



Embracing Change Delivering Impact

51st Annual Report 2022 - 2023



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

Vision Statement

To be a leading Australian-Greek community services agency in Australia

Statement of Purpose

To empower members of the Australian-Greek community to reach their full potential. This will be achieved by undertaking service provision, advocacy, policy development and research in an innovative, culturally and linguistically appropriate manner.



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A message from our President Μήνυμα της Προέδρου

Elpis Korosidis



Last year marked PRONIA's 50th anniversary. What a stellar achievement indeed! This year may be viewed as either PRONIA's 51st year of existence or the first year in the next 50.

We have been steadfastly focussed on the latter. Consequently, developing strategies and pathways to ensure PRONIA's longevity and adaptability have been the pinnacle jumping off point, driving PRONIA's direction in 2023.

Our sincerest gratitude for the significant contribution to PRONIA and its governance from our prior Board members, Kris Pavlidis, Angela Ouroumis, Eugenia Grammatikakis and James Koutsoukos. They have each in their own way left an indelible impression on PRONIA's trajectory.

On 7 September 2023 Dr Spiro Moraitis regrettably passed away. Dr. Moraitis, together with George Papadopoulos and Nick Polites founded the Australian Greek Welfare Society in 1972. Dr. Moraitis left a lasting impact on the Australian Greek community, a legacy that will continue to support future members of our community. He served as both Chairman and President of AGWS (1972-1979) and served on many sub committees including health, education, childcare, aged care, interpreting and language services. Dr Moraitis' endless benevolence will continue to inspire all who had the privilege of knowing him. We remain steadfast in continuing Dr Moraitis' vision and unwavering commitment to the betterment of the Greek Australian community.

One key achievement in ensuring PRONIA's longevity and relevancy, was the adoption of a new Constitution. Thank you so very much to Eugenia Mitrakas for having drafted the original Constitution back in 1972. The new Constitution has heralded the way for PRONIA to grow whilst maintaining its significance and pertinence as a leading benevolent organisation.

The last year has also seen PRONIA remain very

active in the community engagement space, creating opportunities for sharing PRONIA's work, driving initiatives and creating local networks. This year we have increased our connections across generations sponsoring, for instance, the NUGAS Ball and Antipodes Festival, and the HACCI Community Services Award. Additionally, 1390 people attended PRONIA events, including gala and fundraising events, business luncheons and other sponsorship opportunities. We sincerely thank all our magnanimous sponsors for their generosity and support.

The following pages provide an in depth and detailed analysis of the remarkable work PRONIA has undertaken during the currency of this year. On a high-level basis, PRONIA has been fortunate to serve about 8,130 clients in a multitude of ways, including but not limited to 10,637 hours of casework, 372 hours of counselling and 3000 hours of volunteer work. PRONIA has achieved this through the unwavering commitment of our amazing staff, selfless volunteers and the dedication of our senior management team led by our highly regarded and equally selfless CEO, Tina Douvos-Stathopoulos.

The statistics detailed above are certainly praiseworthy. However, it's the stories and the lives PRONIA positively impacts that fill each and every one of us with great pride. Equally, it's those individual stories that cement our commitment to ensuring 2023 marks the first year in PRONIA's next 50.

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

Elpis Korosidis
President

Πέρυσι η ΠΡΟΝΟΙΑ συμπλήρωσε τα 50 της έτη. Τι εκπληκτικό επίτευγμα πραγματικά! Αυτή η χρονιά μπορεί να θεωρηθεί είτε ως το 51^ο έτος ύπαρξης της ΠΡΟΝΟΙΑΣ είτε ως το πρώτο έτος των επόμενων 50.

Έχουμε επικεντρωθεί σταθερά στο τελευταίο. Κατά συνέπεια, η ανάπτυξη στρατηγικών και οδών για τη διασφάλιση της μακροζωίας και της προσαρμοστικότητας του οργανισμού ήταν το απόγειο, καθοδηγώντας την πορεία του το 2023.

Ευχαριστούμε θερμά τα προηγούμενα μέλη του Διοικητικού μας Συμβουλίου για τη σημαντική συμβολή και τη διακυβέρνηση της ΠΡΟΝΟΙΑΣ, Κρις Παυλίδου, Άντζελα Ουρούμη, Ευγενία Γραμματικάκη και Τζέιμς Κουτσούκο. Ο καθένας με τον τρόπο του έχει αφήσει ανεξίτηλη εντύπωση στην τροχιά της ΠΡΟΝΟΙΑΣ.

