

Celebrating 50 Years of Service to the Australian-Greek Community

50th Annual Report 2021 - 2022

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.



Table of Contents

Overview

- 04 President's Report
- 06 CEO's Report
- 14 Board
- 15 Staff
- 17 All Best Care
- 18 Community Care Workers
- 19 Volunteers

Aged & Co-ordinated Care Services

- 20 Aged & Co-ordinated Care Services
- 22 The Aged Care Journey
- 23 Quality Service Provision
- 24 Home Care Packages Program
- 24 Continuous Improvement Preparing for the Future in Home Care Packages (HCP's)
- 25 Community Supports Program
- 25 Planned Activity Groups
- 26 Respite Program
- 26 Volunteer Program
- 27 Challenges for 2021 2022
- 28 Volunteer Workforce
- 29 Brokered Services Program
- 30 National Disability Insurance Schemes Program (NDIS)
- 32 Short Term Restorative Care

Family and Community Services

- 34 Family and Community Services
- 36 Case Work
- 36 Service Provision and Continuity
- 37 HACC PYP
- 38 Key Issues
- 40 Service Delivery during the COVID-19 Pandemic
- 40 Community Projects
- 40 Food Relief
- 40 Olympia
- 41 Gambling
- 41 The Way Forward- City of Monash
- 42 City of Monash
- 42 Digital Literacy
- 43 Health Literacy Sessions
- 44 Carers: Imaste Mazi We Are Together Project

- 44 Digital Literacy
- 45 Telephone Peer Support
- 45 Carer's mental health and wellbeing
- 46 On line workshops
- 47 Family Violence and Elder Abuse
- 51 Pop-Up Periptero
- 52 Greek Cardiac Rehabilitation Program

Alpha Early Learning Centre

- 54 Alpha Early Learning Centre
- 56 Early Education during COVID-19 Pandemic
- 57 Service Users
- 58 Community Partnerhsips and Engagement
- 59 Alpha Early Learning Centre Programs
- 61 Staff Professional Development

People and Culture

- 62 People and Culture
- 65 Workforce Information

Business and Finance

- 66 Business and Finance
- 68 System Improvements
- 68 Capital Works and Improvements
- 69 Fundraising & Events
- 70 Working with the Greek Media
- 70 PRONIA's Social Media
- 71 Community Engagement
- 72 COVID-19 Outreach
- 74 Marketing and Events

Financial Report

79 Financial Report

Vale

- 94 Nick Polites OAM, 1927 2022
- 96 Margaret Moraitis OAM, 1937-2022

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Message from our President Kris Pavlidis

It is with a deep sense of pride and accomplishment that I present PRONIA's 50th Annual Report. As we reflect on the achievements and challenges of the past 12 months we are cognisant of the strong fifty year legacy of the organisation, the longevity and breadth of reach of PRONIA at this momentous milestone, and celebrate how far we have come. We appreciate the pivotal role PRONIA plays at the systemic level, to advocate to government on behalf of our client and member base, for inclusive policy and equitable resource allocation, building community capacity for our cultural preservation and wider social cohesion, and to provide vulnerable individuals with the necessary care and support, toward a strong and healthy society.

Since its inception fifty years ago, PRONIA continues to fulfil its mission to empower, care and advocate for our Greek Australian Community to be able to reach its potential within the wider Australian society. Within this context, PRONIA has executed our mandated obligations with due diligence and accountability and identified and harnessed the opportunities to address the priorities against our five year Strategic Plan.

A key focus has been COVID-19 recovery. The organisation adapted well to the crisis, implementing a flexible hybrid model of service and operations. This ensured the safety and protection of PRONIA clients, staff and community, to remain free of COVID-19 outbreaks across our services. Confronted with the challenge of staff shortages, reduced fundraising opportunities and policy changes, we continue to collaborate with key stakeholders, to deliver a high standard of service and care to our clients, reaching 8.000 people across all our Programs and meeting all eight Aged Care Quality Audit compliance Standards.

Another strategic priority has been to enhance the organisational capability and contribute to multicultural policy and research initiatives. It was rewarding to reactivate the Governance and Audit & Risk Board committees and the establishment of the Clinical Governance structure to guide and support our operations. We are excited to have further developed our

community and stakeholder engagement and collaboration with key sectoral bodies including the NARI, the Hellenic Medical Association, Latrobe University, HACCI and Greek Youth Generator.

We cautiously navigate the road to recovery from the unprecedented global pandemic, the Aged Care sectorial reforms and ensuing uncertainty, and we have been kept in good stead by the unwavering resilience and dedication of the Board and staff. Guided by our Strategic & Business Plans we remain driven and focussed on PRONIA's vision as a leading community service provider and inspired to respond with innovation across all service and Business operations.

It is immensely satisfying that PRONIA continues to perform with integrity in keeping alive the original ethos of the founders of the organisation since its inception, and always for the well being of the community. The organisation has developed parallel to the journey of post WW2 Greek migrants and continues to respond to their changing needs. It continues to evolve to remain relevant to the forthcoming generations of Greek Australians and the wider community.

Our sincere appreciation to the small group of volunteers who had the progressive foresight for the establishment of this organisation in response to the needs of the first peak of Greek migration 50 years ago. It is indeed a privilege to lead the PRONIA Board of this remarkable organisation. My acknowledgment of our CEO Tina Douvas-Stathopoulos, Executive, Staff and Volunteers and community for their dedicated service and and healthy morale and to my fellow Directors for their expert contribution.

On behalf of the Board of Directors I commend the 50th Annual Report on its accomplishments, as we move forward with optimism and inspiration.

Kris Pavlidis President

26400



Μήνυμα της Προέδρου Kris Pavlidis

Με μια βαθιά αίσθηση υπερηφάνειας και εκπλήρωσης παρουσιάζω την 50η Ετήσια Αναφορά της ΠΡΟΝΟΙΑΣ. Καθώς αναλογιζόμαστε τα επιτεύγματα και τις προκλήσεις των τελευταίων 12 μηνών, αναγνωρίζουμε την ισχυρή κληρονομιά πενήντα ετών του οργανισμού, τη μακροζωία και το εύρος της εμβέλειας της ΠΡΟΝΟΙΑΣ αυτή τη σημαντική χρονιά και γιορτάζουμε το πόσο μακριά έχουμε φτάσει.

Εκτιμούμε τον κεντρικό ρόλο που διαδραματίζει η ΠΡΟΝΟΙΑ σε συστημικό επίπεδο, για να συνηγορεί στην κυβέρνηση για λογαριασμό των πελατών και των μελών μας, για πολιτική χωρίς αποκλεισμούς και δίκαιη κατανομή πόρων, οικοδόμηση κοινοτικής ικανότητας για την πολιτιστική μας διατήρηση και ευρύτερη κοινωνική συνοχή και για την παροχή της απαραίτητης φροντίδας και υποστήριξης σε ευάλωτα άτομα, για μια ισχυρή και υγιή κοινωνία. Από την ίδρυσή της πριν από πενήντα χρόνια, η ΠΡΟΝΟΙΑ συνεχίζει να εκπληρώνει την αποστολή της με το να ενδυναμώνει, να φροντίζει και να συνηγορεί ώστε η Ελληνική Αυστραλιανή παροικία μας να μπορέσει να αξιοποιήσει τις δυνατότητές της στην ευρύτερη αυστραλιανή κοινωνία.

Σε αυτό το πλαίσιο, η PRONIA έχει εκπληρώσει τις υποχρεώσεις της με τη δέουσα επιμέλεια και υπευθυνότητα και εντόπισε και αξιοποίησε τις ευκαιρίες για την αντιμετώπιση των προτεραιοτήτων έναντι του πενταετούς Στρατηγικού μας Σχεδίου.

Βασικό μέλημα ήταν η ανάκαμψη από τον COVID-19. Ο οργανισμός προσαρμόστηκε καλά στην κρίση, εφαρμόζοντας ένα ευέλικτο υβριδικό μοντέλο εξυπηρέτησης και λειτουργίας. Αυτό εξασφάλισε την ασφάλεια και την προστασία των πελατών, του προσωπικού και της κοινότητας της ΠΡΟΝΟΙΑΣ, ώστε να παραμείνουν απαλλαγμένες από εστίες COVID-19 στις υπηρεσίες μας. Αντιμέτωποι με την πρόκληση των ελλείψεων προσωπικού, τις μειωμένες ευκαιρίες συγκέντρωσης κεφαλαίων και τις αλλαγές πολιτικής, συνεχίζουμε να συνεργαζόμαστε με βασικούς παράγοντες ώστε να προσφέρουμε υψηλού επιπέδου υπηρεσίες και φροντίδα στους πελάτες μας, φτάνοντας τα 8.000 άτομα σε όλα τα Προγράμματά μας και πληρώντας και τα οκτώ πρότυπα συμμόρφωσης του ελέγχου για την Ποιότητα Φροντίδας Ηλικιωμένων.

Μια άλλη στρατηγική προτεραιότητα ήταν η ενίσχυση της οργανωτικής ικανότητας και η συμβολή σε πολυπολιτισμικές και ερευνητικές πρωτοβουλίες. Η επανενεργοποίηση των επιτροπών Διακυβέρνησης και Επιτροπών Ελέγχου και Κινδύνων και η ίδρυση της δομής Κλινικής Διακυβέρνησης για την καθοδήγηση και υποστήριξη των λειτουργιών μας ήταν ικανοποιητικές. Είμαστε ενθουσιασμένοι που αναπτύξαμε περαιτέρω τη δέσμευση και τη συνεργασία της

κοινότητας και των θεσμικών παραγόντων με βασικούς τομεακούς φορείς, όπως το NARI, τον Ελληνικό Ιατρικό Σύλλογο, το Πανεπιστήμιο Latrobe, το HACCI και το Greek Youth Generator.

Διαβαίνουμε προς την ανάκαμψη από την πρωτοφανή παγκόσμια πανδημία, τις τομεακές μεταρρυθμίσεις της Φροντίδας Ηλικιωμένων και την επακόλουθη αβεβαιότητα, και έχουμε κρατηθεί σε καλή θέση λόγω της αταλάντευτης ανθεκτικότητας και αφοσίωσης του Διοικητικού Συμβουλίου και του προσωπικού.

Καθοδηγούμενοι από τα Στρατηγικά & Επιχειρηματικά Σχέδιά μας, παραμένουμε καθοδηγούμενοι και εστιασμένοι στο όραμα της ΠΡΟΝΟΙΑΣ ως κορυφαίος πάροχος κοινοτικών υπηρεσιών με έμπνευση ώστε να ανταποκρινόμαστε με καινοτομία σε όλες τις υπηρεσίες και τις επιχειρηματικές δραστηριότητες.

Είναι εξαιρετικά ικανοποιητικό το γεγονός ότι η ΠΡΟΝΟΙΑ συνεχίζει να αποδίδει με ακεραιότητα διατηρώντας ζωντανό το αρχικό ήθος των ιδρυτών του οργανισμού από την αρχή ως σήμερα για την ευημερία της κοινότητας. Ο οργανισμός έχει αναπτυχθεί παράλληλα με το ταξίδι των Ελλήνων μεταναστών μετά τον Β΄ Παγκόσμιο Πόλεμο και συνεχίζει να ανταποκρίνεται στις μεταβαλλόμενες ανάγκες τους. Συνεχίζει να εξελίσσεται για να παραμένει σχετικός με τις επόμενες γενιές των Ελληνοαυστραλών και την ευρύτερη κοινότητα.

Την ειλικρινή μας εκτίμηση στη μικρή ομάδα εθελοντών που είχε την προοδευτική προνοητικότητα για την ίδρυση αυτού του οργανισμού ως απάντηση στις ανάγκες της πρώτης κορύφωσης της ελληνικής μετανάστευσης πριν από 50 χρόνια.

Είναι πράγματι προνόμιο να ηγούμαι του διοικητικού συμβουλίου αυτού του αξιόλογου οργανισμού. Ευχαριστώ τη Διευθύνουσα Σύμβουλό μας Τίνα Δούβου-Σταθοπούλου, τα στελέχη, το Προσωπικό και τους Εθελοντές και την παροικία για την αφοσιωμένη υπηρεσία και το υγιές ηθικό τους και στους συναδέλφους Συμβούλους για την εμπειρογνωμοσύνη τους.

Εκ μέρους του Διοικητικού Συμβουλίου επαινώ την 50η Ετήσια Έκθεση για τα επιτεύγματά της, καθώς προχωράμε με αισιοδοξία και έμπνευση.

Κρις Παυλίδης

Πρόεδρος



A message from our CEO Tina Douvos-Stathopoulos

I am delighted and honoured to present the 50th AGM report for the 2021-2022 financial year. This year marks the 50th Anniversary of PRONIA and 45 years of service of Alpha Early Learning Centre, both very significant milestones for the organisation. Anniversary celebrations began with the President's Cocktail at the Hellenic Museum in May and recently PRONIA hosted a successful 50th Anniversary Gala event at the Australian Events Centre commemorating the organisation's achievements. Our gratitude goes to the founders and all who have contributed to PRONIA's journey over the five decades and to multicultural welfare services. I am honoured to be part of an organisation that inspires generations of professionals who continue its work through quality service provision and advocacy.

The Prime Minister Hon. Anthony Albanese in his congratulatory message stated "At its founding, PRONIA was a pioneer in supporting Greek migrants beginning a new life in a new land. As you evolve with your community, your work has continued to reveal the great gift of multiculturalism to all Australian's". The Premier of Victoria Hon. Daniel Andrews in his message highlighted the important role of PRONIA, "As leaders in our community, your work has helped make Victoria stronger and fairer".

PRONIA is a leading ethno-specific community welfare organisation committed to the provision of culturally safe services to the Australian Greek community and broader multicultural society. It has a 50-year history as a well-established organisation with competitive edge, strong financial performance, demonstrated service growth and expansion, advocacy and community stewardship.

The organisation showed immense flexibility and adaptability throughout the year as it negotiated the changing work environments and service user expectations. PRONIA's responses to presenting

challenges including the COVID-19 pandemic and government reforms were swift and creative, initiating new ways of engaging community and expanding services to meet people's changing needs. Focus was directed to building workforce capability and system improvements, growing funding streams and improving brand recognition through greater community presence.

This past year PRONIA serviced 8.000 people across all its program areas. Services were delivered with strategic intent addressing priority issues in aged care and disability, mental health, prevention and early intervention in family violence, gambling and health. Casework and advocacy support services remain a critical service for vulnerable members of the community assisting 2750 clients and delivering 6,292 hours of service.

Other key achievements worth noting included:

- Funding under 2020 Aged Care Approvals Round (ACAR), for short-term restorative care places in the northern metro and eastern metro areas;
- Delivery of 170,000 hours of care by aged care client services;
- Aged Care Quality Review by the Aged Care
 Quality & Safety Commission meeting compliance under all eight quality standards;
- Strengthened local government partnership with Merri-bek City Council having delivered COVID-19 local project improving the mental health and wellbeing of the Greek community;
- Achieved service growth in ABC All Best Care Agency providing early childhood education;
- Growth in disability services through NDIS support coordination;
- Funding to extend afterhours casework support services to vulnerable elderly through volunteer welfare check project;
- Expansion of service offerings to carers through group support, digital literacy training and counselling services

Some of the emerging trends identified within our services include aged care specifically related to carer stress, end of life care and dementia. Other trends include mental health, disability, family violence and elder abuse, homelessness and financial hardship. PRONIA continues to build on existing services and harnesses new opportunities to deliver service responses with strategic intent.

The Aged Care Reforms aimed at improving quality, safety and choice for older Australians is working towards creating a sector more responsive to their needs and supporting informed choices. PRONIA met its obligations having participated in the Aged Care Quality Review and Home Care Assurance Review, implemented new payment and reporting arrangements and strengthened clinical governance capabilities. PRONIA remains active in its advocacy efforts to address significant issues related to workforce gaps, staff shortages and underfunding in aged care, and other sectors such as child care.

Alpha Early Learning Centre experienced some disruption to services during the COVID-19 pandemic however remained operational throughout the year to meet service needs of the local families and essential workers. Extensive work was undertaken to implement the new 3-year-old Kindergarten Program and Child Safety Standards that came into effect July 2022 to improve protections for children against harm and abuse.

This year we celebrate the 30th Anniversary for funded volunteer programs and service to the Greek community. PRONIA volunteers are extraordinary individuals who have shown commitment to the programs and enthusiasm in their connections to support the emotional wellbeing of vulnerable elderly. The publication "In their Own Words" is a tribute to the volunteers, who in their own words describe their experiences of volunteerism. My heartfelt thanks to all the volunteers for their compassion and I look forward to their continued support. PRONIA has a demonstrated performance history of operational excellence evidenced through quality accreditation, its reputation and client satisfaction. I am confident the PRONIA brand will remain relevant

as the organisation continues to transform and position itself in the sector. The Prime Minister in his message stated, "PRONIA endures because it is connected – to individuals at every age and stage of life, and to the community in all its joys and challenges"

Our efforts are focused on strengthening advocacy efforts, increasing the engagement and participation of 2nd and subsequent generations, the expansion of the client base, continued delivery of workforce strategies and investment in infrastructure. PRONIA's Strategic Plan 2021-2026 sets the strategic directions and positioning of the organisation to respond to the changing needs of the community.

I thank all levels of government for their continued support and funding of programs that make a difference to the community. We thank all our partners, sponsors, donors and supporters of the organisation for their valued support. A special mention to the Greek media who has over the 50 years supported PRONIA to share its story, services and channels of communication maintaining strong connections to the community. A heartfelt thank you to the Greek community for your support and trust, and we look forward to supporting you into the future.

Finally, I thank Kris Pavlidis and the Board Directors for their support, leadership and strategic guidance and look forward to continuing the journey and leading PRONIA into the future.

My sincere gratitude to the Senior Executive
Team for their dedication and commitment to
PRONIA and its purpose, namely Nikki Efremidis,
John Lioupas, Mary Sophou, Kelly Ioannou and
Helen Boussounis, who I welcome to the team.
I have immense pride in all the staff and volunteers who contribute to this great organisation
and make a difference to our community.

Tina Douvos-Stathopoulos Chief Executive Officer



Μήνυμα της Διευθύνουσας Συμβούλου Τίνα Δούβου - Σταθοπούλου

Έχω την τιμή να παρουσιάσω την 50ή Έκθεση Ετήσιας Γενικής Συνέλευσης για το οικονομικό έτος 2021-2022. Φέτος συμπληρώνονται 50 χρόνια για την ΠΡΟΝΟΙΑ και 45 χρόνια υπηρεσίας του Alpha Early Learning Centre, και τα δύο πολύ σημαντικά ορόσημα για τον οργανισμό.

Οι επετειακοί εορτασμοί ξεκίνησαν με το κοκτέιλ της Προέδρου στο Ελληνικό Μουσείο και πρόσφατα η ΠΡΟΝΟΙΑ φιλοξένησε μια επιτυχημένη εκδήλωση για την 50η επέτειο στο Αυστραλιανό Κέντρο Εκδηλώσεων για να τιμήσει τα επιτεύγματα του οργανισμού. Ευχαριστούμε τους ιδρυτές και όλους όσους συνέβαλαν στο ταξίδι της ΠΡΟΝΟΙΑΣ αλλά και στις πολυπολιτισμικές κοινοτικές υπηρεσίες πρόνοιας για πέντε δεκαετίες. Είναι τιμή μου να είμαι μέρος ενός οργανισμού που εμπνέει γενιές επαγγελματιών που συνεχίζουν το έργο του μέσω της συνηγορίας και της παροχής ποιοτικών υπηρεσιών.

Ο Πρωθυπουργός κ. Anthony Albanese στο συγχαρητήριο μήνυμά του αναφέρει: «Κατά την ίδρυσή της, η ΠΡΟΝΟΙΑ ήταν πρωτοπόρος στην υποστήριξη των Ελλήνων μεταναστών που ξεκινούν μια νέα ζωή σε μια νέα γη. Καθώς εξελιχθήκατε με την κοινότητά σας, το έργο σας συνέχισε να αποκαλύπτει το μεγάλο δώρο της πολυπολιτισμικότητας σε όλους τους Αυστραλούς». Ο πρωθυπουργός της Βικτώριας Daniel Andrews στο μήνυμά του τόνισε τον σημαντικό ρόλο της ΠΡΟΝΟΙΑΣ, «Ως ηγέτες στην κοινότητά μας, το έργο σας βοήθησε να γίνει η Βικτώρια δυνατότερη και δικαιότερη».

Η ΠΡΟΝΟΙΑ είναι ένας κορυφαίος εθνοτικός οργανισμός κοινωνικής πρόνοιας που δεσμεύεται στην παροχή πολιτιστικά ασφαλών υπηρεσιών στην ελληνική παροικία της Αυστραλίας και στην ευρύτερη πολυπολιτισμική κοινωνία. Έχει μια πενηνταετή ιστορία ως ένας καλά εδραιωμένος οργανισμός με ανταγωνιστικό πλεονέκτημα, ισχυρές οικονομικές επιδόσεις, αποδεδειγμένη ανάπτυξη και επέκταση των υπηρεσιών, υπεράσπιση και κοινοτική διαχείριση.

Ο οργανισμός επέδειξε τεράστια ευελιξία και προσαρμοστικότητα καθ' όλη τη διάρκεια του έτους καθώς διαπραγματευόταν τα μεταβαλλόμενα περιβάλλοντα εργασίας και τις προσδοκίες των πελατών. Οι απαντήσεις της ΠΡΟΝΟΙΑΣ στην παρουσίαση των προκλήσεων, συμπεριλαμβανομένης της πανδημίας COVID-19 και των κυβερνητικών μεταρρυθμίσεων ήταν άμεσες

και δημιουργικές, ξεκινώντας νέους τρόπους επαφής με την κοινότητα και επεκτείνοντας τις υπηρεσίες για την κάλυψη των μεταβαλλόμενων αναγκών του κόσμου. Η προσοχή μας εστιάστηκε στην οικοδόμηση ικανοτήτων εργατικού δυναμικού και βελτιώσεων του συστήματος, στην αύξηση των ροών χρηματοδότησης και στη βελτίωση της αναγνώρισης της επωνυμίας μέσω μίας ευρύτερης κοινοτικής παρουσίας.

