b>	<b>2020</b>
Petty Cash - Brunswick Office	5,273	7,607
Petty Cash - Oakleigh Office	251	252
<b>Total</b>	<b>5,524</b>	<b>7,859</b>
<b>Note 11: Trade Receivables</b>	<b>2021</b>	<b>2020</b>
Trade Receivables	78,627	151,089
Less Unallocated Receipts	(21,666)	(21,791)
<b>Total</b>	<b>56,961</b>	<b>129,298</b>
<b>Note 12: Property Plant &amp; Equipment</b>	<b>2021</b>	<b>2020</b>
Property Improvements @ cost	1,271,089	1,271,089
Accumulated Depreciation	463,195	431,418
<b>Total</b>	<b>807,894</b>	<b>839,671</b>
Buildings @ revaluation	6,871,835	3,650,001
<b>Total</b>	<b>6,871,835</b>	<b>3,650,001</b>
Motor Vehicle @ cost	100,613	100,613
Accumulated Depreciation	42,961	23,744
<b>Total</b>	<b>57,652</b>	<b>76,869</b>
Furniture & Equipment @ cost	210,528	210,528
Accumulated Depreciation	209,664	209,568
<b>Total</b>	<b>864</b>	<b>960</b>
Furniture & Equipment - 7 Union Street	279,904	277,464
Accumulated Depreciation	240,351	235,956
<b>Total</b>	<b>39,553</b>	<b>41,508</b>
<b>Total property, plant and equipment</b>	<b>7,777,798</b>	<b>4,609,009</b>
<b>Note 13: Goodwill</b>	<b>2021</b>	<b>2020</b>
Opening balance	45,455	-
All Best Care	-	45,455
<b>Total</b>	<b>45,455</b>	<b>45,455</b>
<b>Note 14: Superannuation Payable</b>	<b>2021</b>	<b>2020</b>
Super Guarantee Liability	31,091	2,280
Salary Sacrifice	4,141	-
<b>Total</b>	<b>35,232</b>	<b>2,280</b>

These notes should be read in conjunction with the attached compilation report.



## Notes to the Financial Statements for the year ended 30 June 2021

Note 15: Withholding Taxes Payable	2021	2020
PAYG Withholding Tax Payable	157,486	88,859
<b>Total</b>	<b>157,486</b>	<b>88,859</b>

Note 16: Employee Entitlements	2021	2020
Employee Benefits	1,308,471	1,081,452
<b>Total</b>	<b>1,308,471</b>	<b>1,081,452</b>

Note 17: Grants in Advance	2021	2020
HCP Funds	3,839,614	3,281,719
CDC Fees	46,684	32,105
Greek Language Pilot Programme	13,341	13,341
DPC - Family Violence & Elderly Abuse	31,896	25,000
DHS - Ancillary Service Grant	-	75,954
Other Small Grants	4,950	-
Early Childhood Language Program	16,402	-
CHSP - PAG	19,600	19,600
HACC - Younger PAG	-	26,000
CALD Prevention Activity Program	-	47,000
DPC - COVID-19 F&V 2020 - 2022	59,499	80,000
DPC - Multicultural Connection	-	4,000
DHS - Industry Plan	-	11,441
DHS - Supporting Carers Grant	36,364	-
DPC - CALD COVID-19 Grant	99,017	-
DOH - COVID-19 Workforce Bonus	6,600	-
Book Production	7,278	-
<b>Total</b>	<b>4,181,245</b>	<b>3,616,160</b>

### Note 18: Cash Flow Information

**(a) Reconciliation of cash for the purposes of this Statement of Cash Flows Includes:**

- i) Cash on Hand and in at Cash Deposits with Banks or Financial Institutions;
- ii) Investments in money market instruments maturing within less than two months

Cash at the end of the year is shown in the balance sheet as:

Cash at Bank	10,165,615
Cash at Bank - Term Deposits	272,823
<b>Total</b>	<b>10,438,438</b>

**(b) Reconciliation of cash flows from operations:**

Operating Profit	2,043,532
Depreciation/Amortisation	55,485
Provisions	618,212
Cash Flows From Operations	2,717,229

### Note 19: Statement of Compliance

The financial report is a special purpose financial report which has been prepared in accordance with the Australian Charities and Not-for-profits Commission Act 2012.

## Compilation report to Australian Greek Welfare Society Limited

We have compiled the accompanying special purpose financial statements for the year ended 30 June 2021 of, as set out on pages 2 to 15. The specific purpose for which the special purpose financial statements have been prepared is set out in Note 1 to the financial statements. The special purpose financial statements are only suitable for the purpose set out in Note 1 to the financial statements and may not be suitable for any other purpose.

### The Responsibility of the Directors

The directors of are solely responsible for the information contained in the special purpose financial statements, the reliability, accuracy and completeness of the information and for the determination that the significant accounting policies used are appropriate to meet their needs and for the purpose that the financial statements were prepared.

### Our Responsibility

On the basis of information provided by the directors, we have compiled the accompanying special purpose financial statements in accordance with the significant accounting policies as described in Note 1 to the financial statements and APES 315: Compilation of Financial Information.

We have applied our expertise in accounting and financial reporting to compile these financial statements in accordance with the significant accounting policies described in Note 1 to the financial statements. We have complied with the relevant ethical requirements of APES 110: Code of Ethics for Professional Accountants.

### Assurance Disclaimer

Since a compilation engagement is not an assurance engagement, we are not required to verify the reliability, accuracy or completeness of the information provided to us by management to compile these financial statements.