Στις 7 Σεπτεμβρίου 2023 απεβίωσε δυστυχώς ο Δρ. Σπύρος Μωραΐτης. Ο Δρ. Μωραΐτης, μαζί με τον Γιώργο Παπαδόπουλο και τον Νικ Πολίτη ίδρυσαν την Αυστραλο-Ελληνική Κοινωνική Πρόνοια (AGWS) το 1972. Ο Δρ. Μωραΐτης άφησε μόνιμο αντίκτυπο στην Αυστραλό-Ελληνική παροικία, μια κληρονομιά που θα συνεχίσει να υποστηρίζει τα μελλοντικά μέλη της παροικίας μας. Υπηρέτησε και ως Πρόεδρος του Διοικητικού Συμβουλίου και ως Διευθύνων Σύμβουλος του AGWS (1972-1979) και υπηρέτησε σε πολλές υποεπιτροπές, συμπεριλαμβανομένων των υπηρεσιών υγείας, εκπαίδευσης, παιδικής μέριμνας, φροντίδας ηλικιωμένων, διερμηνείας και γλωσσικών υπηρεσιών. Η ατελείωτη καλοσύνη του Δρ. Μωραΐτη θα συνεχίσει να εμπνέει όλους όσους είχαν το προνόμιο να τον γνωρίσουν. Παραμένουμε σταθεροί στη συνέχιση του οράματος και της ακλόνητης δέσμευσης του Δρ. Μωραΐτη για τη βελτίωση της Αυστραλό-Ελληνικής παροικίας.

Ένα βασικό επίτευγμα για τη διασφάλιση της μακροζωίας και της συνάφειας της ΠΡΟΝΟΙΑΣ ήταν η υιοθέτηση ενός Νέου Καταστατικού. Ευχαριστούμε θερμά την Ευγενία Μητράκα που συνέταξε το αρχικό Καταστατικό το 1972. Το νέο καταστατικό άνοιξε το δρόμο για την ανάπτυξη της ΠΡΟΝΟΙΑΣ, διατηρώντας παράλληλα τη σπουδαιότητα και την εγκυρότητά της ως κορυφαία φιλανθρωπική οργάνωση.

Το περασμένο έτος η ΠΡΟΝΟΙΑ παρέμεινε επίσης πολύ ενεργή στο χώρο της κοινοτικής δέσμευσης, δημιουργώντας ευκαιρίες για την διάδοση του έργου της, την προώθηση δράσεων και τη δημιουργία τοπικών δικτύων. Φέτος διευρύνουμε τις σχέσεις μας με τη νέα γενιά, χορηγώντας τον χορό NUGAS, το Φεστιβάλ Αντίποδες, καθώς και το Βραβείο Αριστείας Κοινοτικών Υπηρεσιών του HACCI. Επιπλέον, 1.390 άτομα παρακολούθησαν εκδηλώσεις της ΠΡΟΝΟΙΑΣ, συμπεριλαμβανομένων του φιλανθρωπικού γκαλά, επαγγελματικά γεύματα και άλλες φιλανθρωπικές εκδηλώσεις. Ευχαριστούμε όλους τους χορηγούς μας για τη γενναιοδωρία και την υποστήριξή τους.

Οι σελίδες που ακολουθούν παρέχουν μία λεπτομερή και σε βάθος ανάλυση του αξιοσημείωτου έργου της ΠΡΟΝΟΙΑΣ κατά τη διάρκεια του τρέχοντος έτους. Η ΠΡΟΝΟΙΑ είχε την τύχη να εξυπηρετήσει περίπου 8.130 πελάτες με ποικίλους τρόπους, συμπεριλαμβανομένων, ενδεικτικά, 10.637 ωρών εργασίας ατομικών υποθέσεων, 372 ωρών παροχής συμβουλών και 3.000 ωρών εθελοντικής εργασίας. Η ΠΡΟΝΟΙΑ το πέτυχε αυτό χάρη στην αταλάντευτη δέσμευση του καταπληκτικού προσωπικού μας, των ανιδιοτελών εθελοντών μας και την αφοσίωση της ανώτερης διοικητικής μας ομάδας με επικεφαλής την καταξιωμένη και εξίσου ανιδιοτελή Διευθύνουσα Σύμβουλο, Τίνα Δούβου-Σταθοπούλου.