Την περασμένη χρονιά η ΠΡΟΝΟΙΑ εξυπηρέτησε 8.000 άτομα σε όλους τους τομείς των προγραμμάτων της. Η διανομή των υπηρεσιών έγινε με στρατηγική πρόθεση για την αντιμετώπιση ζητημάτων προτεραιότητας στη φροντίδα ηλικιωμένων και την αναπηρία, την ψυχική υγεία, την πρόληψη και την έγκαιρη παρέμβαση στην οικογενειακή βία, τα τυχερά παιχνίδια και την υγεία. Οι υπηρεσίες κοινωνικών λειτουργών και συνηγορίας εξακολουθούν να είναι κρίσιμες για τα ευάλωτα μέλη της κοινότητας, εξυπηρετώντας 2750 πελάτες και παρέχοντας 6.292 ώρες υπηρεσίας.

Άλλα βασικά επιτεύγματα που αξίζει να σημειωθούν περιλαμβάνουν τα ακόλουθα:

- Χρηματοδότηση από το 2020 Aged Care Approvals Round (ACAR), για χώρους βραχυχρόνιας φροντίδας αποκατάστασης στις βόρειες και ανατολικές περιοχές της πόλης.
- Παροχή 170.000 ωρών φροντίδας από το τμήμα φροντίδας ηλικιωμένων πελατών.
- Επισκόπηση Ποιότητας Φροντίδας Ηλικιωμένων από την Επιτροπή Ποιότητας & Ασφάλειας Φροντίδας Ηλικιωμένων – συμμόρφωση με τα οκτώ πρότυπα ποιότητας.
- Ενίσχυση της συνεργασίας της τοπικής αυτοδιοίκησης με το Δημοτικό Συμβούλιο του Merri-bek, έχοντας υλοποιήσει τοπικό έργο COVID-19 που βελτιώνει την ψυχική υγεία και την ευημερία της ελληνικής παροικίας.
- Επιτεύχθηκε ανάπτυξη υπηρεσιών στο ABC All Best Care Agency που παρέχει εκπαίδευση στην πρώιμη παιδική ηλικία.
- Ανάπτυξη των υπηρεσιών αναπηρίας μέσω του συντονισμού υποστήριξης NDIS.
- Χρηματοδότηση για την επέκταση των υπηρεσιών υποστήριξης από κοινωνικούς λειτουργούς για εργασία εκτός ωραρίου σε ευάλωτους ηλικιωμένους μέσω του εθελοντικού προγράμματος ελέγχου ευημερίας.
- Διευρυμένες προσφορές υπηρεσιών σε φροντιστές μέσω ομαδικής υποστήριξης, εκπαίδευσης στον

ψηφιακό προγραμματισμό και συμβουλευτικών υπηρεσιών.

Μερικές από τις αναδυόμενες τάσεις που εντοπίζονται μέσω των υπηρεσιών μας περιλαμβάνουν τη φροντίδα ηλικιωμένων που σχετίζεται με το άγχος των φροντιστών, τη φροντίδα στο τέλος της ζωής και την άνοια. Άλλες τάσεις περιλαμβάνουν την ψυχική υγεία, την αναπηρία, την οικογενειακή βία και την κακοποίηση ηλικιωμένων, την έλλειψη στέγης και την οικονομική δυσπραγία. Η ΠΡΟΝΟΙΑ συνεχίζει να βασίζεται σε υπάρχουσες υπηρεσίες και αξιοποιεί νέες ευκαιρίες για να παρέχει ανταποκρίσεις υπηρεσιών με στρατηγική πρόθεση.

To Aged Care Reforms που στοχεύει στη βελτίωση της ποιότητας, της ασφάλειας και των επιλογών για τους ηλικιωμένους Αυστραλούς εργάζεται για τη δημιουργία ενός τομέα που ανταποκρίνεται περισσότερο στις ανάγκες τους και υποστηρίζει τεκμηριωμένες επιλογές. Η ΠΡΟΝΟΙΑ εκπλήρωσε τις υποχρεώσεις της έχοντας συμμετάσχει στην Ανασκόπηση Ποιότητας Φροντίδας Ηλικιωμένων και Διασφάλιση Κατ' Οίκον Φροντίδας, εφάρμοσε νέες ρυθμίσεις πληρωμής και αναφοράς και ενίσχυσε τις ικανότητες κλινικής διακυβέρνησης. Η ΠΡΟΝΟΙΑ παραμένει ενεργή στις προσπάθειές της για την αντιμετώπιση σημαντικών ζητημάτων που σχετίζονται με τα κενά εργατικού δυναμικού, τις ελλείψεις προσωπικού και την υποχρηματοδότηση στη φροντίδα ηλικιωμένων και άλλους τομείς όπως η παιδική φροντίδα.

Το Alpha Early Learning Center παρουσίασε κάποια διακοπή στις υπηρεσίες κατά τη διάρκεια της πανδημίας COVID-19, ωστόσο παρέμεινε σε λειτουργία καθ' όλη τη διάρκεια του έτους για να καλύψει τις ανάγκες εξυπηρέτησης των τοπικών οικογενειών και των βασικών εργαζομένων. Ανελήφθη εκτεταμένη εργασία για την εφαρμογή του τριετούς προγράμματος Νηπιαγωγείου στο πλαίσιο του Long Day Care Environment και των νέων Προτύπων Παιδικής Ασφάλειας που τέθηκαν σε ισχύ τον Ιούλιο του 2022 για τη βελτίωση της προστασίας των παιδιών από βλάβη και κακοποίηση.

Φέτος γιορτάζουμε την 30η επέτειο για χρηματοδοτούμενα εθελοντικά προγράμματα και την προσφορά τους στην ελληνική κοινότητα. Οι εθελοντές της ΠΡΟΝΟΙΑΣ είναι εξαιρετικά άτομα που έχουν δείξει αφοσίωση στα προγράμματα και ενθουσιασμό για την υποστήριξη της συναισθηματικής ευημερίας ευάλωτων ηλικιωμένων. Η έκδοση του βιβλίου «Με τα δικά τους λόγια» είναι ένας φόρος τιμής στους εθελοντές, οι οποίοι με δικά τους λόγια περιγράφουν τις εμπειρίες τους από τον εθελοντίσμό. Ευχαριστώ από καρδιάς όλους τους εθελοντές για τη συμπόνια τους και προσβλέπω στη συνεχή υποστήριξή τους.

Η ΠΡΟΝΟΙΑ έχει ένα αποδεδειγμένο ιστορικό απόδοσης λειτουργικής αριστείας που διαφαίνεται μέσω της διαπίστευσης ποιότητας, της φήμης της και της ικανοποίησης των πελατών. Είμαι βέβαιη ότι η επωνυμία PRONIA θα παραμείνει επίκαιρη καθώς ο οργανισμός συνεχίζει να αναπτύσσεται και να τοποθετείται στον κλάδο του. Ο Πρωθυπουργός στο μήνυμά του ανέφερε: «Η ΠΡΟΝΟΙΑ αντέχει γιατί συνδέεται – με άτομα σε κάθε ηλικία και στάδιο της ζωής και με την παροικία σε όλες τις χαρές και τις προκλήσεις της».

Οι προσπάθειές μας επικεντρώνονται στην ενίσχυση των προσπαθειών υπεράσπισης, στην αύξηση της δέσμευσης και συμμετοχής της δεύτερης και των επόμενων γενεών, στη διεύρυνση της πελατειακής βάσης, στη συνεχή παράδοση στρατηγικής εργατικού δυναμικού και στην επένδυση σε υποδομές. Το Στρατηγικό Σχέδιο της ΠΡΟΝΟΙΑΣ 2021-2026 καθορίζει τις στρατηγικές κατευθύνσεις και τη θέση του οργανισμού ώστε να ανταποκρίνεται στις μεταβαλλόμενες ανάγκες της κοινότητας.

Ευχαριστώ όλα τα επίπεδα διακυβέρνησης για τη συνεχή υποστήριξή τους και τη χρηματοδότηση προγραμμάτων που κάνουν τη διαφορά στην κοινότητα. Ευχαριστούμε όλους τους συνεργάτες, χορηγούς, δωρητές και υποστηρικτές του οργανισμού για την πολύτιμη υποστήριξή τους. Ιδιαίτερη αναφορά στα ελληνικά μέσα ενημέρωσης που εδώ και 50 χρόνια υποστήριξαν την ΠΡΟΝΟΙΑ να μοιράζεται την ιστορία, τις υπηρεσίες και τα κανάλια επικοινωνίας της διατηρώντας ισχυρούς δεσμούς με την παροικία. Ευχαριστούμε από καρδιάς την ελληνική παροικία για την υποστήριξη και την εμπιστοσύνη σας και ανυπομονούμε να σας υποστηρίξουμε και στο μέλλον.

Τέλος, ευχαριστώ την Κρις Παυλίδη και τα μέλη του Διοικητικού Συμβουλίου για την υποστήριξη, την ηγεσία και τη στρατηγική τους καθοδήγηση και ανυπομονώ να συνεχίσουμε το ταξίδι και να οδηγήσουμε την ΠΡΟΝΟΙΑ στο μέλλον.

Ευχαριστώ ειλικρινά την Ανώτερη Εκτελεστική Ομάδα για την αφοσίωσή τους και τη δέσμευσή τους στην ΠΡΟΝΟΙΑ και τον σκοπό της, ονομαστικά την Νίκη Ευφραιμίδου, τον Γιάννη Λιούπα, τη Μαίρη Σοφού, την Κέλλυ Ιωάννου και την Ελένη Μπουσούνη, την οποία καλωσορίζω στην ομάδα. Είμαι πολύ περήφανη για όλο το προσωπικό και τους εθελοντές που συμβάλλουν σε αυτόν τον σπουδαίο οργανισμό και κάνουν τη διαφορά στην κοινότητά μας.

Τίνα Δούβου - Σταθοπούλου Διεθύνουσα Σύμβουλος

Celebrating 50













years of PRONIA













Celebrating 50











years of PRONIA











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Staff

Business and Finance Unit

John Lioupas Manager, Business & Finance

Kathy Karantzalis
Administrative Services Coordinator

Debbie Ziakas Administrative Services Coordinator (till August 2021)

Angela Papadopoulos Administrative Services Officer

Stephanie Moutafis Administrative Services Officer

> Elena Vasiliadis Administration Support

Barbara Baldani
Administrative Services Officer (ABC)

Sofia Tsimidopoulou Marketing And Events Officer (till November 2021) **Anthony Rallis**

Graphic Design, Brand and Software Integration Officer (Procurement Officer till October 2021)

Dorothy Hatzopoulou

Communications and Community
Engagement Officer

Eleni Zorbas

Events & Digital Marketing Officer

Christina Stergioulis Events & Digital Marketing Officer (till May 2022)

Konstantina Kouroutsidou Senior Settlement Services Officer / Community Educator (till December 2021) Lillian Zhang
Finance Team Coordinator

Konstantina Kourtis
Finance Officer

Christina Zervoulias

Finance Officer

Dibin Sasidharan
Finance Officer

Supattra Cochrane
Finance Officer

Vandana Shukla Finance Officer

Ying Ying Liu Finance Officer

People & Culture Unit

Helen Boussounis Manager, People and Culture

Tanya Curtin
Manager, People and Culture
(till December 2021)

Anna Pelosi HR Administrator

Debbie Ziakas HR Advisor (till April 2022) Eddy Appasamy
HR Advisor (HR Administrator
till August 2021)

Michelle Yacoub
Recruitment Specialist (till August 2022)

Michele De Angelis Recruitment Specialist Thomas Budahazi
Recruitment & Compliance Officer

Panagiotis Ntrallos Recruitment and Training Officer (till August 2021)

Aged & Co-ordinated Care Unit

Nikki Efremidis Deputy CEO, Manager, Aged & Coordinated Care

Peter Andrinopoulos
Community Support Program Coordinator

Sophia Koutes

HCP Program Coordinator

Paraskevi Tsingas-Dentsas Senior Coordinator Volunteer Workforce Development

Stamatia Sofronidou HCP Team Leader (was Case Manager till 15 August 2021) Magdalini Pavlidou Brokered Services Coordinator (was HCP Services Coordination Officer

till February 2022)

Fotini Zahariou Brokered Services Coordinator

Anastasia Koussis Brokered Service Coordinator

Alexandra Kromidas

PAG Supervisor

Yasmin Miceli NDIS Program Support Coordinator

> Anastasia Psarreas Case Manager

Angela Bozovitis
Cook/Generic Aide

Anna Avramopoulos

Generic Aide

Cathy Loschiavo
PAG Supervisor

Christine Lythow
Case Manager (till February 2022)

Christodoulos Dimokranitis
PAG Supervisor / Generic Aide

Dimitra Petropoulos

Case Manager

Dimitrios Mavroudis

Cook / Generic Aide

Eleonora Bifsa
Rostering Services Officer

Elissavet Kaltzi Case Manager

Ellen Grourios
Rostering Services Officer

Esrael Tadese Rostering Services officer

> Fotini Dimidou SSP Officer

Georgia Holton Respite Program Officer

Georgios Gounaris

HCP Intake & Recruitment Officer

Helen Giotas Respite Program Officer

Helen Kourkoutzelos Generic Aide

Helene Tzamouranis Rostering Services Officer

Irene Mantzis

Case Manager

Joyce Frittolini Generic Aide

Julie Gakopoulos Case Manager

Karlina Andricopoulos Rostering Services Officer (till April 2022)

> Kathy Sarellas Rostering Services Officer

Katy Karabatsos HCP Intake & Recruitment Officer

Kostandinos Grampsas Case Manager

Lisa Galanis Brokered Services Officer (was Rostering Service Officer till 13 February 2022)

Louis Henri Lelou Brokered Services Officer (was HR Compliance Officer till 31 October 2021)

> Loula Karefilakis Generic Aide

Malama Koupanis
HCP Service Coordination Officer

Maria Frangos Case Manager

Maria Kefalas Generic Aide

Maria Lazari Generic Aide

Maria Sengos Rostering Services Officer (till October 2021) Marie Kyriakidis

Customer Services Officer (HCP-Team) (was Administrative Services Officer ABC till January 2021)

Mary Gourdine
PAG Team Leader

Mary Kalona Case Manager

Mary Maragos Case Manager

Michael Moskiou Case Manager

Nick Koutroubis Case Manager

Panagiotis Giarimoglou Case Manager (till October 2021)

> Sofia Anninou Case Manager

Sophie Manaveris
Rostering Services Officer

Sophie Tsetsos Case Manager

Spyridoula Choimpou Rostering Services Officer (was CCW till 10 August 2022)

Tanya Beavis
CVS Officer

Tina Tsioutras Case Manager

Valbona Terolli Generic Aide

Family and Community Services Unit

Mary Sophou

Manager, Family & Community Services

Evangelia Kladou Case Worker

Ilias Vogiatzis Case Worker (Was CCW till 22 May 2022)

Sonya Tsakalakis

Case Worker and Community Educator (till November 2021)

Katherine Barbakos

Clients and Community Services
Coordinator

Lucy Louca
Community Engagement Worker

Antonios Maglis

Community Engagement and Capacity
Building Officer

Victoria Nicoloudis

COVID-19 - Community Engagement and Support Practitioner (till August 2021)

> Niki Fotias Mental Health Support Worker (till September 2021)

Antonios Anagnostou
Family Counsellor

Samantha Stathopoulos Family Violence Project Worker Anthony Parveris
Health Educator (till November 2021)

Vasiliki Paroulidou Migration Support Worker

Konstantinos Tsakoumis Promotions and Community Engagement (was Media and Promotions till 19 September 2021), Part-Time Generic Aide

Athina Alexandrou
Case Worker (till December 2022)

Children Services Unit

Kelly Ioannou
Childrens Services Manager

Roulla Contopoulos Administrative Services Officer

Politimi Savvinos

Vicky Mesarvithis

Panagiota Papapetrou Cook (till January 2022)

Faye Tsioutsis
Cook / Educator (till March 2022)

Debbie Dagli Educator

Eirini Barotsaki

Educator

Eleni Pirdis

Educator

Elli Bougiotis

Educator (till November 2021)

Eva Kalatheris

Educator

Frances Brett

Educator

Iqbal Kaur Hayer Educator

Iris Gavrilovics

Educator

Joanna Zotos Educator

Kyah Churches
Educator (till March 2022)

Maria Kourli

Educator

Maria Katergaris
Educator (till November 2021)

Teena De Rose Educator (till November 2021)

Theodora Palavras

Nina Belskaya Kindergarten Teacher

Angela Vidinopoulos
Kindergarten Teacher/Education Leader

Anna Giannopoulos-Grigoriadis
Second in Charge / Educator

All Best Care

Amandeep Kaur Holat
Amani Hassan Ibrahim
Amerah Najafi Nezhad
Anastasia Hatzistavros
Anisha Bhatia
Anita Sufizada
Anusha DeCostha
Bonnie Chow
Chen Lin
Chitra Horanage
Abeyatunge
Diksha Chadha
Dilara Yeasmin
Fatemeh Ahmadi

Ghazala Rashid
Havin Albotani
Hina Mairaj
Hoiada Mohamed
Johara Mohammed
Julie Andrews
Kalidiatou Rachel
Konate
Kaniz Ferdousi
Kanzi Ferdusi
Lubna Mian
Mandeep Kaur Kaur
Manpreet Kaur

Nasrin Begum
Nicole Tee
Noor Mahmandar
Olfat Elmasri
Olga Rohde
Parandis Araei
Pooja Bhatia
Prabhjot Kaur
Pratibha Sudhir Patil
Rebecca Segar
Reena Thakur
Rohi Mohammad
Roslyn Carney
Rozlin Bhuiyan

Safa Suliman
Sarah Hooper
Semira Yassin
Shamim Aka Akter
Sher Wui Wong
Shereen Marouf
Shruti Sinha
Taghizadeh Farahnaz
Tahira Latiff
Vasantha
Chandrakaran

Wathsala Yaddehige

Waheeda Joarder

Community Care Workers

Aikaterini Tzanerikou

Akut Mashot

Alexandra Alexiadis

Alexandra Chatziopoulos

Alexandra Niarhos Alice Kaloutsakis

Anastasia Mendrinou

Andreas Aloneftis

Angela Vlahos

Angela Psiroukis

Ankita Khattar

Anna DeVincenti

Anna Tsangaris

Anna Georgiou

Anna Tetrimida

Anthoula Tsoli

Archie Argyropoulos

Charalampia Katritsi

Chrisanthy Tsekmes

Chrissoula Katsaros

Christina Phassouliotis Chrysoula Karadani

Connie Vamvoulidis

Despina Sisois

Desy Hardyani

Dimitra Papadimitriou

Dimitra Marrocco

Doris Mitropoulos

Efstathia Grapsa

Efthalia Tanagia

Eleni-Helen Zamouzaris

Evangelia Kladou

Evangena maasa

George Tripkou

Georgia Polydorou

Georgia Maina

Georgia Loupetis

Georgina Tsoukas

Georgios Faklaris

Helen Bakatsoulas

Helen Ioannou

Huda Ahmed

Inha Zhukova

Kalliopi Gkolesi

Katherine Kousantonis

Kyriakoula Giannetta

Margaret Kakolyris

Maria Kermali

Maria Magkoulias

Maria Marks

Marianthe Carydias

Mary Vella

Meropi Douka

Niki Glykokalamos

Nilani Dona

Nomiki Tsikouris

Olga Psyllos

Olga Vlahos

Olga Curley

Panagiota Papapetrou

Paraskevi Kosmas

Paraskevi Giannakoudaki

Pawandeep Kaur

Penelope Papadelis

RaghuRam Vantipalli

Rita Kontopoulou

Ross Lowe

Roula Bhowan

Siti Norohadzniati

Mohammad Noor

Sofie Dangas

Spiros Doufexi

Tang Jintao

Thalia Andrews

Theodora Mavrogiannis

Theodora Tsiavos

Theodoros Trifon

Tung Chu

Valma Bayiartakis

Vicky Emsley

Victoria Scarfo

Voula Theodoridis

Anastasia Panousopoulos

Jenny Xanthopoulos

Charalampos Peidis

Charalampos Felais

Christos Agneskis

Despina Kiriakidis

Kalliopi Papagianni

Katina Georgiadis

Lita Markou

Marsha Minas

Alexandra Moularas

Alexandra Apostolides

Antigoni Marangos

Areti Bourlessas

Aristomeni Capa

Basiliki-Vicky Bantelas

Despina Sergakis

Dimitrios Asimakopoulos

Elisavet loannidi

Elizabeth Efremidis

Fay Moros

Georgios Aravanis

Gina Browne

Hrisovalantis Kambouris

Konstantinos Kyriakidis

Maria Christakis

Maria-Paraskevi Bakopoulos

Rajendra Chand

Rita (Areti) Ioannou

Theodora Anna Charalambidis

Zoe Constantinidis

Volunteers

George Michael Adam Maroulla Agathangelou Nafsika Andrianakis

Maria Antonopoulos Vasilis Apostolopoulos

Mary Arapoglou Stavros Arapoglou

Patra Athanasopoulos Marie Atmatsidis

Maria Axiotis Katerina Balasi Stella Basias

Spyridon Bellos Sophia Boroboka Soula Bouras

Asimina Castos Aikaterini Choleva

Constantine Constandineas

Vassiliki Crilis Angela Dalianis

Dora Diakoumakos Athena Ektoras Efthalia Galanakis

Irene Gatsis

Panagiota Gentis Maria Giamoukoglou Joanne Giannitsis

Eleni Giannopoulos

Georgios Goltsios

Efi Gounaris

Georgia Gourdouros

Dana Iliadis

Marlies -Dorthe Johnson

Elizabeth Kalaitzis

Susie Irving Anna Kaloudis Kyriaki Kalpouzos

Maria Kantianis Maria Karabatsos Eleni Karafyllidi

Glykeria Karaiskos

Alexandra Kargiotis

Tina Karlos

George Karvelas Vasiliki Katselas Poppy Kefaloukou Sophia Kemeridis Helen Kofteros Aspasia Kolokytha

Athanasia Kondou Soumela Konstantinidis

Paraskevi Koparanidou

Melba Korras
Despina Kosmas
Georgia Koulouris
Helen Krokos
Helen Lantouris
Helen Lazaropoulos

Stella Loukas

Georgia Amalia Maina

Joanna Mantis

Panagiota Mavroulis George Michaelidis Christos Michalakis Maria Michalopoulos Nicoletta Mitropoulos Maria Moschoyiannis

Stylianos Mylonakis

Emmanuel Antonis Nicholaides

Christoula Nicolaou Miltiadis Paikopoulos Theodore Paikopoulos

Eleni Paliogianis

Christine Panagiotou
Anastasia Pantelidou
Paraskevi Papadopoulou
Soultana Papafotiou
Georgia Papanikos
Con Paradisis
Anna Parellis

Anna Pasakalos Stefania Patsiolis Athanasios Patsouris
Panagiota Pavlidis
Eleni Pehlivanis
Maria Perakis
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Vasilis Tsatoumas

Athanasios Provataris

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Ann Rozanitis
Agathi Savva
Lemonia Schoina
Vicki Simoglou

Anastasia Skatharoudis Panagiotis Striglogiannis

Tina Tsakonas

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Maria Tsoulfa Dimitra Vergou Konstantinos Xenos

Sakris Mathaios Zournatzian

Chrissoula Gouletsas

Maria Nelis

† Panagiota Zacharias Dimopoulos Penny

Psihogios-Billington Maria

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Zaia Joseph Michael

Souvlakis Zefy

Michalopoulos Peter
Dionyssopoulos Timothy

Milides Thea

Barbayannis Georgia Livadaras Thalia Delldis Helen Stamopoulos Con Yiannikopoulos Valerie

Aged & Coordinated Care Services

Over the 50 years, PRONIA's
Aged and Disability Service
operations have expanded
to meet the increasing
and changing needs of the
Australian Greek community.