Accordingly, we do not express an audit opinion or a review conclusion on these financial statements. The special purpose financial statements were compiled exclusively for the benefit of the directors who are responsible for the reliability, accuracy and completeness of the information used to compile them. We do not accept responsibility for the contents of the special purpose financial statements.

### Moore Stephens (Vic) Pty Ltd

Chartered Accountants  
Level 18, 530 Collins Street  
Melbourne VIC 3000

Director



Peter Zervos

Dated: 15th day of November 2021

## Vale



### **Panagiota Zaharias**

Panagiota was a volunteer with PRONIA for 21 years since 2000. She provided continuous volunteer friendly visits to residents at nursing homes, she offered relief and joy to our seniors, giving much of herself and her open, cheerful character. She was a unique, tireless and positive person. With her loving husband Yiannis Zacharias, they had 5 children and 15 grandchildren, which she greatly loved.

The same devotion she had for her family she also had as a Volunteer in the community, always willing to accept people with "open arms". She was President of the Greek Women's Elderly and Friendly Club for 25 years and was also an outstanding member of the Multicultural Commission.

Panagiota was awarded the Victorian Honour Role of Women in 2002, which was created by the State Government to recognise the achievements of women in Victoria.

She will always be remembered for her supportive and giving nature, her courage and strength of character and especially her selfless love that she gave to all those around her. May you rest in peace and may your memory be eternal.

### **Παναγιώτα Ζαχαρίας**

Η Παναγιώτα υπήρξε εθελόντρια της PRONIA από το 2000, για 21 ακριβώς συναπτά έτη. Σταθερά εθελόντρια φιλικών επισκέψεων στα γηροκομεία, πρόσφερε ανακούφιση και χαρά στους ηλικιωμένους μας, δίνοντας πολλά από τον εαυτό της και τον ανοιχτό, πρόσχαρο χαρακτήρα της.

Θετικός άνθρωπος, ακούραστη και μοναδική. Λάτρευε τα παιδιά και την οικογένειά της. Με τον καλό της σύζυγο Γιάννη Ζαχαρία, απέκτησαν 5 παιδιά και 15 εγγόνια. Την ίδια αφοσίωση που είχε για την οικογένειά της έδειξε και για την κοινότητά της. Εθελόντρια στην παροικία και πάντα πρόθυμη να δεχτεί άτομα με "ανοιχτές αγκάλες". Υπήρξε Πρόεδρος της Ελληνικής λέσχης ηλικιωμένων γυναικών, (President of the Greek women's elderly and friendly club) για 25 χρόνια.

Επίσης, υπήρξε μέλος της πολυπολιτισμικής επιτροπής. (Multicultural Commission). Βραβεύτηκε με το τιμητικό βραβείο για τον ρόλο των γυναικών στην Βικτώρια το 2002.

Θα σε θυμόμαστε πάντοτε για το πνεύμα της προσφοράς σου, το θάρρος και την δύναμη του χαρακτήρα σου, την ανιδιοτελή αγάπη που περιέβαλες όλους γύρω σου καλή μας Πένη. "Είθε να ξεκουραστείς στην Ειρήνη του Θεού και να βρεις τον καλό παράδεισο".





## Bessy Mougos

Bessy was a pioneer volunteer of PRONIA since 1977. She was a "Volunteer of Life", an integral person who offered her volunteering with exemplary consistency and dedication both to PRONIA and to various other organisations in our community.

Her many initiatives, plentiful awards and commendations are to her credit. In 2000, the year of volunteerism, she was honoured in the field of charity action "Fellows of the Century". She was also a volunteer of FRONDITHA, AHEPA, the Organisation for Thalassaemia, the Spastic Society of Victoria, the Greek Scout and served as a teacher of the Greek language.

Bessy was honored with PRONIA's Volunteer of the year, Celestine Doufas award in 2008.

Dear Mrs Bessy, your duty in this life of giving and caring was done before God and men. Our World will be poorer without you. May you rest in peace and may your memory be eternal.

## Βασιλική (Μπέσι) Μουγγού

Η Μπέσι υπήρξε πρωτοπόρος εθελόντρια της PRONIA, από το 1977. Ήταν "Εθελόντρια Ζωής". Ένας ακέραιος άνθρωπος που προσέφερε τον εθελοντισμό της με παραδειγματική συνέπεια και αφοσίωση τόσο στην PRONIA όσο και σε άλλες οργανώσεις της παροικίας μας.

Η πλούσια δράση της καταμετρά πολλά βραβεία και επαίνους στο ενεργητικό της.

Το 2000, έτος εθελοντισμού, τιμήθηκε στον χώρο της φιλανθρωπικής δράσης "Συμπάροικοι του Αιώνα". Επίσης υπήρξε Εθελόντρια της Φροντίδας, της ΑΧΕΠΑ, του Οργανισμού για την Thalassaemia, του Spastic Society of Victoria, του Ελληνικού Προσκοπέιου και επιπλέον διετέλεσε δασκάλα της Ελληνικής γλώσσας.

Από την PRONIA τιμήθηκε με το βραβείο, Σελστίνης Δούφα, σαν την "Εθελόντρια του Έτους, το 2008".

Καλή μας Μπέσι, έκανες το καθήκον της προσφοράς σου σε αυτή την ζωή ενώπιον Θεού και ανθρώπων. Ο Κόσμος μας θα είναι πιο φτωχός χωρίς εσένα.

"Είθε να ξεκουραστείς στην Ειρήνη του Θεού και να βρεις τον καλό παράδεισο".





For a stronger community

## Reach out to us!

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

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