Τα στατιστικά στοιχεία που αναφέρονται παραπάνω είναι σίγουρα αξιόπαινα. Ωστόσο, είναι οι ιστορίες και οι ζωές στις οποίες επιδρά θετικά η ΠΡΟΝΟΙΑ και που γεμίζουν τον καθένα μας με μεγάλη υπερηφάνεια. Ομοίως, είναι αυτές οι ατομικές ιστορίες που εδραιώνουν τη δέσμευσή μας να διασφαλίσουμε ότι το 2023 θα σηματοδοτήσει το πρώτο έτος των επόμενων 50 της ΠΡΟΝΟΙΑΣ.



Ελπίδα Κοροσίδης
Πρόεδρος

A message from our Chief Executive Officer

Tina Douvos-Stathopoulos



I am pleased to present the 51st Annual Report for the 2022-2023 financial year, highlighting PRONIA's resilient performance and unwavering commitment to delivering exceptional services amidst a year of profound challenges and transformative changes.

Throughout this period, our team demonstrated remarkable determination and adaptability, overcoming the obstacles imposed by the pandemic and swiftly responding to evolving community needs. We navigated dynamic work environments, adjusted service models, and exceeded expectations in engaging our community while expanding services to cater to emerging demands.

The report highlights our impact across various service areas, significantly influencing aged care, family support, disability services, prevention and early intervention initiatives. We strengthened our capabilities by focusing on workforce enhancement, system refinement, amplifying funding streams, and bolstering our presence within the community to enhance brand recognition.

PRONIA serviced 8,130 individuals across its diverse services. Notably, our casework and advocacy services provided critical support to 2,750 vulnerable clients, delivering 6,292 hours of vital assistance.

Our vigilance identified emerging trends within our services, particularly in aged care, mental health, disability, family violence, and other critical areas. We remained proactive, harnessing these insights to consolidate our existing services and explore new opportunities aligned with our strategic objectives.

Key achievements of this period include:

- The Implementation of the Clinical Governance Framework
- Response to the Assurance Review findings
- Alpha Early Learning Centre audit assessment with an outcome of meeting the National Quality Standards
- Meeting all standards at the a mid-term NDIS Quality Audit for Support Coordination
- Policy Reports on Family Violence and Elder Abuse and Aged Care

PRONIA's operational excellence, evidenced by quality accreditation, client satisfaction, and an unwavering reputation, assures us of the continued relevance of our brand as we evolve and strengthen our position in the sector.

Considerable work was undertaken in aged care to ensure PRONIA met its provider obligations ensuring compliance in the following areas:

- Implementation of provider governance changes and strengthening Key Personnel requirements;
- Implementing the Quality Advisory Body and the Consumer Advisory Body;
- Extension of CHSP Contracts to 2025;
- Response to the Introduction of the Inspector Generals of Aged Care Review into systemic departmental issues;
- Introduction of the Aged Care Code of Conduct clearly outlining behaviours expected by our employees, volunteers and contractors;

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- Implementation of the Serious Incident Response Scheme (SIRS)

This year we had significant funding allocations to programs, driving impactful initiatives in community including the 'The Stronger Together' dementia specific funding of \$3,045,219 to adopt innovative models of care that will deliver culturally responsive care to people with early onset dementia and support services to carers in Melbourne and Tasmania.

Our commitment to community support was exemplified through community outreach activities, successful fundraising events, including a fundraising gala event in June that raised \$48,500 allocated to mental health education and support initiatives. With the support of the community and sponsors PRONIA raised \$149,000 in donations in the last year. We will continue to innovate in fundraising efforts and work closely with all our stakeholders to raise funds to resource innovative service responses in the community.

Acknowledging workforce challenges, we strategically implemented workforce initiatives, including essential services and support for staff, evident through increased wages, continuous training, and development programs, ensuring outstanding care service delivery despite the ever-changing environment.

Our advocacy efforts, particularly in addressing policy changes impacting culturally and linguistically diverse communities and aged care, emphasises our commitment to bridging cultural gaps and innovating care models.