Aged & Coordinated Care

Over the 50 years, PRONIA's Aged and Disability Service operations have expanded to meet the increasing and changing needs of the Australian Greek community. There is much pride in the care and quality of the work delivered by staff and volunteers and the reach of the diverse services that support thousands of elderly, younger people with disabilities and carers annually. The programs support individuals to live at home independently and to maintain connections to their local community.

The first generation Greece-born migrants who migrated to Australia during the 1950's, 60's and 70's are PRONIA's primary aged care services clients, now aged in their 70's to 90's.

Many have endured difficult working conditions, experienced language and cultural barriers, settlement issues amongst other challenges whilst contributing to multicultural Australia. Family and sense of community is important to the older person, with socialisation and connectedness essential for the psychosocial wellbeing of the individual.

The aged care programs service elderly who live with the burden of disease and chronic health conditions, many suffering multiple co-morbidities affecting their cognitive and physical functioning. This unfortunately presents many challenges for clients who have the desire to remain independently at home and in their community with some level of support. Barriers to accessing services has often delayed critical and preventative support, with Greek speaking elderly mostly seeking assistance at crisis point following hospitalisation or a carer relationship breakdown.





The Aged Care Journey

The Aged and Coordinated Care Unit celebrates over three decades of quality service provision to thousands of vulnerable and at risk members of the Greek speaking community. The Aged and Disability Unit, as it was known from 1992 – 2014, was funded by the State Department of Human Services' Home & Community Care Program supporting the development and delivery of essential core services to the elderly. Programs such as volunteer services, respite and centre based group activity programs were designed to support the socialisation needs of isolated elderly and also provide much needed respite to carers.

In 2015 the responsibility for Aged care funding was transferred to the Commonwealth Department of Health to continue services to the elderly 65+ years of age and disability services a responsibility of state government. PRONIA continues to provide programs to younger people with disabilities between the ages of 18- 64 through the State funded Home and Community Care (HACC) younger program.

In recent years PRONIA has faced numerous challenges, like many aged care providers, with respect to aged care funding, government policy changes and wider reforms. It was essential for the organisation to pivot and adapt it services

to meet the required changes within the sector as the Royal Commission into Aged Care findings necessitated changes in community and residential aged care.

Consumer Directed Care was the new model of care offering consumers more choice and flexibility giving consumers greater say in the type of care and services received. In 2017 the new Aged Care Reforms introduced provided service growth opportunities for the organisation with 57 new packages on-boarded in the first year increasing access to culturally safe care services. Today PRONIA services 540 care packages supporting the needs of the elderly and their carers.

The New Support at Home Program due to come into effect in June 2024 will replace all help at home programs, a key recommendation from the Aged Care Royal Commission. A reformed and improved in-home aged care will replace program delivered under the current Commonwealth Home Support Program, Home Care Packages Program, Short Term Restorative Care Program. This program will change the way PRONIA delivers its aged care services in the years ahead.

Notwithstanding the challenges of the Aged Care





Reform Agenda, COVID-19 pandemic added another layer of complexity to service provision with PRONIA managing the duty of care to clients and health and safety needs of the staff. COVID-19 pandemic had a major impact on the workforce across many industries and finding essential staff to respond to service demands was and continues to be a challenge for the organisation. This will require ongoing investment in recruitment and retention strategies to enable the organisation to meets its client hours and service demands.

Despite the many changes and challenges the 2021-2022 financial year was a year of growth in the aged care services. A total of 1385 clients received services across all in-home and community based care programs delivering 170.000 hours of service.

Quality Service Provision

PRONIA underwent an Aged Care Quality
Review Audit this financial year assessing the
organisations quality of services against the eight
Aged Care Quality Standards. The Aged Care
Quality and Safety Commission assessed PRONIA
as having met all eight (8) standards: consumer
dignity and choice; ongoing assessment and
planning with consumer; personal care and
clinical care; services and supports for daily
living; organisations' service environment;

feedback and compliments; human resources and organisational governance.

The audit was an opportunity to showcase the organisation's work, person-centred care service approach, reflect on current practices and implement new and improved systems and processes to better enhance the client service experience.

PRONIA was one of the first one hundred organisations to undergo the Home Care Assurance Review early January 2022. The reforms require organisations to provide more transparent reports on fees and services delivered. The Department of Health and Aged Care conducted the review of PRONIA's home care service with scope to review the type of home care provided, how the subsidy is used, its home care charges, delivery and administration of home care efficiency, its financial accounting structures, amongst other areas.

PRONIA fees and charges are comparable with other providers in the sector and has through this process provided more transparency by clearly defining the care management fee and package management fee. PRONIA's review provided the organisation with greater clarity with respect to HCP Program requirements and will ensure transparency and accountability in its delivery of home care services.

Home Care Packages Program

This financial year the Home Care Packages (HCP's) Program delivered services to 723 client packages with core services in personal care, meal preparation and medical/shopping escorts the main service types delivered during this period. The COVID-19 pandemic and extended lockdowns impacted services requiring ongoing service adjustments and intake reviews to manage restrictions introduced. During this period access to several services such as allied health and maintenance were impacted with some clients electing to remain on other funded programs while awaiting the outcome of the pandemic.

PRONIA successfully navigated through this period with ongoing consultation with clients and carers ensuring the most vulnerable people, those with little or no family support, continued receiving urgent care services. Education and information provision was a large part of the work undertaken by the staff to manage client and carer expectations and meet service needs. Through regular education and support of the HCP Team and Case Managers there was a low COVID-19 infection rate amongst its client cohort and their families. Throughout the first and second wave of the COVID-19 pandemic, PRONIA engaged with its suppliers to ensure they had COVID-19 Action Plans to maintain safe continuity of care in the home.

With the release of higher package upgrades (HCP Level 3 and 4) for existing PRONIA home care package clients during the 2021-2022 year, greater emphasis was placed on consumer engagement at the Intake level and prior to HCP sign up. This allowed for better education and information provision on the aim of the HCP and the expectation for funds to be spent on care services.

The pandemic did bring about some challenges for the organisation and its service users, particularly as infections in residential care increased, government vaccination and working from home mandates were applied which impacted carers' decision making and access to services. Many carers felt pressured to keep elderly at home delaying their entry to residential care therefore increasing service demands on providers. Workforce shortages across the sector did impacted service responses, however PRONIA remained vigilant with its recruitment efforts to address care needs and trained staff to utilise mobility transfer equipment to better manage client care.

Further, the premature return of acute health patients home and a delay in seeking emergency support required the organisation to shift its focus to clinical and nursing support, which included working through community nursing workforce gaps. Staff worked exceptionally hard to educate clients on the HCP guidelines particularly as these were tightened, at times impacting clients service request outcomes, such as bathroom modifications. Consumers were supported to consider other alternate solutions to ensure safe in home bathing.

PRONIA continues to work with its HCP Clients in relation to education on approved and non-eligible home care package purchases and major home modifications. This is to enable the maximum budget for clinical (nursing and geriatric specialist) allied health and in-home support services to enable our valued clients to remain living at home for longer.

Continuous Improvement – Preparing for the Future in Home Care Packages (HCP's)

The PRONIA HCP's Team implemented a number of initiatives to improve communication and information provision to clients and carers with respect to their home care packages. This included:

- The production of Frequently Asked Questions and other information including references to guidelines and links to government policy and procedures providing Carers the rationale behind HCP decision making and to reduce complaints and consumer/carer dissatisfaction.
- Engagement of carers of clients with dementia to improve their understanding of dementia

and impacts on the elderly and level of care provided by HCP's and limitations of package. Of major importance has been discussion on the risks of leaving elderly with dementia at home without adequate care and supervision.

 Client education project to introduce non-Greek speaking care workers to clients/carers, both PRONIA and external suppliers, to meet service demands and reduce any disruption to services

A key Royal Commission into Aged Care recommendations was the revamp of the home care packages program, its funding and the need to boost funds for additional support after episode care i.e. nursing or intense allied health support and the hire of mobility and transfer equipment in the home after hospital and or rehabilitation representation. More flexibility for increased funding for emergency clinical support services will be possible under the new program and it will also still allow for level entry.

Community Supports Program

PRONIA has four Commonwealth Home Support Program (CHSP) and two Community Visitors Scheme (CVS) funded programs servicing clients across all regions of metropolitan Melbourne. A total of 596 clients were serviced by the programs with most programs meeting or surpassing their maximum utilisation. The Flexible Respite, Day Centre (PAG) and CVS Home programs achieved 100% utilisation. The Social Support Individual achieved 93.7% utilisation and the CVS (Residential Care) program achieved 75% utilisation – this was primarily due to visitation restrictions from COVID-19 lockdowns and continual infection peaks in aged care facilities,

The impact of COVID-19 pandemic greatly affected the operations of programs with hybrid models of care adopted to continue support to the elderly and to achieve utilisation targets. Services were adapted to provide a combination of face to face, virtual visits (well-being telephone calls) or a mixture of the two subject to the Government rules at the time. Additionally, there was active engagement and communication with carers and clients to provide COVID-19

information updates including direct contact, information on PRONIA's 3XY radio program and contributions to newsletters.

Planned Activity Groups

The Planned Activity Group (PAG) operations were also impacted with services adapted at various stages to continue services to clients including teleservice weekly wellbeing calls, full group or a mixture of part group and part wellbeing calls throughout the year. High needs clients who experienced extreme social isolation received additional wellbeing calls weekly. Celebrations and other events in the lives of the older person were noted with special messages from staff. Clients provided regular feedback regarding staff efforts constantly thanking them, expressing their happiness for the care received and for the opportunity to stay connected to their peers. Regular monitoring, assessment and review of client progress notes was essential to ensure timely responses to changed client needs.

Furthermore, cultural activity kits were distributed to elderly at home and consisted of poems, recipes, stories, colouring pages, jokes and puzzles. Clients reported the activity kits kept their minds active and they felt involved relieving their boredom, particularly supporting individuals experiencing depression. Additionally, staff delivered Christmas hampers to all clients consisting of a variety of Greek products which were well received by clients.

With the reopening of the PAG centres the clients returned with enthusiasm and participated in various daily activities missed during the shutdown periods and including the following:

- Decorating Greek candles
- Making and baking koulourakia
- Birthday and name days celebrations
- Mother's day activities
- Bingo and
- Exercise

Early 2022 the elderly participated in two events. The children of Alpha Early Learning Centre attended the Brunswick PAG, part of the intergenerational program, to perform a concert where children sang, danced and read poems for the elderly. A special event was the visit of the Greek Presidential Guard (Evzones) to PRONIA where staff and clients interacted with the Evzones.

Respite Program

The Respite program supported 117 clients having maintained a combination of face to face, virtual contacts (wellbeing calls) and a combination of both face to face and virtual contacts throughout the year. Despite COVID-19 pandemic affecting the service it also strengthened program connections with both new and existing clients as there was increased contact with carers regarding the care support needs for the client during lockdowns. Assessments were undertaken either face to face or virtual as the prevailing circumstances warranted and there was a focus to maintain the support to carers and client and the program utilisation.

There was a monthly balancing of hours allocated to clients to support them and their carers. PRONIA received positive client feedback with clients and carers speaking highly of the workers and services in place. Due to restrictions in outings and the ongoing lockdowns, PRONIA delivered Activity Kits and a Christmas Hamper to each participant as a way of a acknowledging and addressing the isolation the clients and carers felt during the pandemic and its ensuring lockdowns.

Volunteer Program

The Volunteer program continued throughout the year in a hybrid format, initially telephone communication and gradual return to face to face interactions between clients and volunteer as the restrictions were eased. A total of 48 clients were supported during the lockdowns through increased volunteer telephone calls. The Volunteer Officer maintained regular communication with clients and empowered

them during periods of imposed isolation by talking about the Wheel of Wellbeing, remaining positive and looking after themselves. There was regular and ongoing communication with clients and carers via email in both the English and Greek languages. Clients and carers appreciated the regular communication and were very appreciative of the activity kits and Christmas Hamper received from PRONIA.

Meeting CVS (Residential Care) utilisation became very challenging due to the ongoing snap lockdowns and intermittent "precaution" lockdowns of individual Aged Care Facilities (ACF) which made it very difficult to complete the required visits. Despite the difficulties the dedicated volunteers were successful in providing friendship and companionship to individuals living within aged care facilities, thus significantly enhancing their quality of life. Services were offered virtually predominantly via telephone calls, some video calls, letters and emails. Whilst virtual visits were initially difficult, once barriers were overcome it proved to be a wonderful experience for the residents and the volunteers. The volunteers, residents, and the ACF staff welcomed the implementation of the virtual visits. Volunteers continued their invaluable role of providing companionship and social connections to vulnerable Greek residents residing in ACF's via the virtual visits and efforts are being made to maintain these links to support the needs of Greek speaking residents and program outcomes.

Volunteers were also impacted by the lockdowns which required ongoing support and encouragement by the Volunteer Officer to maintain their engagement with the elderly residents. This was achieved through regular telephone contacts which empowered the volunteers to maintain their confidence to interact virtually with residents providing wonderful emotional in-language support to residents. Whilst the COVID-19 pandemic made some matches and rematches very challenging to carry out due to language barriers with the ongoing persistence of everyone involved there were several successful virtual matches and rematches throughout this period.



Challenges for 2021 – 2022

COVID-19 Pandemic challenged all program areas and impacted all clients at some level however the organisation's COVID-19 Safe Plans and safety practices supported the safety and wellbeing of the clients and the staff. All participants of the social support programs were vaccinated and continue to adhere to ongoing safety practices.

Some of the challenges experienced by the CHSP and Volunteer Programs included the following:

- the limited client staff interactions which is the basis of the social support programs
- not being able to directly engage with new clients referred to services
- new clients agreed to wellbeing calls despite not having met staff
- vaccination status of clients impacted their participation in social settings
- limited availability of new volunteers to match with clients in various locations
- psychological wellbeing and support of volunteers due to program limitations and travel

restrictions

- timeliness of new CVS matches and rematches
- volunteers reduced face to face meetings with residents due to difficulties with wearing mask and shield and clients hearing

The COVID-19 screening of visitors before entering a nursing home became challenging for a large number of the volunteers due language barriers. The required RAT test before entering an ACF proved to be a challenging task for a number of volunteers.

During the introduction of snap lockdowns the re-establishment of a smooth process to deliver telephone visits presented some difficulties and often required continuous and immediate follow up with the volunteer and ACF staff. Telephone visits were a source of frustration for a large number of volunteers as numerous phone calls to ACF's were needed before one phone visit was delivered. Understandably, priority was given to families and ACF staff were inundated with incoming phone calls.

Volunteer Workforce

PRONIA Volunteer Programs have 110 culturally and linguistically appropriate, trained volunteers, all committed to the provision of services to frail aged and younger people with disabilities who are socially of culturally isolated and living at home or at an ACF.

The two main volunteer programs of the organisation are the Social Support (SSP) and Community Visitor Scheme (CVS). The organisation also recruits volunteers interested in volunteering across other service areas including the PAGs, child care and community services programs offered by the Family and Community Services Unit. During the COVID-19 period and the repetitive lockdowns, the coordinator gave greater emphasises to the wellbeing of volunteers' and program delivery.

The Senior Coordinator is responsible for volunteer workforce development and is responsible for the promotion of the volunteer programs, recruitment, assessment and training of volunteers. Volunteers undertake a complete induction to the organisation and to the volunteer programs, including a comprehensive briefing on volunteer rights and responsibilities, privacy and confidentiality, duty of care, effective communication skills, support groups, emergency procedures and dealing with difficult behaviours. Furthermore, volunteers are provided with on-going training to support their work with clients through effective interactions.

This year PRONIA celebrated 30th Anniversary for funded volunteer programs and service to the Greek community. A celebratory luncheon took place at Normanby House honouring all the volunteers who have selflessly donated their time to others.

There are not enough words to convey the extraordinary work our volunteers provided on a weekly basis. Volunteers provided companionship and supported the emotional well-being of all our clients with dignity and enthusiasm. Volunteers put into words their own experiences of volunteering and the inspiration for becoming a



volunteer. The book "In Their Own Words" echoes the empathy, patience and commitment that all our volunteers bring to the program to enrich the lives of vulnerable elderly.

The programs have gone from strength to strength in supporting isolated elderly to feel connected to the Greek and broader community. Volunteers adapted the way they delivered socialisation during the lockdown in 2021, supporting clients via telephone and written correspondence. The Senior Workforce Coordinator spent considerable time providing emotional support to volunteers to ensure they were able to continue providing positive support to clients.

Training was an essential part of our work with volunteers and included development in areas of Aged Quarterly Care Standards, infection control and other operational policies that ensured safety and quality in the programs delivered. PRONIA will continue its focus on increasing its recruitment campaign to ensure growth in volunteer numbers to continue meeting the needs of isolated elderly in the community.

Brokered Services Program

The Brokered Services provided a vital service to all the direct service programs in the Aged & Co-ordinated Care Unit. The program coordinated schedules and allocated community care workers to clients that required Home Support Services across the HCP program, CHSP Program, and STRC program as well as the short-term needs of the Planned Activity Groups. The workforce of 85 community workers covered metropolitan Melbourne areas. Our team delivered quality services to over 450 clients across the HCP, STRC and CHSP programs.

The front-line workers undertook daily visits to the most vulnerable clients, navigated periodic lockdowns and infection hotspots to ensure services were delivered. Staff wellbeing during this period was critical to ensure they felt supported and valued and the motivation to continue meeting the changing needs of service users. Meeting ongoing training needs and upskilling of staff proved difficult during lockdown however training sessions transferred to on line to ensure that valuable learning (particularly around infection control) was maintained at all times.

The Community Care Workers are certified in Certificate III or IV in Individual Support, health services assistance, disability, and aging support or are in the process of training for these qualifications. The Brokered Services Coordinators were responsible for Community Care Workers interviews, induction training, performance appraisals and management plans.

Quarterly Community Care Worker Meetings took place online via zoom to minimize the risk of infection transmission and maintain support structures. Zoom meetings were presented provided a platform for discussion and open communication of concerns and challenges while working under extreme COVID-19 infection conditions, providing operational updates and training on organizational policies and procedures.

Procedures for infection control due to the COVID-19 pandemic were developed and implemented personal care, meal preparation, home care, and shopping assistance. This was to ensure that PRONIA through the Community Care Workers was providing quality care services according to the DHHS guidelines and minimizing the risk of infection within the community.

The Brokered Services Team continuously monitored updates and changes to Government guidelines regarding COVID-19 restrictions in place during lockdowns ensuring that the Community Care Workers and the Brokered Services Team were operating following the up-to-date Government guidelines.





National Disability Insurance Schemes Program (NDIS)

People with Disabilities often struggle to access the necessities in life, such as somewhere to live, having a job, access to education and training, healthcare, socialisation, 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 objective is to ensure people living with a disability are provided with the opportunity to access individualised supports, so they are able to live an empowered life. A holistic person centred framework aims to provide mechanisms that eliminates barriers, and facilitates access to support services that optimises opportunities, minimises 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 current COVID-19 pandemic PRONIA provided and continue to maintain a high level of service to their clients. Our best practice initiative provides a plethora of services that promotes client choice and control, ensures that participants are empowered, and that supports are responsive to individual's health and wellbeing needs. PRONIA has successfully encompassed diversity within its services by addressing any ongoing concerns, difficulties, and unforeseen problems experienced by Individuals and families. PRONIA recognises the importance of maintaining its high standard of responsive services, and the respectful human interaction between participants, workers, and relevant stakeholders.

PRONIA's Support Co-ordination and Specialist Support Co-ordination services on boarded and supported 13 participants and responded to a number of enquiries. Service provision provided formal Coordination support to participants so they were able to connect with, and 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 individuals to ensure continuity of services, and comprehensive assistance to address complex issues that arose.

PRONIA's work with participants has yielded many positive outcomes for young people with disabilities, their carer and families, more specifically building strong relationships with participants and families and maintaining supports during the COVID-19 restrictions.

Other outcomes included the sourcing and facilitation of successful transitions into new accommodation, advocacy and the identification of barriers to access and implementation of strategies and interventions. The program has focused on developing a strong community profile as an NDIS provider achieved through improved networks with service providers, collaborations with allied health teams, and building knowledge and resources through research and ongoing provider contacts.

Client demographic

- Regions Enquiries and Clients represented from all metropolitan regions
- Cultural background On boarded 4 non-Greek background and 9 of Greek background.
 Enquires were from people of culturally diverse backgrounds.
- Ages service enquiries for people aged between 8- 65 years.

Participant age profile:

Two: 20-30 age groups Seven: 50-60 age group Four: 60 – 70 age group

• Living in out of home care - One living in an

- aged care facility (formal supports), Three living in an independent SDA (formal supports, SIL), Six living independently (formal and informal supports) Three living with family (formal and informal supports)
- Impairment Three: Mental Health, PTSD, and Schizophrenia. Two: physical disability due to illness, Organ Transplant, amputation, visual impairment, Stroke, Cerebral palsy. Eight: intellectual disability, Autism spectrum, cerebral palsy, dual diagnosis, Vision & Hearing impaired, One: Early onset dementia.
- Source Referrals word of mouth, NDIS planers
 & community

Barriers and Challenges Experienced by Clients

There are a number of challenges and difficulties experienced by participants with respect to accessing services and negotiating systems which have impacted client outcomes. The following service experiences are examples of the issues raised by participants when seeking support.

- Funding service limitations, funding expenditure, cost of services, requests for funding increases, determination of funding allocations, budgeting for services
- Systems Navigation understanding how the system works, navigating the portal, clarification regarding contact points and lodgement of grievances
- Service Knowledge what services are available, who are the service providers, how to schedule services, how to contact providers and their suitability
- Understanding the system funding streams, how assessments are undertaken and how funding allocations are determined
- Planning what does a plan review involve, who schedules a plan review, identifying gaps in plans and participants needs, requesting a plan review, time frame for plan reviews
- Services Sourcing services, waiting periods for allied health clinicians, difficulty sourcing support workers, collaborations with allied health teams for planning and interventions
 Service enquiries to PRONIA saw similar concerns expressed by participants with the main issue the lack of knowledge of the NDIS system. Many had

no support coordination which caused difficulties in accessing services, accessing information regarding funding allocations or scheduling of services. Some participants were unclear if a case manager was allocated to their case and felt unsupported.

The PRONIA NDIS program continues to grow with the plan to expand our reach to further support marginalised young people with disabilities in the metropolitan and regional areas of Victoria.



Short Term Restorative Care

PRONIA was successful in the 2020 Aged Care Approvals Round (ACAR) for short-term restorative care places in the northern metro and eastern metro areas, for a total of 20 packages. The organisation is the first ethno specific provider for the Greek Community in Victoria to offer Short Term Restorative Care packages (STRC).

The organisation now has an established STRC program and full capacity through established collaborations and referral pathways and extensive marketing activities to continue as a provider.

The objectives of the STRC Program is to form an early intervention programme with the aim of reversing and/or slowing functional decline in the older person and to improve their wellbeing within the allocated 56 days by supporting the client's medical, physical, social and psychological needs. The STRC programme aims

to delay the entry of participants into higher levels of care including residential aged care by actively engaging with them.

PRONIA supports clients from the Greek and broader community to receive vital allied and other wellbeing and reablement services under the 8 week STRC program. The program was established in November 2021 and operated for 7 months supporting a total of 9 STRC clients, comprising of 7 in the Northern and 2 in the Eastern region.

PRONIA delivers services in a home based care setting and once clients have exited the program they are eligible to access CHSP or Home Care Packages programs to further extend their care options and maintain their independence.

Some of the client supports required under STRC Program are as follows:

· physiotherapy visits

- occupational therapy visits
- other allied health services (speech therapy, podiatry, audiology, diversional therapy)
- psychology and counselling support
- aids or equipment
- nursing (e.g. medication, continence and wound management)
- personal care and assistance
- cleaning and domestic duties
- connection to community/socialisation
- cooking and assistance with meals, nutritional advice (dietetics)
- transport

Aids & Equipment

- walking frames
- walking sticks
- exercise equipment
- wheelchairs
- · electric recliner chairs

Home Modifications

- ramps for safe access to the home
- handrails
- minor bathroom modifications

The program encourages STRC participants to consider and include a broader range of therapy in the care plans, wherever functionally possible. This may include but not be limited to hydrotherapy, remedial massage, exercise physiologists and exercise classes in conjunction with traditional allied health services. The care plan also take considers the individual's cultural and diverse needs.

The Service Model is Client/Consumer driven under a Consumer Directed Care approach and referral pathways are through My Aged Care the client chooses the provider. PRONIA has an established quality service providing culturally safe and responsive care and provides continuity of care through its other community welfare programs.

Dedicated Intake Officers communicate with the clients to establish the contact initially undertaking a home visit to facilitate the signing of Flexible Care Agreement and interim care planning in line with goals and referral recommendations from ACAS. Following this the STRC Case Manager commences the program by scheduling services. The occupational therapy visits the client to determine any immediate mobility issues and need for equipment aids and any allied health services to commence the intense eight week care program. Throughout the journey of STRC program, there is regular liaison with the Case Manager to ensure that outcomes are reached by the end of program by comparing and documenting the assessment score (Modified Barthel Index) upon entry and final MBI assessment score upon exit from the program.

PRONIA works within a Multi-Disciplinary Team (MDT) comprising of the referring GP or Specialist, Occupational Therapist and range of other clinicians and health practitioners such as physiotherapist, dietician, speech therapist, psychologist, counsellor etc. PRONIA keeps an active database of medical and allied health professionals supporting clients to meet their health outcomes. Referral pathways are based on demographic location and include public hospitals, rehabilitation centres and referrals through GP networks. Further promotion through the Aged Care Assessment Teams in the Northern and Eastern Regions of Melbourne will enable direct referrals through to PRONIA where Greek speaking client request support.

The organisation intends to establish more linkages through private hospitals, current PHN's and diversity networks such as Hospital Diversity Networks and Liaison and State Diversity Advisors and through contacts with relevant allied health and other health associations. These linkages will enable PRONIA to support a multidisciplinary approach to service delivery under the STRC program and enable the sharing of client improvement statistics for future reference and service planning.

PRONIA strongly advocates for the Greek community and the independence of its ageing population and will continue to support and engage with its community through its programs and other initiatives.

Family & Community Services

Family and Community
Services has continued
to support the Greek
and wider community.

Family and Community Services

The support provided included direct services, group work, community information/awareness and professional development to other organisations. Innovative projects as well as ongoing services aim to address the needs of the community, enhance individual and family wellbeing and improve quality of life for service users.

The impact of COVID-19 was demonstrated in the increased volume of support requested by the community. PRONIA Casework delivered over 6,000 hours of services to 2,750 clients, which included welfare support, assistance, emergency funds, crisis intervention, advocacy and referrals to other internal and external services. Emergency Relief funds supported close to 500 people impacted by COVID-19, with food provision and other necessities.

Our programs responded to 110 victim survivors of family violence, developed and delivered workshops to community to raise awareness of family violence and elder abuse.

This year saw the introduction of innovative programs such as the Digital Literacy for Older Adults, across 4 different Melbourne Metropolitan locations in partnerships with local libraries.

We take this opportunity to thank our various funding bodies and partners who have been instrumental in assisting the delivery of services and program to the community. We acknowledge the funding from:

- Victorian and Commonwealth Governments
- City of Monash
- City of Hobson's Bay
- Merri-Bek City Council
- · Social Services International.

This section provides detail about the work carried out the Family and Community Services team.

Case Work

PRONIA's Casework service continues to be the first point of contact for assistance reflecting the needs of the Greek Community.

In the last financial year, 2750 clients were assisted through Casework support and advocacy services delivering a total of 6,292 hours of service, an 87.5% increase in the service hours compared to previous year of 3354 hours of service. The 2750 clients generated 3871 enquiries in total, an average of 1.4 enquiry per client.

The increase in the number of service hours demonstrates the complexity of client issues and concerns which required a higher level of expertise, resourcing and and continual support.

Person Centred service provision, cultural responsive care and advocacy are the main pillars of PRONIA's Casework service. Casework is the frontline service that identifies and responds to the current and emerging needs in the Community.

Case workers provide assistance with a range of issues including:

- Family Violence and Elder Abuse
- Gambling
- Mental Health
- Financial assistance
- Housing /Accommodation
- · Drug and Alcohol
- Information and referral

Clients over the aged of 65 years generated 2,442 enquires. Clients in this age group were supported to access a range of local, state and commonwealth services such as My Aged Care and received navigation support to other internal and external agencies.

A total of 1428 enquiries were made by people aged under 65 years. Clients were supported with the provision of information, advocacy and referrals responding to a spectrum of



issues. Requests for support included but were not limited to accessing specialist services for assistance with complex needs including accommodation, financial support, counselling, disability, family relationships, migration, legal representation, family violence and elder abuse.

Service Provision and Continuity

Casework service response extended from practical assistance such explanation of documents and filling in forms more complex cases such as assisting family violence victim survivors to access safety, liaising them with specialised family violence services and emergency accommodation or collaborating with the Police.

Services provided by direct casework involve:

- Information, Support and Referral
- Advocacy
- Financial Assistance and Emergency Relief
- Support with accessing community programs and specialised services
- Crisis Intervention



 Response and Assistance (family violence, elder abuse, gambling, housing, mental health etc)

Casework service continues to build strong collaborations with specialist services and key stakeholders to increase referral pathways and service intervention to provide a holistic personcentred support. Strong partnerships were made with external organisations and government agencies including Centrelink, My aged Care, Carers Victoria, Hospitals, InTouch, Safe Steps, the Orange Door, Department of Family, Fairness and Housing, Seniors Right Victoria, Housing for the Aged, Specialised Law Firms, and Local Councils.

Casework service is dedicated to continuous professional improvement through engagement in network meetings, ongoing training on complex issues such as family violence, elder abuse, suicide prevention, addiction and mental health that require a professional recovery approach to achieve a holistic, positive and person-centred service delivery.

HACC PYP

PRONIA's Home and Community Care Program PYP funded by Victorian Department of Health and Human Services provides opportunity for people aged under 65 years, and their carer, to access supports to live independently in the Community. Flexible Service Responses promotes people's health and wellbeing through social engagement, and participation in community activities that provide skill development and empowerment.

The support groups that operate from the South East and Brunswick locations aim to provide a safe culturally relevant space for people under 65 years to gain knowledge, skills, connection and support from each other. Social connectedness was continually preserved among group members through hybrid communications that were established as an adjustment and response to coronavirus restrictions. Group members were contacted on a weekly basis by the group Facilitators either through telephone group discussions. Group members testified the feeling of a strong sense of belonging during the lockdown period and carried the sense that they have not been forgotten.

The Social Support Groups resumed their operations face-to-face at the start of February 2022 completing 23 sessions with their participants. Group participants continue to grow in numbers demonstrating the need for social belonging; as well as the significant role that Social Support Groups play in our Community as they form a way of belonging; acceptance and cultural warmth.

Individual case work provides an opportunity for people with support needs to be assisted to identify their needs and to have options to address their needs. Casework service delivery compliments the group work and vice versa. Provision of case work via telephone, on line, and through 2 locations at Brunswick and Oakleigh provide a range of opportunities to reach out to address their needs.



Emerging Needs

Our work indicates emerging needs in respect to persistent issues impacting the community including:

- Housing Insecurity and Homelessness
- Income Insecurity and Financial Assistance
- Family Violence and Elder Abuse
- Mental Health and Addiction
- Access to services such as My Aged Care, Centrelink, health and legal services
- Inadequate Interpreter Services

Key Issues

Family Violence

Case work responded to 110 victim survivors of family violence and elder abuse who sought assistance with crisis intervention and support on finding secure accommodation, police intervention and trauma- informed care.

In addition, casework assisted through educational forums, advocacy and service

referrals 71 clients that needed support with education, emotional support and capacity building to accept and live with family members that face mental health and addiction challenges.

Furthermore, casework service supported 89 clients who were facing social, emotional and health challenges due to lack of safe and affordable accommodation. Clients were supported through crisis intervention and multiple referrals to internal counselling, and social support services; external specialist services, and crisis accommodation services and emergency relief services.

Financial Assistance

Specifically, the last financial year casework service supported approximately 318 clients who presented to the organization for financial support. The clients who contacted the organization were facing extensive difficulties and personal challenges that were exacerbated due to isolation, language barrier, age, lack of knowledge and digital literacy to access

appropriate services. Emergency relief funds were used to support clients with food vouchers, rebates for household bills such as electricity and creation of supportive networks.

Through Victorian Government funding, PRONIA assisted more than 1,000 vulnerable people in need who were adversely impacted by coronavirus restrictions that generated loss of employment and supplementary deprivation from the lack of resources to meet their daily obligations including finding an affordable accommodation, their ability to pay utility bills and purchase food.

Financial Assistance

PRONIA received \$25,000 from the state government via two separate grants of \$5,000 and \$20,000 to provide emergency relief assistance. In the 2021 to 2022 financial year PRONIA supported 318 clients who presented to the organization for financial support.

The Emergency Relief Program supported close to 500 people in need who were adversely impacted by coronavirus restrictions that generated loss of employment and supplementary deprivation from the lack of resources to meet their daily obligations including finding an affordable accommodation, their ability to pay utility bills and purchase food.

The clients who contacted the organization faced extensive difficulties and personal challenges during the COVID-19 pandemic, exacerbated due to isolation, language barrier, and access appropriate services. Emergency relief funds were used to support clients with food vouchers, food hampers, medication purchase and energy accounts.

Emergency Relief funds of \$5,000 received from the Victorian Government under the Priority Response to Multicultural Communities program supported 17 families benefiting 60 people.

PRONIA received additional funding of \$20,000 from the Victorian Government under the Priority Response to Multicultural Communities program to deliver food hampers to families impacted by the pandemic in the Metropolitan Melbourne. The project was primarily focused on supporting vulnerable individual's families with food essentials. The hampers consisted of culturally specific and dietary appropriate non-perishable food supporting 106 households benefiting 424 people.

The program identifies the importance of an immediate culturally appropriate response and outreach to vulnerable community members who did not have the capacity and communication tools to reach out to our service for support.

Testimonials from clients who received Food Parcels:

I appreciate what PRONIA has done for my family to put food on our table. ""

I am so thankful for you and your team at PRONIA for helping with the groceries.
I would not have had any other way of getting my essentials.

Thank you for all the things that PRONIA has provided for me, I could not have gone thru this time without your support. "

We will always be grateful for your care and assistance. ""

Service Delivery during the COVID-19 Pandemic

During the pandemic, hybrid ways of communication were in place to enable people to reach our services. This included service provision in person, via telephone and on line.

Group work continued either in person or by conducting telephone telelink support groups. Our professional culturally responsive workforce played a fundamental role in the reduction of fear and isolation experienced by clients due to COVID-19 restrictions. During these difficult times, families were supported through a range of activities including, emergency relief funds, food hampers, practical support, information and most importantly a supportive professional to assist them with their needs.

Community Projects

PRONIA was successful in receiving three Victorian Government Grants under the Multicultural COVID-19 Response Program to provide support to the community. The funding aimed to support culturally and linguistically diverse communities (CALD) across Victoria impacted by COVID-19 to address their -immediate needs.

Food Relief

One of the projects was specific to provide emergency food relief essentials including food and non-perishables through a \$20,000 grant. The food relief hampers were specifically designed to meet the individual needs of the household with necessary and culturally relevant food and perishables provisions. Families with young infants and children requested infant goods and nappies. This program supported 106 households benefiting 424 people, averaging \$188.00 per household.

Olympia

The "Olympia" project was funded by the Department of Families, Fairness and Housing

and aimed to support women and youth who were significantly impacted by the CO VID-19 pandemic. The Olympia project commenced in June 2021 and was completed in December 2021 and delivered a number of support activities such as Employment workshops to increase employability skills, Art Therapy workshops as an avenue to deal with the emotional impacts of the COVID-19 pandemic, Outreach and response to support vulnerable people in the community experiencing challenging situations and capacity to provide \$5,000 worth of food relief items.

The employment and Art Therapy workshops took place on line delivered by a qualified Art Therapist, in line with the government directions. The workshops attracted 118 registrations over 3 sessions. Participants were open and willing to engage in the art and sharing processes to express how the pandemic impacted their lives. Participants used colour, texture, shape, and image to make a representation of their feelings. They then described what they saw in their images and used their words to develop an essence statement or a poem capturing what the image held for them. Participants were given the opportunity to share this with the group. There were tears from some, laughter from others, regardless they were all able to release some of the emotions that they had been holding.

The employment workshops attracted over 20 people. The sessions occurred on line by a professional employment expert who provide, information, advise and resources to maximise job opportunities. Victorian government messages about staying safe and healthy during the pandemic were delivered via a number of mediums including social media, workshops and Greek radio.

Overall 1057 people were supported through the activities of this project including 27 families and 60 young people aged 12-25 years. The project attracted participants from the Greek and the wider CALD community, LGBTIQ cohorts, single parents, new settlers and people over the age of 65 years.

Our Learnings across the projects delivered:

- PRONIA is well placed to respond to community needs at short notice as it has flexible systems and a professional agile workforce with a high level of commitment, dedication and skills to adapt to meet outcomes.
- Need to continually review all aspects of project delivery to ensure that it is on time, budget and that relevant strategies are used to attract targeted community members
- Continuing the work with youth and women to establish credibility and relevance with these particular groups.
- Use a variety
 of appropriate
 engagement tools
 to gauge interest in
 topics (ie surveys)
 and best modes of
 delivery, prior to
 planning activities, to
 maximise participant
 investment and
 up-take in activities.

Gambling

A grant of \$2,000 from Social Services International (SSI) enabled PRONIA to undertake a project to highlight the personal stories of recovery from 4 volunteers with personal lived experienced. The project result in far more than just the 4 minute film clip "Gambling – Journeys of Recovery". It provided an opportunity to collaborate with other culturally diverse organisations and SSI to share experiences and learnings from each culture and organisation about strategies used to tackle this wicked problem in our community.

The launch of the film clip (in English and Greek translations) attracted over 50 community participants and over 100 live views via facebook. We are grateful for Mr Tass Mousaferiadis (Board Chair of the Victorian Responsible Gambling Foundation) as our guest speaker, with messages of hope from four of the 4 volunteers' features in the video. We thank ReSPIN(Gambling Awareness Speakers Bureau) and especially, Suenna, Elizabeth, Fred and Ian who graciously shared their journeys of recovery and pearls of wisdom.

The Way Forward- City of Monash

PRONIA worked with Greek social clubs and services funded by the City of Monash to build capacity to enable sustainability. The project was established in response to an identified need to provide information and training to clubs to meet their accountability requirements. PRONIA worked with clubs identified by the City of Monash to understand their needs, encourage attendance at workshops sessions and supported the workshops delivery. PRONIA contacted up to 12 clubs and supported the delivery of 3 workshops designed by City of Monash.

The Topics for the workshops:

- Roles, Responsibilities & Relationships: Managing an Incorporated Organisation
- It's All About the Money: Finances & Funding for Community Groups
- Getting Your Acquittals Right

The workshops were attended by a total of 45 participants represented by the 12 Greek Clubs/services. The feedback from workshop participants was that the workshops were easy to understand as they were delivered in Greek language, using current examples with relevant resources. The challenges faced by Greek social clubs are similar to those faced by other culturally and linguistically diverse (CALD) groups. In 2018 ECCV published a discussion paper "Ethnic Senior Clubs and Groups: Planning for the Future of Senior's groups in Victoria", where it was recommended that groups could benefit from a range of training sessions including: Governance, succession planning, financial and legal compliance, registration reports, insurance and grant application process.

City of Monash

PRONIA completed the second year of the City of Monash Project which aimed to increase access to community services and enhance social connections for the Greek community.

The 3 year project is funded under the culturally and Linguistically Diverse (CALD) Social Inclusion and Community Participation program and delivered digital literacy classes and health literacy information sessions in the City of Monash.

The project was successful in bringing together several organizations to collaborate including Monash Libraries, Clayton Community Centre, Carers Victoria, Senior Rights Victoria and Palliative Care Victoria. We appreciate the support from our partner organisations who have provided the spaces (libraries) and equipment (laptops and iPads), and professionals to present content to enrich the sessions to the community.

Digital Literacy

The project partnered with Monash library services, Oakleigh library, Clayton Community Centre, Local Council, community groups such as Greek seniors' clubs and other services for the delivery of various sessions addressing pertinent issues impacting seniors.



A small number of Greek elderly took up membership with the local library enabling them to borrow items, navigate digital resources and use free Wi-Fi services while in the library. The program delivered four x 10-week digital literacy sessions engaging 42 seniors at Oakleigh library, providing over 900 hours of digital literacy education.

The sessions covered the following:

- Instruction and education on using an iPad
- Information on relevant applications such as Zoom
- Support to access information and navigate the aged and health care systems, such as MyAgedCare
- Creating on line accounts and accessing information on MyGov.

The importance of computer literacy and access to technology is pivotal for seniors given the recent experience with COVID-19 pandemic and lock down restrictions. Many participants gained awareness of the importance of digital literacy with respect to having on line access to information, improved connections to family and friends and the ability to transition tasks such banking to on line improving access to services. The impact of these changes were positive for participants as they felt empowered to take action and better equipped to make informed decisions regarding care needs thus improving their quality of life.

Digital literacy provided other opportunities for participants that contributed to psychological wellbeing. Recreational activities such as watching movies, accessing YouTube, listening to music, doing crosswords, playing games and participating in meditation and relaxation/yoga have been of benefit.

It is evident from participant feedback, evaluation of activities and facilitators' observations the program was successful with the delivery of the in-language activities and engagement of local community. PRONIA will continue to focus on providing digital literacy education to support the wellbeing of individuals.