Below is a list of some of our responses to proposed government policy changes:

- Aged Care Reforms Aged Care Consultation 2
- ACCPA Home Care Recipient Survey Report

- program design report around: assessment approvals, individualised support plans, care co-ordination and management
- ACCPA Home Care Reform - Design & Implementation Report
- Response to creation of an Inspector General of Aged Care position
- Aged Care and NDIS position papers circulated to respective Ministers and departments. Position papers to

Looking ahead, we are committed to refreshing our strategic priorities, ensuring the organization's sustained growth and resilience. Our workforce strategies will focus on clinical governance, sustaining the exceptional care standards our clients deserve.

I extend my gratitude to the government, partners, sponsors, donors, and the media, for their continuous support, enabling PRONIA to make a tangible difference in the community.

A heartfelt thanks to our staff who have reached work milestones and I look forward to celebrating your contributions to PRONIA and the community.

Lastly, I express sincere appreciation to the Board of Directors, the leadership team, staff, and volunteers whose unwavering dedication and commitment continue to drive PRONIA's success story. Together, we remain steadfast in our mission to create a lasting impact on our community.



Tina Douvos-Stathopoulos
Chief Executive Officer
PRONIA

Μήνυμα της Διευθύνουσας Συμβούλου

Τίνα Δούβου - Σταθοπούλου



Είμαι στην ευχάριστη θέση να σας παρουσιάσω την 51^η ετήσια έκθεση για το οικονομικό έτος 2022-2023, η οποία υπογραμμίζει τις ισχυρές επιδόσεις της ΠΡΟΝΟΙΑΣ και την ακλόνητη δέσμευση για την παροχή εξαιρετικών υπηρεσιών εν μέσω ενός έτους έντονων προκλήσεων και μετασχηματισμών.

Σε όλη αυτή την περίοδο, η ομάδα μας επέδειξε αξιοσημείωτη αποφασιστικότητα και προσαρμοστικότητα, ξεπερνώντας τα εμπόδια που έθεσε η πανδημία και ανταποκρινόμενη γρήγορα στις εξελισσόμενες ανάγκες της παροικίας. Πλοηγηθήκαμε σε δυναμικά περιβάλλοντα εργασίας, προσαρμόσαμε μοντέλα υπηρεσιών και ξεπεράσαμε τις προσδοκίες με την δέσμευση με την παροικία μας, ενώ επεκτείναμε τις υπηρεσίες μας για να καλύψουμε τις αναδυόμενες απαιτήσεις.

Η έκθεση υπογραμμίζει τον αντίκτυπό μας σε διάφορους τομείς υπηρεσιών, επηρεάζοντας θετικά και σημαντικά τη φροντίδα ηλικιωμένων, την οικογενειακή υποστήριξη, τις υπηρεσίες αναπηρίας, την πρόληψη και τις πρωτοβουλίες έγκαιρης παρέμβασης. Ενισχύσαμε τις δυνατότητές μας εστιάζοντας στην ενίσχυση του εργατικού δυναμικού, στη βελτίωση του συστήματος, στην ενίσχυση των ροών χρηματοδότησης και στην ενίσχυση της παρουσίας μας στην παροικία για να ενισχύσουμε την αναγνώριση της επωνυμίας.

Η ΠΡΟΝΟΙΑ εξυπηρέτησε 8.130 άτομα με τις διάφορες υπηρεσίες της. Σημειωτέον, οι υπηρεσίες διαχείρισης ατομικών υποθέσεων και υπεράσπισης παρείχαν κρίσιμη υποστήριξη σε 2.750 ευάλωτους πελάτες, παρέχοντας 6.292 ώρες βοήθειας ζωτικής σημασίας.

Η επαγρύπνησή μας εντόπισε αναδυόμενες τάσεις στις υπηρεσίες μας, ιδιαίτερα στη φροντίδα ηλικιωμένων, την ψυχική υγεία, την αναπηρία, την οικογενειακή βία και άλλους κρίσιμους τομείς. Παραμείναμε προνοητικοί, αξιοποιώντας αυτές τις ιδέες για να εδραιώσουμε τις υπάρχουσες υπηρεσίες μας και να

εξερευνήσουμε νέες ευκαιρίες που ευθυγραμμίζονται με τους στρατηγικούς μας στόχους.