Testimonials from participants

I used to ask my son to help me join telehealth appointments and sometimes I was embarrassed to have him standing next to me when I wanted to talk to my doctor, but now I can link in by myself! I don't need to be asking for help all the time and rely on my child.

- Eleni, 82years old

I now can do my banking online and pay my bills online. I don't go to the bank anymore.

- Maria, 87 years old

I like listening to my music and having a quiet space from everyone else. I visit sites in Greece with my favorite music.

- Jim, 86 years old

Information/Knowledge is power - research to find out various supports and services.

The more you know, the better care you can provide.

- Kostas, 76 years old



Health Literacy Sessions

Health literacy information sessions were held at the Clayton Community Centre once lockdown restrictions were lifted. The sessions attracted a minimum of 15 participants reaching up to 20 participants in some of the sessions.

The sessions were 90 minutes to 2 hours in duration with the average age or participants 80 years, 65% female and 35% male. The majority of participants (95%) did not access technology prior to enrolling in the sessions with only a few having limited exposure to you tube and Facebook.

The sessions provided opportunities for older Greek-speaking people to enhance their health and wellbeing, strengthen their connection with others and enhance access to services. The sessions also assisted many to increase their confidence in using technology and feedback from the participants clearly indicated positive outcomes with respect to increased health literacy, improved health and wellbeing and better access to leisure opportunities.

Where to for 2022/2023?

- Maintain and enhance collaborations with key services and other stakeholders to achieve better outcomes for the community
- Continue the provision of Digital Literacy and Health Literacy programs to vulnerable members of the community
- Identify community needs and develop service responses to address changing needs
- Explore opportunities to continue the provision of services in the local municipality.

Carers: Imaste Mazi – We Are Together Project

The "Imaste Mazi – We are Together" project was a 12 month project funded by the Victorian Government under the Supporting Carers Locally Program (SCLP). The project was designed and delivered within a culturally responsive model and targeted to Greek speaking carers aged 65 years and over. The aim of the program was to provide carers greater opportunities to enhance their health and wellbeing, strengthen social connections with other carers to improve their support base and enhance access to services.

The project was highly successful having reached over 2200 carers and delivering 7,700 hours of service, through the implementation of the following activities:

- telephone support groups;
- computer literacy groups;
- · community workshops;
- information sessions, via ethnic media.

The project achieved positive impact for participants as carers connected with each other and increased their confidence in accessing relevant support services, whether it was PRONIA services such as counselling, emergency relief or other community services such as Carers Victoria and Palliative Care Victoria, amongst others.

In particular, carers benefitted from the telephone support, computer literacy groups and workshop activities reducing their loneliness and isolation and improving their mental health and wellbeing through newly formed connections with peers.

The project succeeded in achieving the following:

- engaging carers to openly discuss taboo topics such as "guilt", "stigma" associated with asking for support and reinforcing the need to care for self;
- increasing the number of carers accessing information and support services;
- providing services within a culturally safe environment supporting carers linguistic and cultural needs;
- enhancing carers' skills and confidence in

- using technology to access on line information, support and connect with others in community; and
- improving carers' connections with their peers providing a greater understanding of their role, contributions and impacts and the importance of accepting assistance.

The project achieved the following outcomes:

- The facilitation of 8 peer group telephone support sessions to a total of 40 carers, 5 participants attended 45 minute session over 4 weeks;
- Conducted 4 computer literacy programs, 10 weeks duration each, to 60 participants, 90 minute sessions to 15 participants per session;
- 5 in person and/or on line workshops / information sessions on topics relating to carer health and wellbeing delivered to 100 participants; and
- 5 articles in Greek publications (newspaper/ newsletters) and 5 Greek radio presentations relating to Carer needs reaching over 2,000 people.

Digital Literacy

COVID-19 restrictions had an initial impact on the project by delaying the in person sessions. The project delivered some face-to-face sessions in the City of Monash (Oakleigh library) in between lockdowns i.e. July 2021 – 2 sessions and December 2021 – 4 sessions total. The remainder of the digital literacy sessions were delivered in Term 1 & 2 of 2022 in Oakleigh and Brunswick libraries. The activities reduced the loneliness and isolation felt by carers and improved their mental health and wellbeing, whilst encouraging connections with peers.

Digital Literacy sessions covered iPad usage, provided access to the Be Connected site and Carers supports such as Carers Gateways, MyAgedCare, and MyGov amongst others. Careparticipants registered onto MyGov, linked services such as Medicare, gained a basic understanding of navigating financial supports and services for carers and accessed/registered onto MyAgedCare.

Carers provided positive feedback noting their digital literacy improved and they gained online skills whilst enjoying the social connections with other carers during the sessions. Carers felt the sessions supported their emotional wellbeing providing the strength needed to continue with their caring role and responsibilities.

Telephone Peer Support

As the sessions were delivered via teleservice, it allowed older carers with mobility and complex health issues to remain at home to care for their family member while accessing support via weekly chats.

Many carers found this mode of service supported their situation, as travel is difficult for many and all lacked digital literacy. The imposed COVID-19 restrictions meant that the telephone support was the only continuous support for many of the carers.

Apart for the concerns relating to COVID-19, many carers liked the anonymity, having accessed services for the first time. For many the concept of attending support groups was alien, however the ease of using telephone connections made participation easier and more rewarding.

The group chats made an enormous impact to the psychological wellbeing of the carers. Carers had the opportunity to express and vent pent up emotions, share their experiences and life stories, and discuss the struggles and challenges they face in a non-judgmental, friendly, calm, safe and anonymous environment.

The agreed group values shared by all participants were honesty, acceptance, fairness, commitment and participation. Many expressed the need to continue connections beyond the monthly groups with most participants having established friendships outside the groups. Carers increased their knowledge of services and were linked to various supports through PRONIA, Carers Victoria and Senior's Rights, amongst others. Most carers were over 85 years with multiple complex health issues and support needs. The sessions helped carers to imagine a better life and embrace the idea of change and planning for the future. The best aspect of this activity has been allowing lived experiences to be shared in a group, often for the very first time.

This activity provided space for carers to share the following:

- Tips on supporting a partner, child, family member, loved one or friend with physical or mental illness or conditions relating to aging;
- Seek support for their own wellbeing with other carers;
- Support each other to 'persist' and 'keep going' by sharing what works: positive stories and experiences, mindfulness tips and counteracting negativity and fatigue;
- Share and consider new information and support opportunities such as pets as companions, having mood diaries, trying ne sleep tips, the importance of maintaining healthy diet and exercise routines, reducing drugs and alcohol consumption, learning new skills for coping with difficult emotions and thoughts, and others.

Carer's mental health and wellbeing

Headline Findings

The mental health and wellbeing of carers was significantly impacted by the pandemic.

76% or carers reporting increased levels of loneliness, substantially above the 54% rate reported for the general population.

80% of respondents indicated their mental health had worsened since the pandemic started.

Source: Carers Victoria: Overview March 2022 Carer Survey

Anecdotal comments from participants:

Remember your partner or child (whoever you care for) in the good times - this is their true selves, not the darkness.

- Antonis, 79 years old carer

Relationship boundaries (or lack off) is another theme that constantly comes up in our conversations – the importance to identify what is acceptable and not. I've learnt that physical abuse is always unacceptable and is unlawful, as well as regular demeaning/berating comments.

- John, 73 years old carer

The importance of routines and rituals as well as self-care strategies. This could be gardening, walking, music/dance, pets, cooking, exercise, meditation, reading a book, meeting friends, etc. They are important for your mental health and avoiding carer burnout. Now I know it's not selfish to put myself first.

- Roulla, 78 years old carer

Reaching out to others with similar experiences to feel supported is something I find pivotal in my caring journey. Don't let stigma stop you from reaching out.

- Poppy, 83 years old carer

Sharing my feelings has given me an opportunity to off load the heavy stuff and identify resilience and coping strategies.

Through the group I shared, for the first time, my experiences and trauma that has impacted me. There's guilt, shame and rage in me.

I cried a lot in the group as I started talking about what's really happening for me.

The grounding exercises and clarifying questions are important. Being asked to describe one good thing I experienced during the week is something I look forward to talking about at the next meeting, it is helpful to me.

- Dimitri, 82 years old carer

On line workshops

PRONIA collaborated with Carers Victoria over a three month period (September – November 2021) to deliver three online workshops during COVID-19 lockdowns. Twenty carers participated in the workshop with covered topics on self-care and communication with family and friends. A total of 200 carers also received direct services through the provision of telephone support groups, digital literacy sessions, on-line and faceto-face information sessions and workshops.

- The success of the project was possible through a number of collaborations and partnerships the project developed across regions, with library services, Local Councils, Community Centers, Neighborhood houses and organizations who support carers such as Carers Victoria.
- Using a number of mediums and at every opportunity to inform and raise awareness of wicked issues such as family violence, elder
- abuse, gambling and financial support, all critical in breaking taboos and creating a safe environment for honest open conversations.
- "Carers" are reluctant to identify themselves as carers; therefore it is important to provide many avenues for engagement and support.
- Supporting carers is a responsibility we have, to recognize their commitment and value the work undertaking to care for another person.

Family Violence and Elder Abuse

What is Family Violence?

Family violence is behaviour that controls or dominates a family member and causes them to fear for their own or another person's safety or wellbeing.

It includes exposing a child to these behaviours, as well as their effects and impacts. Family violence presents across a spectrum of risk, ranging from subtle exploitation of power imbalances, through to escalating patterns of abuse over time.

While people of all genders can be perpetrators or victim survivors of family violence, overwhelmingly, perpetrators are men, who largely perpetrate violence against women (who are their current or former partner) and children.

Family violence can occur in a range of ways across different relationship types and communities...

Source: Victorian Government: https://www.vic.gov.au/ maram-practice-guidesfoundation-knowledge-guide/ about-family-violence



The family violence and elder abuse prevention and early intervention continued to play a pivotal role in PRONIA's information and community service provision to the Greek and broader community. PRONIA receives The Multicultural COVID-19 Family Violence Program funding from state government and commonwealth government funding to deliver The Culturally and Linguistically Diverse (CALD) Communities Leading Prevention Project.

PRONIA developed and delivered three (3) primary prevention programs to raise community awareness of all forms of family violence, to better understand drivers of family violence, increase knowledge of support services and encourage access to these. Initiatives promoted the healthy development of youth, women, families and their relationships and safe ageing of the elderly community.

PRONIA also focused efforts on building organisational capacity to deliver culturally responsive, inclusive and safe family violence support services and community prevention initiatives. PRONIA is aligning the organisation to the MARAM framework with the working group responsible for staff training, resource development and staff support initiatives. Frontline staff and family violence project workers participated in regular training and workshops to continue their development and upskilling in areas of family violence and elder abuse. Training is undertaken monthly by up to 30 PRONIA staff, students and volunteers.

How Prevalent is Family Violence?

In the last financial year 100 women were provided with initial assistance through our case work services for family violence and elder abuse related incidences. Both financial and psychological abuse were identified as the most common forms of abuse perpetrated against victim-survivors who utilised PRONIA's services. It is without question the ramifications of the COVID-19 pandemic were still felt amongst these victim-survivors who were further isolated from family, community and supports.

Elder Abuse in the Greek Community

There is no evidence to suggest there is a higher prevalence of elder abuse in any specific cultural community, including the Greek community. Factors including: dependency, language barriers, isolation, cultural consideration, lack of information about rights and stress in a care relationship are however of particular concern for people of non-English speaking backgrounds. Growing concerns of ageism, limited English language skills, cultural influence and smaller family networks increases the vulnerability of an older person and may render them more susceptible to experiencing abuse and less likely to seek out support.

"Ageism", that is discrimination, which may be overt or covert is now identified as a driver for abuse towards older members of our community. In more recent times, marketing and media campaigns have focused on promoting the opportunities and protecting the rights of people aged 65 years and above.

Victoria and Australia in general has an enviable record of establishing and regulating rights. It is important the hard earned rights of older people are not compromised or reduced through deliberate or unconscious individual's behaviour and public policy. For this reason, PRONIA continues to work in the space of elder abuse awareness and advocacy to protect the rights of both clients and the community in public and government forums.

This year, a PRONIA accepted an invitation as a

Panelist at the Family and Relationship Services Conference held in Adelaide with a focus on "Our role in supporting respectful relationships for older Australians". This year we joined Senior Rights Victoria (SRV) to participate as panellist in the "Stir a Cuppa with Seniors" campaign event for the World Elder Abuse Awareness Day (WEAAD). We are members of a number of networks, working groups and committees to address all forms of family violence. These include:

- Elder Abuse Round Table (facilitated by SRV)
- Southern Melbourne Elder Abuse Prevention Network (hosted by Southern Melbourne Primary Care Partnership)
- North Metro Elder Abuse Prevention Network (hosted by Merri Health)
- Communities of Practice (Family Violence)

The Australian Institute of Family Studies estimates the prevalence of elder abuse to be between 2% and 14%, with neglect occurring at possibly higher rates.

1. Multicultural COVID-19 Family Violence Program

The Multicultural COVID-19 Family Violence
Program was funded by the Victorian State
Government to promote prevention of family
violence and provide direct support to 100
individuals impacted by family violence and elder
abuse. The program was delivered both in-person
and across several online media platforms to
broaden its reach through various awareness
raising activities.

The prevention activities aimed to:

- Increase awareness about the rights and dignity of older people;
- Encourage community members of all ages to recognise abuse and play a part in preventing the cycle of abuse from continuing;
- 3. Provide the community with information about relevant support services.

PRONIA's guest participation on several panel discussions, provided a cultural perspective on issues of elder abuse, maintaining safe

relationships and highlighted the importance of planning for the future. Guest speaking roles in community education webinars included:

- Grandparent Alienation: Hosted by Compass discussed alienation as a growing form of elder abuse and the rights of grandparents. The webinar generated a live online audience of 210 participants and 2466 Youtube views to date, Compass' most successful webinar since the launch of the organisation
- Planning for a Safer Older Age: Hosted by Yarra City Council discussed the different forms of elder abuse and various types of future planning to preserve the rights of older adults.
 The webinar generated a live online audience of 65 participants and further 69 Youtube views to date
- 'Stir a Cuppa with Seniors': Hosted by Seniors Rights Victoria and Council on the Ageing discussed grand-parenting, the importance of intergenerational relationships and rights of older people. The in-person session generated a live audience of 75 participants for the World Elder Abuse Awareness Day 2022 campaign

Peer Support Groups

The largely popular telephone peer support groups for vulnerable and marginalised older Greek community members continued throughout the year supported by the Ethnic Communities' Council Victoria of Victoria. Intensive group work through weekly telephone sessions provided in-language support to a further 67 participants aged 80+ years who were isolated, had no/limited access to technology or experienced impeded mobility.

The project identified some common experiences, underlying values and attitudes that deter older people from engaging in help-seeking behaviour included:

- intergenerational conflict
- · language barriers
- life-limiting illness
- neglect
- fear of going to residential care
- stigma around accepting help outside the family.

Group discussions ranged from exploitation concerning inheritance and boomerang children with issues, to the role and expectations of grandparents, experiencing neglect and enduring a life of intimate partner violence.

The groups provided a safe space for participants to connect with one another, share their experiences or alternatively, receive information and resources to prevent instances of abuse being perpetrated against them or their family. Although funding for this project has ended, the telephone peer support program to connect vulnerable and marginalised older people will continue with alternative funding moving forward.

Community Work

PRONIA delivered various workshops and information sessions accessed by the community and encouraged participation in the telephone peer support groups. Community awareness programs were developed including a series of elder abuse and safe ageing workshops intended for Greek community social clubs.

A total of 172 participants attended across three social groups in Melbourne's south-easterns suburbs.

Extensive work was also undertaken via Greek radio programs (3XY, SBS, and 3ZZZ), on PRONIA social media platforms (Facebook, Instagram, and LinkedIn) and in Greek newspapers (Neos Kosmos and Ta Nea) to raise community awareness around family violence. Collaborations with various professionals led to special guests from the legal, medical and support services fields to participate on programs, and distribute various resources to support all community cohorts. A particular focus and area of interest was wills and powers of attorney as well as engaging in safe discussions with family around planning for the future.

PRONIA has maintained strong partnerships and collaborations with Seniors Rights Victoria, Ethnic Communities' Council Victoria, local councils, community centres and libraries as well as several

specialist family violence and related services utilised in the delivery of community education and direct support work with victim-survivors and their families. PRONIA will continue to work collaboratively and maintain these partnerships to provide high quality support to the community and work towards a future without violence against women and children.

- Students (NUGAS) Victoria
- meetings with leaders of individual Greek university groups
- engagement of young community leaders

This engagement allowed for "starting conversations", raised awareness on the incidence of family violence and an introduction to PRONIA



2. CALD Communities Leading Prevention Project

This financial year saw the Commonwealth funded CALD prevention project extended to continue work within the youth and second generation communities. This project aimed to build rapport and strengthen PRONIA's relationships with young community leaders and youth led organisations to both educate and support the Australian-Greek youth and broader community.

Project workers engaged with younger audiences by establishing more meaningful relationships with young community leaders and youth led Australian-Greek organisations to build rapport and maintain the trust of younger people. The issue of family violence was confronting for some, therefore the development and maintenance of strong relationships with individuals was important. Other engagement initiatives that strengthened relationships with younger people included:

- attendance at regular networking events
- meetings with reputable student organisations such as the National Union of Greek-Australian

and its services. These interactions also provided PRONIA a better understanding of the current youth needs and highlighted the importance of ongoing consultation and consumer participation.

Following meetings with youth leaders two focus groups were developed with 17 participants across both groups, aged between 20-27 years. An outcome of the focus groups included the redevelopment of resources and enhanced events to improve social connections and information sharing on topics of family violence, safe relationships and mental health support via online methods.

Resources are being co-designed with the assistance of younger demographics to ensure community education and awareness is youth friendly, relatable and promotes a stronger emphasis on prevention of family violence by identifying the drivers of family violence, how rigid gender roles and stereotypes promote the cycle of violence and how to engage in safe relationships.

Stigma around experiencing abuse and seeking assistance continue to be experienced by young people, with coercion in relationships prominent, particularly for young people entering their first relationship. Preventing violence against women by engaging younger people to challenge rigid gendered stereotypes and gender inequality is important to understand how these drive family violence to prevent it from happening in future.

Messages of respect, acceptance and safety are critical for children. Staff and students of Alpha Early Learning Centre were included in 2021's 16 Days of Activism Against Gender-Based Violence campaign where respect was the theme. Along with PRONIA staff, the students created a poster with responses of what respect meant to them.

The most common responses included "not yelling or hurting other people" and "listening to people when they speak". Activities such as these have led to increased interest in engaging younger children in conversation around respecting bodies, safe homes and relationships to promote the healthy development of children and prevent violence against children. This project in future will continue to facilitate these discussions and activities.

A stronger emphasis was placed on utilising radio, social and print media platforms to broaden our reach to the Greek and wider community for community awareness and education initiatives under this project. Primary prevention and support information was delivered through the following methods:

- 29 information awareness sessions on Greek radio programs
- 5 articles in Greek online and print media
- 1 community television segment

Furthermore, in February the project facilitated the review and redevelopment of PRONIA's website on family violence and elder abuse information. The content aims to increase community awareness by outlining the different types of violence experienced and improve access to resources. The project will continue into the new financial year and endeavour to engage more youth through rapport building initiatives.

Pop-Up Periptero

The Pop-up Periptero is PRONIA's mobile information booth staffed by a bilingual PRONIA team member. The mobile unit has been in operation over 6 years and aims to provide service information to community groups including Greek seniors clubs, associations, brotherhoods and associations. A key role of the Pop- up Periptero, is to gain an understanding of priority needs and issues impacting the community, engaging with members through consultation and surveys, to better enable the organization to structure services and information according to the needs.

This year, the Pop- Up Periptero also provided COVID-19 Health Safe and Wellbeing information including demonstrations on COVID-19 Self Tests. The Pop-Up Periptero provided essential information in-language to people aged 65+ years, including PRONIA programs and local, State and Commonwealth government services. Importantly, participants had the opportunity to voice their concerns regarding barriers to access and other concerns. The organization supports individuals to access and navigate systems and access relevant services.

The COVID-19 lockdowns prevented the Pop-up Periptero from functioning to its full potential. On average it reaches 2000 people annually however in the last year attended 21 community groups across metropolitan Melbourne reaching 1,000 people, mainly aged 65+ years of age.

The most common issues raised for by participants included the following:

- My Aged Care information on eligibility, registration and services
- Digital Literacy Programs for Carers and people aged over 65 years
- Legal Assistance concerning wills and probates
- Family Violence and Elder Abuse; how to recognize, respond and where to seek support.

Over the coming year, PRONIA will continue to support the community through the Pop-up Periptero and expand its reach to regional locations across Victoria.

Greek Cardiac Rehabilitation Program

The Greek Cardiac Rehabilitation Program has been in operation over 20 years in Brunswick, providing weekly education and exercise activities to Greek speaking clients who have experienced a cardiac episode or are at risk of developing cardiac conditions. The program is delivered in-language and provides a culturally safe environment for individuals to connect with others, learn how to prevent further harm, heal their bodies and improve the emotional wellbeing.

Since its inception, the Greek Cardiac Rehabilitation Program continues in collaboration with the Royal Melbourne Hospital. The strong partnership has improved the participation of rates to rehabilitative programs for Greek patients through established referral pathways. The groups are co facilitated with a specialist Cardiac Nurse Kathryn Kelly. Kathryn has played an important role in building a rich and creative environment engaging participants with her welcoming smiles and sharing her knowledge of cardiac health.

To join the Cardiac Rehab group, a referral from a medical practitioner or allied health practitioner is required. The referral is important in identifying suitability for the group and any other conditions which may need to be monitored.



Did you know?

- Heart disease occurs when heart arteries are clogged with fatty tissues
- 1 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:
 - Health diet
 - Regular exercise
 - Being a non-smoker
 - Managing weight, diabetes and cholesterol levels
 - Looking after your mental health
 - Connecting with other people

Source: https://www. betterhealth.vic.gov.au/health/ conditionsandtreatments/heartdisease-risk-factors#heart-diseaseand-stroke-risk-factors There is an average of 24 attendances per week although the total of registrations account to 49. The group sessions include 30 minute information sessions on various topics presented by a Greek speaking health professional, and 45 minutes of supervised light- moderate intensity exercise. The exercise session improves fitness level, mobility and cardiac function, develops bone strength and contributes to improved cognitive function.

The Rehabilitation program includes an exercise component, health and wellbeing information and opportunity to meet and connect with others. 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

During the 2020-2021 due to COVID-19 restrictions, the group met a total of 6 times in comparison to the usual 46 weeks.

How did the group remain connected during lockdown?

Although the groups were unable to meet in person, group members connected via telephone group chats with up to 4-5 people joining facilitator guided discussion topics. The telephone discussion groups provided an 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 group members maintaining their connections to the community and PRONIA services. Group participants also continued calls to each other outside the group hours. On line zoom meetings could not be used as participants did not have access to equipment and resources and felt the separation form their fellow group members.

Health and exercise Information in Greek was mailed out to group participants with individualised information provided to participants who requested additional information. Information included a visual representation of what the exercises/activities.







Alpha Early Learning Centre

Alpha Early Learning Centre reached a significant milestone in its service history celebrating 45 years of child care service and early childhood education to children in the local community. Alpha ELC is an approved education and care service providing quality centre based day care services and integrated kindergarten program.

Alpha, a strong advocate for language development, delivers a Greek Bilingual program to all children and multicultural play based program to its diverse clientele supporting children to thrive and reach their full potential. Collaboration with the families is essential to the development of programs to ensure the children remain engaged in their everyday and long term education.

In 2021-2022 financial year the Victorian Government invested in the early childhood education and rolled out the Best Start Best Life Three-Year-Old Kindergarten for Victoria, which is expected to bring about significant social and economic benefits.

Investment in quality kindergarten programs will on average support children by improving their cognitive and social skills when starting school.



Early Education during COVID-19 Pandemic

The COVID-19 Pandemic impacted many aspects of the child care and early education service sector, particularly as restrictions were enforced on providers and community. Alpha quickly adapted its services to respond to the State Government and health directives to ensure the safety and wellbeing of the educators and children. The development and implementation of COVID-19 Safe Plans throughout this period enabled Alpha ELC to provide uninterrupted education to children and the continuity of safe long day care supporting the needs of essential workers and families.

High levels and continuous sanitization of the premises, vigilance with mask wearing and restrictions on entry to premises were essential measures implemented to minimise the risk of infection and spread of the virus. A folding arm auto retracting canopy was installed supported children's outdoor play providing fresh air and adequate social distancing. Increased access to meeting spaces supported the centres work with parents and families and improved access to amenities and office space for staff.

The educators remained vigilant having implemented policies and practices that enabled the centre to remain operational throughout the pandemic. We highly acknowledge the staff for their support, cooperation and determination shown at a time, although difficult given the community infections and service disruptions, it was essential to maintain a safe working environment, regular communication with parents and the provision of quality care to the children. The sector has experienced educator shortages which has also affected Alpha ELC and continues to be a challenge given the state and national shortages and reported impacts to the industry. Tours for new families recommenced supporting the local community with childcare requirements.

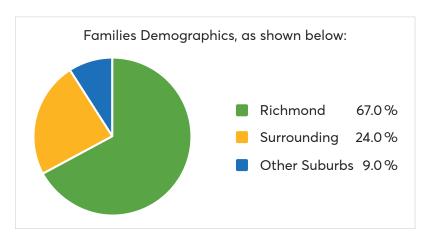
Alpha ELC was independently audited by the City of Yarra undertaking the Food Safety Assessment and had a Compliance Visit from the Regulatory Authority and was assessed as compliant in both instances meeting quality standards.



Service Users

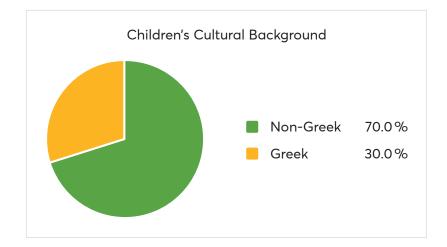
There were 53 children who attended Alpha this year with 17 children taking part in the 3 and 4 year old Funded Integrated kindergarten programs.

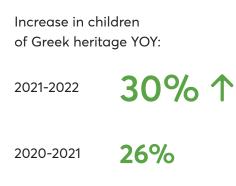
The Alpha ELC Families who access the service predominantly live within a 5 km range of the service with 67% of service users residing within a 2 km radius.



- 67% live in Richmond or less than 2km
- 24% Surrounding suburbs, within 10km
- 9% Further than 10km and up to 35km
- Parents cultural backgrounds consist of 65% being Australian born, other countries of birth include Sri Lanka, Lebanon, Greece, India, South Africa, Cyprus, Russia, Georgia, China, Germany, El Salvador, Vietnam and the United states of America, amongst others. Having an array of multicultural backgrounds has supported the children in their development through gaining knowledge of countries, learning about multiculturalism and acceptance of diversity.
- Languages spoken by families other than English include Spanish, Greek, Arabic, Italian, Hindi, Portuguese, Russian, Mandarin, Malay, German, Indonesian, and Vietnamese.

During 2021-2022 financial year Alpha saw a noticeable increase in children of Greek heritage which is currently at 30% an increase of approximately 26% from previous years, and this number expected to increase.







Community Partnerhsips and Engagement

Alpha ELC has maintained its exceeding rating in its continued support to the community under the NQS (National Quality Standards). As the bans and lockdown limitations were eased Alpha was able to provide continuing support to TAFE students undertaking their Early Childhood Qualification practicums. This included Melbourne City Institute of Education, Swinburne University, Nu Futures and Kingston Academy. Through this partnership, we were able to provide students with employment in a casual capacity as Educators and Educator/ Cook roles.

A continued partnership with "Southern Melbourne Primary Care Partnerships" was sustained delivering the 'Safe Homes' project connecting the young children and the elderly not only as part of Alpha's intergenerational program but also supporting children education around safety.

The ZOOM Video Communication Platform for another year during the COVID-19 Pandemic supported children's transition to Primary School.

Alpha contributed to several sector and Department of Education and Training surveys throughout the year providing information regarding children, staff and educator attendances and program participation during the pandemic. Other surveys included the 3 year old kindergarten (planning for 2023), Inclusion support program, Quality Assessment and Regulation satisfaction survey, Pre-school field officer program satisfaction survey, Australian government support services survey, ECEC sector gender diversity survey, ECEC national workforce census, and a general Early childhood Information Survey.

During 2021 and 2022 Alpha delivered a regular program through the 3XY Radio Program, informing and celebrating important days, such as; Greek National Day, World Animal Day, Universal Children's Day, Christmas Carols, World day for Indigenous people, environmental care and informing the broader community. The children learning songs and presenting these on radio, extended their knowledge of technology and feeling empowered to tell a story to the community through song and gaining further understanding of the significance of important celebratory days.

The Social Media platforms such as Alpha ELC Facebook Page raised awareness and demonstrated to the broader community the significant and comprehensive educational and learning opportunities provided by the Centre.

Alpha Early Learning Centre Programs

Philosophy

Alpha's comprehensive Philosophy provides guidance on the education and care for the children and strengthens the multicultural program delivered. The developed Reconciliation Action Plan guides teaching, raising cultural awareness and Inclusion of Indigenous children in the service.

Intergenerational program

As the Pandemic restrictions were somewhat eased Alpha ELC took the opportunity to visit the elderly citizens Planned Activity Groups on two occasions; the Christmas Celebration and the mid-year concert showcasing Greek dancing and song performed by the children.

The Safe Homes project contributed to the intergenerational program, where the children prepared and decorated cardboard homes, reflecting on what a safe home meant for them. These were presented as a gift to the elderly.

Kindergarten Program

Alpha's Integrated Kindergarten Model prepares children for school supporting them and strengthening the learning in the years prior to primary school. This year was a very exciting opportunity for Alpha with the introduction of the 3 year old Kindergarten program within the Long Day Care Environment.

The model involved play based opportunities where children experience learning, exploration, risk taking, skills development as the program supports meaningful engagement with the childrens environment.

Through reflection, engagement with families and children having choice in establishing their play opportunities, they were empowered and given





a sense of independence over their learning. This raised their self awareness and learnig, acknowledged their achievements, culture, strengths and abilities, as they strived for higher achievements. Environmental and sustainability projects and practices supported children's numeracy, literacy and socialization skills and embeded healthy eating practices through cooking opportunities.

Alpha's playground supported children's motor development and provided opportunities for risk taking, spatial awareness, negotiation skills, turn taking and socialisation. Participation in the long day care program provided the children with continuous learning, time to complete their activities or leave and continue the next day. The additional programs like the Kinder Dance and Mime and Sports program supports the children's motor and coordination development and overall health and wellbeing.

The Inclusion Development Fund Manager provided support to children with additional needs, such as language delay, hearing impairment or autism, by funding additional educators to ensure the children reach their full potential with an aim to participate in mainstream education. The Educational Leader works collaboratively with the City of Yarra Preschool Field officer to support the service with assessments of Kindergarten children prior to attending primary school.

Children's reports and outcomes, reflective of the Early years Learning Frameworks, were shared with the parents using electronic reporting maintaining sustainable practices and improving communication with families.

Greek Language Program

Alpha has delivered the Greek as a second language program for over 45 years to the children in the local and broader community. In 2022 Alpha continued the language program

to kindergarten children, with funding support under the Early Childhood Languages Program. Having Greek role model bi-lingual educators ensured access to a second language in the early years stimulating cognitive and literacy development and supporting acceptance of multiculturalism and diversity.

The Greek language learning opportunities are delivered through art, songs, poems, games, story books and basic every day words which include greetings and salutations, identification of food products with their Greek names, music and various Greek dance routines.

Approximately 70% of the centre's children are of non- Greek Background, all learning Greek as an additional language, which has stimulated their cognitive development and raised their cultural awareness. The Early Childhood Languages Program supported and strengthened the kindergarten children's knowledge of the Greek language delivered by an additional funded educator. The children also participate in learning Japanese through the ELLA Program.

Incursions

Incursions are an integral component of Alpha's program delivery. As COVID-19 restrictions were lifted the program was revived and proveided children enjoyment and new learning on the life cycles, farm animals and essential food produce, chicken hatchings and the rabbit care program. Other programs included celebrating the world's Indigenous People, NAIDOC Week, Chinese New Year, African Drumming and music all delivered on site.

The Health and Wellbeing Program was supported by the on-site educators and kindergarten teacher and involved YOGA exercises, dance, movement to music and games at the start of the day. Kinda Dance and Sports were also offered to children empasising importance of exercise and wellbeing.



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's development in communication with children with respect to the Let's Read and Let's Chat Programs delivered by FKA and the Murdoch Institute respectively. Additionally the Phoenix- BESST program was purchased to support educators in the delivery of the Health and Wellbeing for children program.

All Alpha Staff maintained their status under the regulatory requirements in Child protection training and First Aid. In-house staff learning is encouraged and practiced with Room Leader roles rotated supporting professional development. Supported training by the Department of Education continues on the new Platform for the Kindergarten Information Management System. The centre maintains it obligation with respect to safety ensuring adequately trained staff on site in the role of Occupational health and safety Officer.

Policies and procedures were regularly reviewed and updated to reflect the new departmental policy requirements particularly on the Child Safe Standards which increased from 7 to 11 standards and the policy on the Reportable Conduct Scheme strengthening its commitment to being a child safe organisation.



The People and Culture Teams focus remains on the delivery of key business strategies, namely the talent acquisition and compliance of our workforce. 62 / PRONIA 50th Annual Report 2021 - 2022



People and Culture

The People & Culture Team is a relatively new standalone unit at PRONIA and is responsible for the following areas:

- Employee Relations and Award Interpretation
- OHS and WorkCover
- Policy Development
- Employee Lifecycle
- Training
- Culture & Engagement
- Compliance and HR Administration

The People and Culture Teams focus remains on the delivery of key business strategies, namely the talent acquisition and compliance of our workforce. To ensure this we have created dedicated recruitment specialists roles with their key focus on the recruitment and on-boarding of the best candidates in the marketplace.

Challenges with talent acquisition have continued with lock downs, border closures, applications, low unemployment rates and vaccination requirements, all having impact on candidate availability. We continue to source new avenues for candidates, by developing relationships with RTOs and TAFEs as well as sourcing new mediums or advertising to attract candidates.



With recruitment being the team's biggest focus in the 21/22 financial year a number of improvements have been made to create a more streamlined approach for candidates.

This has been achieved through the implementation of a new HRIS system (Employment Hero), automating application forms and creating a dedicated Careers Inbox. This ensures all applications are actioned within 48 hour of the application being received. To help meet the ever growing demand of Community Care Workers (CCWs) and Early Learning Educators we have a dedicated recruiter sourcing candidates – this concentrated effort is to also provide essential services for the Home Care Packages and in addition supporting ABC with temporary relief child care workers.

The implementation of Employment Hero has seen a substantial increase in our ability to manage applications for all the roles PRONIA advertises. In addition, Employment Hero has improved efficiencies with managing employee compliances by automating the system improving certification / compliance renewal processes for our employees.

Employees have direct access to a self-service portal giving them control over their own personal information, review and access certifications and access to organisational policies and procedures. For Managers and line supervisors it also provides better connection and engagement as well; as monitoring of employees performance. Employment Hero has also provided the P&C team with the ability to measure ROI in relation to advertising costs in relation to applicants.

Employment Hero also has modules to support:

- 1:1 meetings allowing for collaboration, feedback and setting work objectives; and
- goal setting to assist with performance appraisals and supervision meetings.

The People & Culture team have continued with the development and implementation of policies. The CVOID Safe Policy remains the most important policy as this determines how we conduct ourselves to ensure the health and safety of all our employees and clients with COVID-19 Safe plans modified to meet government and health authority directives.

WorkCover and Workplace Health and Safety remains a focus for the P&C Team, with substantial support being given to injured workers and their return to work plans, in addition we have been pro-active by providing ergonomic assessments for a large number of our office bound workforce.

COVID-19 continues to be the great unknown with new 'waves' hitting our workforce, managing the safety and health and wellbeing of the workforce remains our focus both from a physical and emotional perspective.

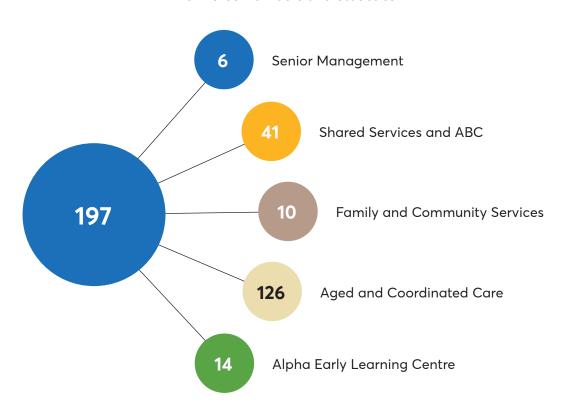
Workforce Strategy and Succession Planning is an integral part of the work undertaken by the Unit given the considerable reforms and changes within the aged care and child care sectors. Some of the recent changes implemented and workforce management areas addressed include the following:

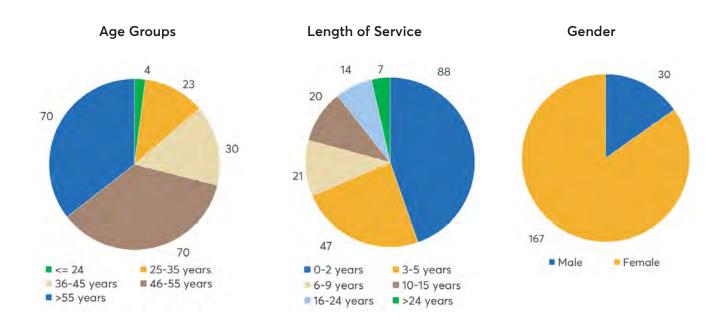
- Implemented the Fair Work awarded 4.6% pay increase for employees in July 2022
- Implemented the 0.5% increase to the cost of superannuation increasing our overall compensation budget
- 270 compliance training sessions Compliance delivered to CCW employees and organised Excel training for over 65 employees.

Workforce Information

Since January 2022 we have recruited 54 new employees across all lines of business. Most of the new recruits have been CCWs and ELC Educators.

Workforce Numbers and Statistics





Business and Finance

Effectively respond to the challenges... to maintain growth in service delivery whilst meeting the needs of a vulnerable community.

Business and Finance

As we gradually return to a 'post-pandemic normal' we can fully ascertain the true effect the last two years have had on PRONIA's capacity to effectively respond and deliver services, during what can only be described as a period of crisis. It is fair to say that during this time, PRONIA not only adapted and effectively responded to the many challenges presented but also managed to maintain growth in service delivery whilst meeting the needs of a vulnerable community.

The successful implementation of its Business Continuity Plan, provided PRONIA the solid foundation from which it was able to maintain existing services whilst having moved operations to a remote work from home setting.

Whilst this presented a number of challenges, the professionalism and adaptability of PRONIA's workforce made this task a lot easier to complete.

The financial impact of the pandemic on businesses around the world highlighted the importance of reviewing all of PRONIA's current systems and processes to identify changes for further improvement in efficiencies across all areas of operation. This positioned PRONIA in a better position to withstand any future impacts that the COVID-19 pandemic or any other situation may have on its operations or financial viability.

As we look forward to the challenges that lie ahead it has become obvious we have to remain vigilant with all aspects of business and financial management across all areas of operations. Whilst the impacts of the pandemic appear to be declining, it is also very possible that any other outbreak can have further effects on the organisation. With this in mind, we continue to monitor, review and adapt our processes in order to be adequately prepared moving forward.

System Improvements

PRONIA continues to focus on maintaining a schedule of technological upgrades which includes software and hardware. This will provide the organisation a greater capacity to meet the operational needs of the organisation for reporting, accountability and transparency as it continues to grow its suite of services whilst meeting the complex needs of service users.

To this effect, PRONIA continued to invest in software to improve overall efficiencies and ensure the community is the primary beneficiary of this investment. As such PRONIA has introduced the following software programs over the past 12 months: Visual Care (an end-to-end care management software platform to assist in the delivery of PRONIA's Home Care Packages), Protecht (Risk management software) and Employment Hero (Employee management software). It is anticipated the improved efficiencies to the administrative side of our operations will also improve the delivery of services to clients.

Capital Works and Improvements

37 Portman Street, Oakleigh

In September of 2020, PRONIA purchased a new building at 37 Portman Street in Oakleigh. This building is 1.5 times larger than the current leased premises, however, in order to maximise the potential the property has in servicing the needs of our community, a re-development of the site is necessary, encompassing three levels with an option to add an additional level in the future.



After a lengthy local government application process, PRONIA has finally secured a Town Planning Permit to develop the site. This project will see the development of a Community Hub in the heart of the Oakleigh precinct.

In addition, the opportunity will enhance the capacity to develop meaningful partnerships with other services providers in the region and implement service responses and community initiatives to address mental health and other critical social issues. The new office will offer an essential resource to the community in Melbourne's South-Eastern growth corridor.

It is anticipated that works for this project will commence in early 2023.

8 Corsair Street, Richmond:

The expansion of the Alpha Early Learning
Centre has seen the reacquisition of the 1st Floor
at the Corsair Street property. A Town Planning
Application to extend services to the 1st Floor is
currently with the City of Yarra. In the meantime,
PRONIA has committed to improving the building
by installing an internal lift that will provide
access to people with all abilities.



Competition for early learning centre places in the Richmond area is intensive, with a significant number of new Centres having opened for business. As such, improvements to the building at Corsair Street are essential if Alpha Early Learning Centre is to remain competitive with the newly built centres in and around Richmond.

These works are scheduled to commence late December 2022 and early January 2023.

Fundraising & Events

Over the last two years, the COVID-19 pandemic and the lockdowns that follow impacted the organisation's ability to host face-to-face events. This had significant impact on PRONIA's ability to host fundraising events. This resulted in the cancellation of the Annual 3XY Radiothon for two consecutive years as well as the Annual Fundraising Gala which was also cancelled during this period.

However, in an effort to maintain contact with the community, PRONIA did manage to host a number of on-line events during this time. The following as some of the activities, but not limited to, undertaken throughout the year:

- Youth Employment Webinars offering advice and tips from career experts. Designed to answer questions and concerns related to finding employment, jobs and skills in demand.
- Vaccination information Sessions for Greek speakers, with expert speakers including
 Dr Stefan Herodotou offering the latest information about the COVID-19 vaccines.
- Managing Stress Delivered during Mental Health Month we discussed the importance of our mental health during challenging times. Information focused on strategies and professional guidance to control and mange stress.
- Partnerships with Carers Victoria provided expert information on the importance of good boundaries and how essential they are when caring for someone. Highlighting tools and techniques for effective communication.
- Art Therapy Workshops with Creative Art Therapist Lauren Foster. Exploring emotions and experiences using various materials.

After the lifting of COVID-19 restrictions and with the commencement of PRONIA's 50th Anniversary Celebrations, we were finally able to host face-to-face events. We therefore launched our 50th Anniversary Celebrations with a 'President's Cocktail Party' in March 2022 where we invited our founding members, business partners and key stakeholders. It provided PRONIA the opportunity to thank our

business partners for their ongoing financial support during a time where we had cancelled events on no fewer than four occasions.

A number of other events were also organised during the year. These are highlighted by the following:

International Women's Day

PRONIA staff showing their solidarity for this year's theme 'Break the Bias - a world free of bias, stereotypes and discrimination'.

Walk Against Family Violence

Staff participated in a walk against Family Violence wearing something orange as the colour of solidarity. We ALL stood up against family violence and violence against women.