Τα βασικά επιτεύγματα αυτής της περιόδου περιλαμβάνουν τα εξής:

- Εφαρμογή του Πλαισίου Κλινικής Διακυβέρνησης
- Ανταπόκριση στα ευρήματα της Αναθεώρησης Διασφάλισης
- Αξιολόγηση ελέγχου του Κέντρου Πρόωρης Μάθησης Άλφα (Alpha ELC) με αποτέλεσμα την τήρηση των Εθνικών Προτύπων Ποιότητας
- Τήρηση όλων των προτύπων στον ενδιάμεσο έλεγχο ποιότητας του Εθνικού Ασφαλιστικού Συστήματος Αναπηρίας (NDIS) για τον συντονισμό υποστήριξης
- Αναφορές πολιτικής για την οικογενειακή βία και την κακοποίηση και τη φροντίδα ηλικιωμένων

Η αριστεία της ΠΡΟΝΟΙΑΣ, που αποδεικνύεται από τη διαπίστευση ποιότητας, την ικανοποίηση των πελατών και την ακλόνητη φήμη, μας διαβεβαιώνει για τη συνεχή συνάφεια της επωνυμίας μας καθώς εξελισσόμαστε και ενισχύουμε τη θέση μας στον κλάδο.

Σημαντική εργασία διεξήχθη στη φροντίδα ηλικιωμένων, διασφαλίζοντας ότι η ΠΡΟΝΟΙΑ εκπληρώνει τις υποχρεώσεις της ως πάροχος καθώς και τη συμμόρφωσή της στους ακόλουθους τομείς:

- Αλλαγή διακυβέρνησης παρόχων και ενίσχυση των απαιτήσεων Βασικού Προσωπικού.
- Εφαρμογή του Συμβουλευτικού Φορέα Ποιότητας και Συμβουλευτικού Σώματος Καταναλωτών.
- Επέκταση των Συμβάσεων του Κοινοπολιτειακού Προγράμματος Στήριξης στο Σπίτι έως το 2025.
- Ανταπόκριση στην Εισαγωγή των Γενικών Επιθεωρητών της Αναθεώρησης Φροντίδας Ηλικιωμένων σε συστημικά ζητήματα του Υπουργείου.

- Εισαγωγή του Κώδικα Δεοντολογίας Φροντίδας Ηλικιωμένων που περιγράφει με σαφήνεια τις συμπεριφορές που αναμένονται από τους υπαλλήλους, τους εθελοντές και τους εργολάβους μας.
- Εφαρμογή του Συστήματος Αντιμετώπισης Σοβαρών Συμβάντων (SIRS)

Φέτος είχαμε σημαντικές χορηγήσεις χρηματοδότησης σε προγράμματα, οδηγώντας σημαντικές πρωτοβουλίες στην παροικία, συμπεριλαμβανομένης της ειδικής χρηματοδότησης για την άνοια μέσω του προγράμματος «Μαζί πιο Δυνατοί» ύψους \$3.045.219 για την υιοθέτηση καινοτόμων μοντέλων φροντίδας που θα προσφέρουν πολιτιστικά ανταποκρινόμενη φροντίδα σε άτομα με πρόωρη άνοια και υπηρεσίες υποστήριξης σε φροντιστές σε Μελβούρνη και Τασμανία.

Η δέσμευσή μας για κοινοτική υποστήριξη αποδείχθηκε μέσω δραστηριοτήτων προσέγγισης της παροικίας, επιτυχημένων εκδηλώσεων συγκέντρωσης κεφαλαίων, συμπεριλαμβανομένου του φιλανθρωπικού γκαλά τον Ιούνιο που συγκέντρωσε \$48.500, τα οποία διατέθηκαν για πρωτοβουλίες εκπαίδευσης και υποστήριξης για την ψυχική υγεία. Με την υποστήριξη της παροικίας και των χορηγών της η ΠΡΟΝΟΙΑ συγκέντρωσε \$149.000 σε δωρεές τον τελευταίο χρόνο. Θα συνεχίσουμε να καινοτομούμε στις προσπάθειες συγκέντρωσης κεφαλαίων και θα συνεργαζόμαστε στενά με όλα τα ενδιαφερόμενα μέλη μας για να συγκεντρώσουμε κεφάλαια για να προμηθεύσουμε καινοτόμες υπηρεσίες στην παροικία.