Gambling Harm

Gambling Responsible Victoria's President
Tasos Mousaferiadis was the guest speaker
to the 'Gambling Harm – Stories of Recovery
presentation of the new PRONIA's short movie
showcasing stories of recovery from people
who have experienced gambling harm.

16 Days of Activism

The team took the time to write down what respect means to them.

Recruitment Open Day

An open invitation brought many new people to the office to learn about PRONIA as an employer and the requirements of working in the aged care sector.

50 Years of Volunteering

During National Volunteer Week in May 2022 we celebrated a milestone honouring our hardworking volunteers and the launch of the "In Their Own Words" publication of volunteerism.

Other events organised for later in the year were the 50th Anniversary Celebratory Dinner (September 2022), Annual 3XY Radiothon (October 2022) coinciding with the on-line auction and the Antipodes Festival (October 2022).



Working with the Greek Media

The Greek media have once again been an integral part of our ability to maintain ongoing communication with the community. PRONIA's weekly radio program on 3XY Radio Hellas has once again provided the organisation with a platform from which we have maintained ongoing communication with the broader community and other key stakeholders. In addition, the program provided PRONIA the opportunity to share informative and educational facts and stories about the services of the organisation and its people thus reinforcing and embracing PRONIA's values and purpose as a community resource and advocate.

Furthermore, through the radio program, we were able to focus on a wide-ranging number of topics by inviting experts in their field as guest speakers on a weekly basis to discuss issues: the needs of the seniors, employment, equality, financial benefits available, maintaining culture and promoting a healthy lifestyle among others.

Through the print media, we have continued to collaborate with Neos Kosmos and Ta Nea in an effort to inform the public about our upcoming events, our services and general achievements. Our presence in the Greek media is critically important to maintaining the support of the community itself as we continue to deliver much valued programs and services.

Other media partners and publications during the last 12 months have included newsletters from ECCV, FECCA, the Golden Years and broadcasting appearances on SBS Greek program, Rythmos and 3ZZZ.

PRONIA's Social Media

PRONIA's Social Media platforms, have continued to form an integral part of our overall Marketing, Fundraising and Recruitment Strategies and are a key component of our public outreach efforts. They also form a valuable source of information improving our understanding of our audience thus enabling us to provide more relevant and targeted content. In terms of current demographics, our social media pages are followed by women (58.5%) the majority of which are in the 35-64 age bracket, whilst our male followers (41.5%), are also in the same age bracket.

Overall, our carefully crafted messaging and personalised content have resulted in a considerable increase to our reach through all our social media platforms. This can be highlighted by the following data:

- Facebook page reach -215% increase
- Facebook page visits 44.9% increase
- Instagram profile visits 139.5% increase
- Instagram reach 195.5% increase



- LinkedIn Page visits 368.2% increase
- LinkedIn Unique visitors 584% increase

As we look forward, we are seek to develop new ways to increase our reach across all social media platforms in order to expose more followers to our programs and services. This includes but is not limited to the 'live streaming' of seminars, workshops and other key events thus providing a greater number of people the opportunity to interact with PRONIA activities.

Community Engagement

Community engagement continued to be the primary tool that enabled PRONIA to connect effectively with a broad cross-section of our community. This was limited to on-line engagement during the COVID-19 pandemic. However, since the lifting of restrictions and the return to a 'post pandemic normal' we have noticed a significant number of people that wanted to reconnect with the community through face-to-face contact.

Whilst our community was in significantly long periods of lockdown, we noticed the issues that were prevalent before the COVID-19 pandemic were still there during the pandemic and were further compounded by feelings of social isolation, anxiety and depression.

To address these issues PRONIA undertook a series of initiatives in community education and socialisation, starting with a Recruitment Open Day in March 2022. This focused on the recruitment of aged care workers and invited all interested parties to attend and learn about the work and what a community care worker position entails. The event was a huge success with over fifty people attending including many suitable job-seekers and industry partners.

To ensure the continuity of culturally appropriate community-led and people-centred engagement, PRONIA has been working closely with community organisations in order to build stronger relationships and trust. In addition, a big part of our engagement work this year was educational focused on health and well-being. This work has resulted in new collaborations with health organisations, Greek clubs and associations as well as LGAs.

Other efforts to reconnect our community was the safe return to socialisation for our seniors after the prolonged periods of isolation. As such, we organised and facilitated a series of day trips in and around Melbourne that were enjoyed by all participants. The day trips and educational sessions brought new people together, establishing new friendships and informal networks whilst reconnecting those friendships that were lost during lockdown.

COVID-19 Outreach

PRONIA was very active in the delivery of educational, informational and engagement activities to support the community to self-manage and live safely with COVID-19. Just like the pandemic, communities were evolving and the Greek-Australian community's needs changed dramatically in the past two years having shifted from the need to understand the pandemic to the prevention and maintenance of good health. As such, our approach was constantly adapted whilst navigating through conflicting messaging and adverse opinions.

During this time, our communications strategy reflected the need for cultural competence providing messaging with trust, confidence and ownership as an important aspect of our engagement. Extensive engagement work was undertaken with community, bicultural workers, community leaders, community organisations and government, to assist and empower our community in navigating the pandemic. Building trusting relationships and working collaboratively with key sectors to achieve a unified goal was the result of our successful engagement.

PRONIA collaborated with Merri-bek City Council, which provided funding for the delivery of culturally appropriate in-language communication and community engagement activities. This approach was vital to ensure sustained equity and access to COVID-19 testing services and vaccinations for all Greek speaking members of the community. The aims of the projects were to minimise infections, limit number of coronavirus cases, related severe disease and hospitalisation.

As a result of this initiative, the Australian-Greek community has received COVID-19 health messaging through various media channels, as well as in-person information sessions. More specifically, these initiatives can be highlighted by the following:

Production and air-play of 30 second videos for the GREEK TV Channel ANT1 Pacific

In total there were five 30 sec videos that dealt with information on vaccinations, COVID-SAFE behaviours, the booster shots and available supports. The videos provided information in a culturally and linguistically relevant manner featuring regular people and popular figures from the Greek Community. They aired on the ANT1 Pacific channel with a wide reach of over 400,000 subscribers all over Australia and targeted the over 65 aged group for whom Greek is the primary language. The aim was to maximise audience numbers and provide quick snapshots of information. The videos were also shared in PRONIA's social media platforms and groups:

1. Together Again – The importance of vaccinations. A group of seniors gets together again safely after they had their first and second vaccines. https://www.youtube.com/watch?v=awJltmKra4E



2. COVID-19 is a very serious decease – by Dr. Stephan Herodotou from Northern Health. https://youtu.be/OwjOqqEuE9E



3. Have you been vaccinated?Members of the community give statements why they think everyone should get vaccinated. https://youtu.be/qF-istEeAiE



4. Mitsos & Panos are getting their booster shots – Greek speaking actors and comedians of the community participate in this video about booster shots. https://youtu.be/D3meBf-_wUo



5. Greek community talks about booster shots – We are asking members of the community why they think it's important to have your booster shot. https://youtu.be/SN1xDa4cxbw





Weekly updates from PRONIA's program on 3XY Radio Hellas

PRONIA's weekly radio program provided the much-needed connection between the organisation and the Greek speaking members of our community. During the height of the pandemic we focused on discussions about staying healthy, prevention, building resilience and agility. We provided weekly updates on COVID-19 related topics with guest speakers that included health specialists, doctors and scientists, leaders of seniors groups and members of the public.

Regular posts on Social media

Throughout the reporting year, social media played a vital role in sharing information and updates about COVID-19 to our community in English and in Greek. The provision of updates and information on pop-up vaccination and testing sites, on the governments updates about regulations and health advice was vital in keeping the community informed from a trusted source such as PRONIA's social media platforms.

Frequent Info and Health Presentations to senior groups

Provision of health information sessions to senior groups in various localities was an equally important part of our COVID-19 outreach initiatives. PRONIA provided more than twenty information sessions in collaboration with health experts from Western Health, from SIBHU, NIBHU and from ECCV, Merri-bek and Monash City Councils that reached more than 1000 people. We have also participated in vaccination popups and information sessions organised by other organisations.

Staying Safe while getting back to normality

After two years of abstaining from social events, seniors of the Greek-Australian community were invited to participate on day trips in and around Melbourne. With a choice of close and accessible destinations but mainly with the commitment for a pleasant day out and good company, the program began in March 2022 supported by Merri-bek City Council, through the grants program, to support seniors to re-socialise and reconnect after the extended isolation periods of the pandemic.

Through these day trips, PRONIA paved the way for a new 'normality' where the fear and reluctance for social interactions slowly faded away by engaging with trust, confidence and cultural competency within our community.

Marketing and Events

Social Media Analytics

facebook





www.pronia.com.au



New Users 88%



Page Views >55k



New Sessions >30k

Media Engagement







Newspaper Ads





























Social Media Posts





























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

Financial Report

for the year ended 30 June 2022



Directors' Report

The Directors of Australian Greek Welfare Society Ltd, submit herewith the balance sheets as at 30th June 2022 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	
Vice President	Angela Ouroumis	11	11	
Hon Secretary	George Spiliotis	11	8	
Treasurer	James Koutsoukos	11	7	
Director	Eugenia Grammatikakis	11	9	
Director	Voula Messimeri	11	10	
Director	Augustus Seremetis	11	11	
Director	Vicki Kyritsis	5	4	Until November 2021
Director	Stephanie Lagos	5	2	Until November 2021

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 \$1,948,004

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

KS Paulali

James Koutsoukos Treasurer

Mann

Dated on the 11th day of November 2021

Directors' Declaration for the year ended 30 June 2022

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 2022 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

KS Rauladi

James Koutsoukos Treasurer

Mann.

Dated on the 11th day of November 2021

Independent Auditor's Report

Report on the Financial Report

I have audited the Accompanying financial report, being a special purpose financial report of Australian Greek Welfare Society, which comprises the Balance Sheet as at 30th June 2022, the Profit and Loss statement and, statement of cash flows for the year ended on 30th June 2022, and notes comprising a summary of significant accounting policies and other explanatory information.

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 the 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 circumstances, 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 io 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 Non-for-profits Commission Act 2012 Including:

- a) Giving a true and fair view of the registered entity's financial position as at 30th June 2022 and its financial performance and cash flows for the year ended 30th June 2022; and
- b) Complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Notfor-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 be suitable for another purpose.

Don Douglas

Ho Douglas

REGISTERED COMPANY AUDITOR (NO 15038)
Dated on the 11th day of November 2021

Profit & Loss Statement as at 30 June 2022

Income	Note	2022	2021
Government Grants	2	7,555,595	7,682,254
Interest Received		2,739	4,678
Other Revenue	3	9,498,342	8,986,608
Profit on sale of non-current assets	4	461,390	-
Total Income		17,518,066	16,673,540

Less Expenditure	Note	2022	2021
Accountancy Fees		18,476	31,533
Auditors' Remuneration		8,500	-
Advertising		77,465	22,831
Annual Leave Expense		278,252	347,325
Bad Debts Written Off / (Recovered)		(1,474)	94,007
Bank Charges		7,764	4,874
Building Maintenance		44,553	106,822
Childcare Expenses		162,570	104,957
Consultancy Fees		178,212	257,685
Depreciation		68,159	55,485
Emergency Relief Expenditure		8,941	11,738
Fundraising Expenditure		2,601	2,355
General Expenses		34,028	31,253
HCP - Client Direct Expenditure		3,319,437	2,867,987
Insurance		36,062	29,109
Interest Paid		81,289	64,045
IT Equipment/Software		144,830	115,696
Long Service Leave		138,992	135,273
Motor Vehicle Expenses		23,330	14,191
Occupancy Costs		333,156	297,313
Office Expenses		122,487	122,424
Program Activity Costs		162,491	159,292
Salary & Wages		9,835,680	9,318,660
Sponsorship & Donations		15,915	9,826
Staff Training & Welfare		55,386	92,181
Subscriptions		119,159	81,444
Travelling Expenses		253,159	233,734
WorkCover		40,643	17,967
Total Expenditure		15,570,062	14,630,008

Profit & Loss Statement (continued) as at 30 June 2022

	2022	2021
Net Operating Profit / (Loss) before Tax	1,948,004	2,043,532
Net Profit After Tax / (Losses Carried Forward)	1,948,004	2,043,532
Net Profit After Dividends Paid / (Losses Carried Forward)	1,948,004	2,043,532

Comprehensive Income as at 30 June 2022

Income	2022	2021
Profit for the year	1,948,004	2,043,532
Other comprehensive income for the year	-	-
Total Comprehensive Income for the year	1,948,004	2,043,532
Total Comprehensive Income attributable to members of the company	1,948,004	2,043,532

Statement of Financial Position as at 30 June 2022

Current Assets	Note	2022	2021
Cash and Cash Equivalents	5	10,911,681	10,443,963
GST		73,231	26,199
Trade and Other Receivables	6	205,857	56,961
Other Assets	7	107,872	24,160
Total Current Assets		11,298,641	10,551,283

Non-Current Assets	Note	2022	2021
Property, Plant and Equipment	8	7,791,910	7,777,798
Goodwill	9	45,455	45,455
Total Non-Current Assets		7,837,364	7,823,252

Total A	ets 19,136,00	18,374,535

Current Liabilities	Note	2022	2021
Accrued Expenses	10	102,416	1,886
Deferred Revenue	11	51,569	-
Employee Benefits	12	1,456,617	1,332,939
Grants in Advance	13	2,551,156	4,181,245
PAYG Withholding Payable		268,367	157,486

Current Liabilities (continued)	Note	2022	2021
Superannuation Payable		44,588	35,232
Trade and Other Payables	14	846,421	674,079
Total Current Liabilities		5,321,134	6,382,868

Non-Current Liabilities	Note	2022	2021
Financial Liabilities	15	2,983,812	3,108,611
Total Non-Current Liabilities		2,983,812	3,108,611

Total Liabilities	8,304,946	9,491,479
Net Assets	10,831,060	8,883,056

Equity	Note	2022	2021
Reserves		2,580,687	2,580,687
Retained Earnings		8,250,373	6,302,369
Total Equity		10,831,060	8,883,056

Statement of Changes in Equity as at 30 June 2022

2021	Retained Earnings	Asset Revaluation Reserve	Total
Balance at 1 July 2020	4,258,837	2,580,687	6,839,524
Comprehensive Income			
Profit for the year	2,043,532	-	2,043,532
Total Comprehensive income for the year attributable to the members of the company	2,043,532	-	2,043,532
Balance at 30 June 2021	6,302,369	2,580,687	8,883,056

2022	Retained Earnings	Asset Revaluation Reserve	Total
Balance at 1 July 2021	6,302,369	2,580,687	8,883,056
Comprehensive Income			
Profit for the year	1,948,004	-	1,948,004
Total Comprehensive income for the year attributable to the members of the company	1,948,004	-	1,948,004
Balance at 30 June 2022	8,250,373	2,580,687	10,831,060

Statement of Cash Flows as at 30 June 2022

Operating Activities	Note	2022	2021
Receipts		15,662,688	16,668,862
Payments to suppliers & employees		(14,903,827)	(13,892,266)
Interest received		2,739	4,678
Interest paid		(81,289)	(64,045)
Net Cash Flows from Operating Activities	16	680,311	2,717,229

Investing Activities	2022	2021
Proceeds from the sale of property, plant and equipment	-	-
Payment for property, plant and equipment	(82,270)	-
Net Cash Flows from Investing Activities	(82,270)	-

Financing Activities	2022	2021
Cash received from loan	-	3,200,000
Loan repayments	(124,799)	(155,434)
Net Cash Flows from Financing Activities	(124,799)	3,044,566

Net Cash Flows 473,242 5,761,795

Cash and Cash Equivalents	Note	2022	2021
Cash and cash equivalents at beginning of period		10,438,438	7,187,838
Net change in cash for period		473,242	3,250,600
Cash and cash equivalents at end of period	16	10,911,681	10,438,438

The accompanying notes form part of these Financial Statements. These statements are audited and should be read in conjunction with the attached audit report.

Notes to the Financial Statements for the year ended 30 June 2022

1. Statement of Significant Accounting Policies

The Financial report covers Australian Greek Welfare Society Ltd (Trading as PRONIA and Alpha Early Learning Centre) as an individual entity. Australian Greek Welfare Society Ltd is a not-for-profit company, registered and domiciled in Australia.

The directors have determined that the company is not a reporting entity and accordingly, this financial report is a special purpose report prepared for the sole purpose of distributing a financial report to directors and members. The financial statements have been prepared in order to meet the needs of the Australian Charities and Not-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 are prepared on an accrual basis. They are based on historic costs and do not take into account changing money values or, except where specifically stated, current valuations or non-current assets. Unless otherwise stated, the accounting policies adopted are consistent with those of the prior year.

The accounting policies that have been adopted in the preparation of the statements are as follows:

Income Tax

The Australian Greek Welfare Society Ltd is a notfor-profit organisation, and is exempt from income tax under the Income Tax Assessment Act.

Property, Plant and Equipment

Property, plant and equipment is initially recorded at the cost of acquisition or fair value less, if applicable, any accumulated depreciation and impairment losses. Plant and equipment that has been contributed at no cost, or for nominal cost, is valued and recognised at the fair value of the asset at the date it is acquired. The plant and equipment is reviewed annually by directors to ensure that the carrying amount is not in excess of the recoverable amount from these assets. The recoverable amount is assessed on the basis of the expected net cash flows that will be received from the utilisation of the assets and the subsequent disposal. The expected net cash flows have been discounted to their present values in estimating recoverable amounts.

Freehold land and buildings are measured at their fair value, based on periodic, but at least triennial, valuations by independent external valuers, less subsequent depreciation for buildings.

Increases in the carrying amount of land and buildings arising on revaluation are credited in equity to a revaluation surplus.

Decreases against previous increases of the same asset are charged against fair value reserves in equity. All other decreases are charged to profit or loss.

Any accumulated depreciation at the date of revaluation is offset against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Any accumulated depreciation at the date of revaluation is offset against the gross carrying amount of the asset and the net amount is restated to the revalued amount of the asset.

Intangibles

Goodwill is recognised as the excess of the purchase price for a business acquired over the fair value of the net assets at the date of acquisition. Goodwill is assessed for impairment annually and is carried at cost less accumulated impairment losses.

Trade and Other Receivables

Trade receivables and other receivables, including distributions receivable, are recognised at the nominal transaction value without taking into account the time value of money. If required a provision for doubtful debt has been created.

Employee Benefits

Provision is made for the liability for employee entitlements arising from services rendered by employees. Employee benefits have been measured at the amounts expected to be paid when the liability is settled, plus related costs. Both annual leave and long service leave are recognised within the provisions liability.

Financial Assets

Investments held are originally recognised at cost, which includes transaction costs. They are subsequently measured at fair value which is equivalent to their market bid price at the end of the reporting period. Movements in fair value are recognised through an equity reserve.

Provisions

Provisions are recognised when the company has a legal or constructive obligation resulting from past events, for which it is probable that there will be an outflow of economic benefits and that outflow can be reliably measured. Provisions are measured using the best estimate available of the amounts required to settle the obligation at the end of the reporting period.

Cash and Cash Equivalents

Cash and cash equivalents include cash on hand, deposits held on call with banks, other short-term highly liquid investments with original maturities of three months or less, and bank overdrafts.

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.

Trade and Other Payables

Trade and other payables represent the liabilities for goods and services received by the company that remain unpaid. Trade payables are recognised at their transaction price. They are subject to normal credit terms and do not bear interest.

Goods and Services Tax

Transactions are recognised net 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.

Grants

Grant revenue is recognised in the profit and loss when the entity receives the grant, when it is probable that the entity will receive the economic benefits of the grant and the amount can be reliably measured.

If the grant has conditions attached which must be satisfied before the entity is eligible to receive the grant, the recognition of the revenue will be deferred until those conditions are satisfied.

Where the entity incurs an obligation to deliver economic value back to the grant contributor, the transaction is considered a reciprocal transaction and the revenue is recognised as a liability in the statement of financial position until the required service has been completed, otherwise the income is recognised on receipt.

Australian Greek Welfare Society Ltd receives non-reciprocal contributions of assets from the government and other parties for a nominal or zero value. These assets are recognised at their fair value on the date of acquisition in the statement of financial position, with an equivalent amount of income recognised in the profit and loss statement.

Donations and bequests are recognised as revenue when received.

Auditors Fee

The Auditors fee for the audit of the financial statements as required by AASB 1054.10 accumulated to \$8,500

2. Government Grants	2022	2021
Commonwealth Home Support Program	3,094,738	2,551,839
Childcare Grants	91,338	66,163
COVID-19 Funding	-	216,895
Culturally & Linguistically Diverse Communities Leading Prevention	63,000	68,000
Home and Community Care	226,727	268,504
Home Care Package	3,285,493	2,864,821
Small & Other Grants	757,936	1,646,032
Supporting Carers Locally	36,364	-
Total Government Grants	7,555,595	7,682,254
3. Operating Revenue	2022	2021
All Best Care Fees	321,652	245,453
Alaba Faulu I aguning Contro		

Alpha Early Learning Centre		
Government Funding & Subsidies	466,635	-
Parent Fees	670,243	628,493
Total Alpha Early Learning Centre	1,136,878	628,493

PRONIA		
Administration Fees	3,851,188	3,338,772
Fees for Service	4,107,670	4,342,896
Membership Fees	2,057	954
Other Fees	78,898	69,648
Total PRONIA	8,039,812	7,752,271

Total Operating Revenue	9,498,342	8,626,216
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4. Other Income	2022	2021
Employee Benefit Income	153,915	126,311
Sundry Income	19,185	92,519
Workcover Reimbursement	288,290	141,561
Total Other Income	461,390	360,392

5. Cash and Cash Equivalents	2022	2021
Cash at Bank		
Bendigo Bank Savings Account	39,588	-
Delphi Midas (3041)	-	20,066
Westpac All Best Care (3894)	118,679	180,371
Westpac Business on Flexi (2504)	3,839	3,499
Westpac Cash Reserve (1713)	6,005,094	5,103,400
Westpac CDC Reserve (3907)	3,763,260	3,616,356

5. Cash and Cash Equivalents (continued)	2022	2021
Westpac Child Care Fees (4548)	490,337	1,013,379
Westpac Emergency Relief (2340)	30,164	37,850
Westpac Operating Account	66,774	59,962
Westpac Salary Packaging (6350)	114,611	130,731
Total Cash at Bank	10,632,346	10,165,615
Petty Cash		
Brunswick	6,900	5,273
Oakleigh	15	252
Total Petty Cash	6,915	5,524
Term Deposits		
Bendigo Bank Term Deposit	272,420	-
Delphi Term Deposit	-	272,823
Total Term Deposits	272,420	272,823
Total Cash and Cash Equivalents	10,911,681	10,443,963
	2011-1-100	10/110/100
6. Trade and Other Receivables	2022	2021
Trade Debtors	228,159	78,627
Less Unallocated Receipts	(22,302)	(21,666)
Total Trade and Other Receivables	205,857	56,961
7. Other Assets	2022	2021
Deposits	42,531	-
Oakleigh Office Rental Bond	8,250	9,454
Prepaid Insurance	15,728	14,707
Prepaid Subscriptions	41,364	-
Total Other Assets	107,872	24,160
8. Property Plant and Equipment	2022	2021
Land and Buildings		
Property Improvements at Cost	1,301,060	1,271,089
Accumulated Depreciation of Property Improvements	(495,955)	(463,195)
Land and Buildings Revaluation	6,894,860	6,871,834
Total Land and Buildings	7,699,965	7,679,728
Plant and Equipment		
Plant and Equipment at Cost	519,706	490,433
Accumulated Depreciation of Plant and Equipment	(471,001)	(450,015)
	(471,001)	(.00,010)

The accompanying notes form part of these Financial Statements. These statements are audited and should be read in conjunction with the attached audit report.

48,705

40,418

Total Plant and Equipment

8. Property Plant and Equipment (continued)	2022	2021
Motor Vehicles		
Motor Vehicles at Cost	100,613	100,613
Accumulated Depreciation of Motor Vehicles	(57,374)	(42,961)
Total Motor Vehicles	43,239	57,652
Total Property Plant and Equipment	7,791,910	7,777,798
9. Goodwill	2022	2021
All Best Care	45,455	45,455
Total Goodwill	45,455	45,455
10. Accrued Expenses	2022	2021
Salary and Wages	102,416	1,886
Total Accrued Expenses	102,416	1,886
11. Deferred Revenue	2022	2021
Gala Receipts Received in Advance	51,569	-
Total Deferred Revenue	51,569	-
12. Employee Benefits	2022	2021
Provision for Annual Leave	1,432,808	1,308,471
Provision for Long Service Leave	23,809	24,468
Total Employee Benefits	1,456,617	1,332,939
13. Grants in Advance	2022	2021
Unspent Home Care Package Grants	2,439,041	3,831,915
Other Grants	112,114	294,948
Total Grants in Advance	2,551,156	4,126,862
14. Trade and Other Payables	2022	2021
Accrued Creditor Expense	403,655	346,009
Accrued Auditors Fees	8,500	8,500
Trade Creditors	418,187	302,916
Other Payables	15,665	15,469
Union Fees Liability	414	1,185
Total Trade and Other Payables	846,421	674,079
15. Financial Liabilities	2022	2021
Bendigo Bank Loan	2,983,812	-
Delphi Loan	-	3,108,611
Total Financial Liabilities	2,983,812	3,108,611

The accompanying notes form part of these Financial Statements. These statements are audited and should be read in conjunction with the attached audit report.

16. Cash Flow Information 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 (a) Cash is shown in the balance sheet as Cash at Bank 10,632,346 10,165,615 Cash at Bank - Term Deposits 272,420 272,823 Petty Cash 6,915

Total	10,911,681	10,438,439
(b) Reconciliation of cash flows from operations	1010001	0.040.500
Operating Profit Depreciation and Amortisation	1,948,004 68,159	2,043,532 55,485
Provisions & Recognition of Income on Grants	(1,335,851)	618,212
Cash Flows from Operations	680,312	2,717,229

The accompanying notes form part of these Financial Statements. These statements are audited and should be read in conjunction with the attached audit report.

This is the end of the financial report

Vale



Nick Polites OAM, 1927 - 2022

PRONIA was deeply saddened to hear of the passing of Nick Polites, a much loved member, volunteer and most importantly co-founder of our organisation. Nick Polites, along with Dr. Spiros Moraitis and George Papadopoulos decided to take action and assist members of our community in the early 70's and decided to establish the Australian Greek Welfare Society (PRONIA), with the distinct aim of providing support to newly arrived migrants and their families, in overcoming the many challenges associated with settlement, communication and accessing services in a foreign land. After the establishment of PRONIA, Nick Polites was elected as its first President in 1972.

In an interview a few years back, Nick Polites recalled how it all begun: "A big meeting took place at the Spiro Moraitis's place where we made the case for starting a Greek speaking welfare society and that involved a lot of planning and good clear thinking based not on profit or glory but on the satisfaction that you are giving services to people who require it, who need it, who deserve it". His dedication and commitment where such than when the organisation needed more Greek speaking Social Workers, he went back to university to get a degree in social work, even though he already had three degrees in other disciplines (Nick was already a graduate from the University of Melbourne with three degrees in Commerce, Languages, and Arts).

He became PRONIA's first Director (CEO) and kept that position for fifteen years. He was also a member of the 1979 Galbaly Committee whose seminal migrant services review and recommendations laid the public policy foundations for Australian Multiculturalism. In 1981 he was awarded the Order of Australia Medal recognising of his "Services to the Ethnic Community". He remained a champion of multiculturalism throughout his life and in 2020 he received the Spiro Stamoulis Lifetime Achievement HACCI Award.

His vision and determination formed an integral part in the establishment of the organisation in its formative years and instrumental to its standing in the community. Music, of the New Orleans traditional jazz variety, was also Nick's life-long interest, and he has played his clarinet around Melbourne for over fifty years and has made several overseas tours and many visits to New Orleans. At PRONIA, we had the distinct pleasure of having Nick perform, with his band, at our 45th Anniversary Celebratory event. A special moment that we will always cherish.

On behalf of the PRONIA Board, president Kris Pavlidis said. "The PRONIA community respectfully pays tribute to the late Nick Polites in recognition of his remarkable legacy of achievement towards PRONIA and the broader migrants community. We remain grateful for his courageous visionary foresight as a founder and inaugural Director of PRONIA. It is with considerable sadness that the PRONIA community offers its condolences to the family and friends of Nick Polites and our assurance that he will always be remembered and revered for the impact and accomplishment of his pioneering role".

In a statement, PRONIA CEO, Tina Douvos-Stathopoulos said: "Words cannot express our grief at this time and really, no words can do justice to such a visionary and a community pioneer who incredibly marked our lives with his dedication to service and music. We are devastated that Nick will not be with us this year, to celebrate half a century of an organisation that he envisaged, created, developed and managed in order to become the leading service provider that it is today. We are very grateful and proud to have shared PRONIA's achievements over the years with him and we shall continue his legacy and his vision in helping meet the changing needs of the Greek community and nurture capacity, opportunity and connection so that we remain strong and united, as he wanted us to be"

PRONIA would like to express their deepest condolences to his family and many friends.



Νίκος Πολίτης ΟΑΜ, 1927 - 2022

Η ΠΡΟΝΟΙΑ με βαθιά θλίψη έλαβε τα νέα από τη δυσαναπλήρωτη απώλεια του Νικ Πολίτη, ενός πολύ αγαπημένου μέλους, εθελοντή και κυρίως συνιδρυτή του οργανισμού. Ο Νίκος Πολίτης, μαζί με τον Δρ. Σπύρο Μωραΐτη και τον Γιώργο Παπαδόπουλο, αποφάσισαν να αναλάβουν δράση και να βοηθήσουν μέλη της κοινότητάς μας στις αρχές της δεκαετίας του '70 και να ιδρύσουν την Αυστραλο-Ελληνική Κοινωνικη Πρόνοια (ΠΡΟΝΟΙΑ), με στόχο την παροχή υποστήριξης στους νεοαφιχθέντες μετανάστες και τις οικογένειές τους, για να ξεπεράσουν τις πολλές προκλήσεις που σχετίζονταν με την εγκατάσταση, την επικοινωνία και την πρόσβαση σε υπηρεσίες σε μια ξένη χώρα. Μετά την ίδρυση της PROΝΙΑ, ο Νικ Πολίτης εξελέγη πρώτος Πρόεδρός της το 1972.

Σε συνέντευξή του πριν από λίγα χρόνια, ο Νικ Πολίτης αναπολεί πώς ξεκίνησαν όλα: «Έγινε μια μεγάλη συνάντηση στον χώρο του Σπύρου Μωραΐτη όπου είχαμε την ιδέα για τη δημιουργία ενός ελληνόφωνου κοινοφελούς οργανισμού και αυτό περιελάμβανε πολύ σχεδιασμό και καθαρή σκέψη με βάση όχι το κέρδος ή τη δόξα αλλά την ικανοποίηση ότι παρέχονται υπηρεσίες σε ανθρώπους που το ζητούν, που το έχουν ανάγκη, που το αξίζουν». Η αφοσίωσή του και η δέσμευσή του ήταν τέτοιες που όταν ο οργανισμός χρειαζόταν περισσότερους ελληνόφωνους Κοινωνικούς Λειτουργούς, επέστρεψε στο πανεπιστήμιο για να πάρει πτυχίο κοινωνικού λειτουργού, παρόλο που είχε ήδη τρία πτυχία σε άλλους κλάδους (ο Νικ ήταν ήδη απόφοιτος του Πανεπιστημίου της Μελβούρνης με τρία πτυχία στο Εμπόριο, τις Γλώσσες και τις Τέχνες).

Αποτέλεσε ο πρώτος διευθυντής της ΠΡΟΝΟΙΑ και παρέμεινε σε αυτήν τη θέση για δεκαπέντε χρόνια. Ήταν επίσης μέλος της Επιτροπής Galbaly το 1979, της οποίας η θεμελιώδης ανασκόπηση και οι συστάσεις των υπηρεσιών για μετανάστες έθεσαν τα θεμέλια δημόσιας πολιτικής για την πολυπολιτισμικότητα της Αυστραλίας. Το 1981 του απονεμήθηκε το Μετάλλιο του Τάγματος της Αυστραλίας αναγνωρίζοντας τη συνεισφορά του στις «Υπηρεσίες στην Εθνική Κοινότητα». Παρέμεινε πρωταθλητής της πολυπολιτισμικότητας σε όλη του τη ζωή και το 2020 έλαβε το βραβείο Spiro Stamoulis HACCI Lifetime Achievement. Το όραμα και η αποφασιστικότητά του αποτέλεσαν αναπόσπαστο κομάτι στην ίδρυση του οργανισμού στα χρόνια της συγκρότησής του και καθοριστικής σημασίας για τη θέση του στην παροικία.

Η μουσική, της πρωτότυπης κλασικής τζαζ της Νέας Ορλεάνης, ήταν επίσης το πάθος του Νικ, παίζοντας κλαρίνο στη Μελβούρνη για περισσότερα από πενήντα χρόνια και κάνοντας πολλές περιοδείες στο εξωτερικό καθώς και πολλές επισκέψεις στη Νέα Ορλεάνη. Στην ΠΡΟΝΟΙΑ, είχαμε την ιδιαίτερη χαρά να εμφανιστεί ο Νικ με την μπάντα του στην εορταστική μας εκδήλωση για την 45η επέτειο. Μια ξεχωριστή στιγμή που θα θυμόμαστε πάντα.

Εκ μέρους του ΔΣ της ΠΡΟΝΟΙΑ η πρόεδρος Κρις Παυλίδης αναφέρει «Η ΠΡΟΝΟΙΑ απονέμει με σεβασμό φόρο τιμής στον εκλιπόντα Νικ Πολίτη σε αναγνώριση της αξιοσημείωτης κληρονομιάς των επιτευγμάτων του προς την PRONIA και την ευρύτερη κοινότητα των μεταναστών. Παραμένουμε ευγνώμονες για τη θαρραλέα οραματική του διορατικότητα ως ιδρυτής και πρώτος Διευθυντής της ΠΡΟΝΟΙΑ. Με μεγάλη λύπη η ΠΡΟΝΟΙΑ εκφράζει τα συλλυπητήριά της στην οικογένεια και τους φίλους του και βεβαιώνουμε ότι θα τον θυμόμαστε και θα σεβόμαστε για πάντα για τον αντίκτυπο και την επίτευξη του πρωτοποριακού του ρόλου».

Σε δήλωσή της, η Διευθύνουσα Σύμβουλος της ΠΡΟΝΟΙΑ, Τίνα Δούβου-Σταθοπούλου, ανέφερε: «Οι λέξεις δεν μπορούν να εκφράσουν τη θλίψη μας αυτή τη στιγμή και πραγματικά, ότι και να πούμε δεν μπορεί να δικαιώσει έναν τέτοιο οραματιστή και πρωτοπόρο της παροικίας που σημάδεψε απίστευτα τη ζωή μας με την αφοσίωσή του στην υπηρεσία και τη μουσική. Είμαστε συντετριμμένοι που ο Νικ δεν θα είναι μαζί μας φέτος, για να γιορτάσουμε τον μισό αιώνα ενός οργανισμού που ο ίδιος εξαρχής οραματίστηκε, δημιούργησε, ανέπτυξε και διαχειρίστηκε ώστε να γίνει ο κορυφαίος πάροχος υπηρεσιών που είναι σήμερα. Είμαστε πολύ ευγνώμονες και περήφανοι που μοιραστήκαμε μαζί του τα επιτεύγματα της ΠΡΟΝΟΙΑ όλα αυτά τα χρόνια και θα συνεχίσουμε την κληρονομιά και το όραμά του στο να βοηθάμε στην κάλυψη των μεταβαλλόμενων αναγκών της ελληνικής παροικίας και να καλλιεργούμε τις ικανότητες, ευκαιρίες και διασύνδεση ώστε να παραμείνουμε δυνατοί και ενωμένοι, όπως ήθελε να είμαστε».

Η ΠΡΟΝΟΙΑ θα ήθελε να εκφράσει τα θερμά της συλλυπητήρια.

Vale



Margaret Moraitis OAM, 1937-2022

The entire PRONIA family was deeply saddened, by the news that one of its founding members, Margaret Moraitis OAM had passed away.

Margaret was instrumental in organising the first informal meeting on August 1972 between the founding members of the Australian Greek Welfare Society (AGWS), Dr. Spiro Moraitis, George Papadopoulos and Nick Polites. This meeting would eventually see the establishment of an organisation that would go on to vigorously assert the rights of immigrants and their children, with an emphasis on improving services in the fields of education, health, social welfare, childcare and the preservation of the Greek language.

True to their cause, both Spiro and Margaret worked tirelessly to build solid foundations for AGWS and for the welfare of the community. The cornerstone of this foundation was their commitment to giving back to the community, by serving on various committees and representing AGWS on a number of government bodies that dealt with social welfare, health and education related issues.

Margaret served AGWS as President, Chairperson, Secretary and a member of its Executive Committee. She was also AGWS's Archivist during this time. Margaret also served on numerous health related committees, task forces and community organisations such as the Ethnic Communities Council of Victoria (ECCV) from 1988 to 94 and the Kastellorizian Association of Victoria. In recognition of her work in June 1987, she received the Medal of the Order of Australia (OAM) and became a member of "Who is Who of Australian Women".

Mrs Moraitis was born in Melbourne on the 9th of April, 1937, the daughter of Evangelos and Katina Hetrelezis. She attended Camberwell High School and upon graduating, she enrolled in Welfare Studies at Chisholm College of TAFE.

From 1955 to 1958, she worked as a secretary for the Commercial Bank of Australia and then as the Medical Secretary in her husband Spiro's medical practice in 1959 and ran the 'Dr. Moraitis rooms' (the surgery) for nearly 60 years.

No words can express our gratitude for her invaluable contribution and pioneering of the Australian Greek Welfare Society (PRONIA) other than those from Dr. Moraitis himself, during the twentieth anniversary celebrations of AGWS, in 1992:

A special tribute should be paid to Margaret Moraitis whose commitment, dedication, efficiency and sheer hard work since 1971 has resulted in the establishment of AGWS and its continued viability in the 20 years of its existence.

Margaret has been one of the most consistent and persistent contributors to the AGWS, to the Ethnic Communities Council of Victoria and the community. Her efforts have not been fully acknowledged and appreciated and I take this opportunity to thank her in appreciation of her sacrifices and loyalty.'

PRONIA will always cherish Margaret's memory with pride and honour and we will do our best to continue her work of serving the community with dedication, commitment and kindness.

PRONIA would like to extend its sincere condolences to her husband Dr. Spiro Moraitis, her children and grandchildren.

May she Rest in Peace.



Μαργαρίτα Μωραΐτη ΟΑΜ, 1937-2022

Βαθιά θλίψη προκάλεσε σε όλη την οικογένεια της ΠΡΟΝΟΙΑΣ, η είδηση ότι ένα από τα ιδρυτικά μέλη της, η Μαργαρίτα Μωραΐτη έφυγε από τη ζωή.

Η Μάργκαρετ συνέβαλε καθοριστικά στην οργάνωση της πρώτης άτυπης συνάντησης τον Αύγουστο του 1972 μεταξύ των ιδρυτικών μελών της Αυστραλιανής Ελληνικής Πρόνοιας (AGWS), Δρ. Σπύρος Μωραΐτης, ο Γιώργος Παπαδόπουλος και ο Νικ Πολίτης. Αυτή η συνάντηση ήταν το ξεκίνημα για την ίδρυση ενός οργανισμού με σκοπό τη δυναμική διεκδίκηση των δικαιωμάτων των μεταναστών και των παιδιών τους, με έμφαση στη βελτίωση των υπηρεσιών στους τομείς της εκπαίδευσης, της υγείας, της

κοινωνικής πρόνοιας, της παιδικής μέριμνας και της διατήρησης της ελληνικής γλώσσας.

Πιστοί στον σκοπό τους, τόσο ο Σπύρος όσο και η Μάργκαρετ εργάστηκαν ακούραστα για να χτίσουν γερά θεμέλια για την AGWS και για την ευημερία της κοινότητας. Ο ακρογωνιαίος λίθος αυτού του ιδρύματος ήταν η δέσμευσή τους να προσφέρουν στην κοινότητα, υπηρετώντας σε διάφορες επιτροπές και εκπροσωπώντας την AGWS σε πολλαπλούς κυβερνητικούς φορείς που ασχολούνταν με θέματα που σχετίζονται με την κοινωνική πρόνοια, την υγεία και την εκπαίδευση.

Η Μάργκαρετ υπηρέτησε την AGWS ως Πρόεδρος, Διαχειρίστρια , Γραμματέας και μέλος της Εκτελεστικής Επιτροπής. Ήταν επίσης αρχειονόμος της AGWS κατά τη διάρκεια αυτής της περιόδου. Η Μάργκαρετ υπηρέτησε επίσης σε πολυάριθμες επιτροπές σχετικές με την υγεία, ομάδες εργασίας και κοινοτικές οργανώσεις όπως το Συμβούλιο Εθνικών Κοινοτήτων της Βικτώριας (ΕCCV) από το 1988 έως το 94 και την Καστελοριζιανή Ένωση της Βικτώριας. Ως αναγνώριση έργου της τον Ιούνιο του 1987, έλαβε το Μετάλλιο του Τάγματος της Αυστραλίας (ΟΑΜ) και έγινε μέλος του «Who is Who of Australian Women».

Η κυρία Μωραΐτη γεννήθηκε στη Μελβούρνη στις 9 Απριλίου 1937, κόρη του Ευάγγελου και της Κατίνας Χετρελέζη. Πήγε στο γυμνάσιο Camberwell και συνέχισε με Κοινωνικές Σπουδές στο Chisholm College. Από το 1955 έως το 1958, εργάστηκε ως γραμματέας για την Εμπορική Τράπεζα της Αυστραλίας και στη συνέχεια ως γραμματέας στο ιατρείο του συζύγου της από το 1959, το οποίο λειτουργούσε «Τα δωμάτια του Δρ. Μωραΐτη (το χειρουργείο) για σχεδόν 60 χρόνια.

Η ευγνωμοσύνη μας για την ανεκτίμητη συνεισφορά και την πρωτοπορία της στην ΠΡΟΝΟΙΑ δεν θα μπορούσε να εκφραστεί καλύτερα από τα λόγια του ίδιου του $\Delta \rho$ Μωραΐτη, στην εικοστή επέτειο της AGWS, το 1992:

«Ένας ιδιαίτερος φόρος τιμής πρέπει να αποδοθεί στη Μαργαρίτα Μωραίτη, της οποίας η αφοσίωση, η δέσμευση, η αποτελεσματικότητα και η καθαρά σκληρή δουλειά από το 1971 είχαν ως αποτέλεσμα την ίδρυση της AGWS και τη συνέχιση της βιωσιμότητάς της στα 20 χρόνια ύπαρξής της.

Η Μαργαρίτα υπήρξε μία από τις πιο συνεπείς και επίμονες υποστηρίχτριες στην AGWS, στο Ethnic Communities Council of Victoria και στην ευρύτερη κοινότητα. Οι προσπάθειές της δεν έχουν πλήρως αναγνωριστεί και εκτιμηθεί και δράττομαι αυτής της ευκαιρίας για να την ευχαριστήσω για την εκτίμηση για τις θυσίες και την πίστη της».

Στην ΠΡΟΝΟΙΑ θα τιμούμε τη μνήμη της πάντα με υπερηφάνεια και τιμή και θα κάνουμε ό,τι καλύτερο μπορούμε για να συνεχίσουμε το έργο της υπηρετώντας την κοινότητα με αφοσίωση, δέσμευση και καλοσύνη.

Ας αναπαυτεί εν Ειρήνη.

Notes



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