Αναγνωρίζοντας τις προκλήσεις του εργατικού δυναμικού, εφαρμόσαμε στρατηγικά πρωτοβουλίες, συμπεριλαμβανομένων βασικών υπηρεσιών και υποστήριξης για το προσωπικό, που είναι εμφανή μέσω αύξησης μισθών, συνεχούς εκπαίδευσης και προγραμμάτων ανάπτυξης, διασφαλίζοντας εξαιρετική παροχή υπηρεσιών φροντίδας παρά το συνεχώς μεταβαλλόμενο περιβάλλον.

Οι προσπάθειές μας συνηγορίας, ιδιαίτερα στην αντιμετώπιση των αλλαγών της πολιτικής που επηρεάζουν τις πολιτισμικά και γλωσσικά διαφορετικές κοινότητες και τη φροντίδα ηλικιωμένων, τονίζουν τη δέσμευσή μας να γεφυρώσουμε τα πολιτισμικά κενά και να καινοτομούμε μοντέλα φροντίδας. Ακολουθεί μια λίστα με τις ανταποκρίσεις μας στις αλλαγές πολιτικής της κυβέρνησης:

- Μεταρρυθμίσεις στη Φροντίδα Ηλικιωμένων, 2^η

Διάσκεψη Φροντίδας Ηλικιωμένων

- Έκθεση Έρευνας Αποδεκτών Κατ' Οίκον Φροντίδας ACCPA – σχεδιασμός προγράμματος γύρω από: εγκρίσεις αξιολόγησης, εξατομικευμένα σχέδια υποστήριξης, συντονισμό και διαχείριση φροντίδας
- Μεταρρύθμιση Κατ' οίκον Φροντίδας ACCPA - Έκθεση Σχεδιασμού και Εφαρμογής
- Ανταπόκριση στη δημιουργία θέσης Γενικού Επιθεωρητή Φροντίδας Ηλικιωμένων
- Τα έγγραφα θέσεων Φροντίδας Ηλικιωμένων και του NDIS κυκλοφόρησαν στους αντίστοιχους Υπουργούς και Υπουργεία.

Κοιτάζοντας το μέλλον, δεσμευόμαστε να αναενώνουμε τις στρατηγικές μας προτεραιότητες, διασφαλίζοντας τη διαρκή ανάπτυξη και ανθεκτικότητα του οργανισμού. Η στρατηγική του ανθρώπινου δυναμικού μας θα επικεντρωθεί στην κλινική διακυβέρνηση, θα επικεντρωθούν στην κλινική διακυβέρνηση, διατηρώντας τα εξαιρετικά πρότυπα φροντίδας που αξίζουν οι πελάτες μας.

Εκφράζω την ευγνωμοσύνη μου προς την κυβέρνηση, τους εταίρους, χορηγούς, τους δωρητές και τα μέσα ενημέρωσης, για τη συνεχή υποστήριξή τους, επιτρέποντας στην ΠΡΟΝΟΙΑ να κάνει έμπρακτη διαφορά στην παροικία.

Ένα θερμό ευχαριστώ στο προσωπικό μας που έχει καταφέρει να φτάσει σε εργασιακά ορόσημα και ανυπομονώ να να γιορτάσουμε τη συμβολή όλων στην ΠΡΟΝΟΙΑ και στην κοινότητα.

Τέλος, εκφράζω την ειλικρινή εκτίμησή μου στο Διοικητικό Συμβούλιο, τη διοικητική ομάδα, το προσωπικό, και τους εθελοντές των οποίων η ατλαντεύτη αφοσίωση και δέσμευση συνεχίζουν να οδηγούν την επιτυχημένη πορεία της ΠΡΟΝΟΙΑΣ. Μαζί, παραμένουμε σταθεροί στην αποστολή μας να δημιουργήσουμε ένα διαρκή αντίκτυπο στην κοινότητά μας.



Τίνα Ντούβου-Σταθοπούλου
Διευθύνουσα Σύμβουλος

50th Anniversary Gala Celebration



17th September 2022



Board of Directors



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Nikki Efremidis
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John Lioupas
Business & Finance
Manager



Mary Sophou
Family & Community Services
Manager



Kelly Ioannou
Alpha Early Learning
Center Manager



Helen Bousounis
People and Culture
Manager *(til Mar 2023)*

A heartfelt thank you...

Business & Finance

John Lioupas *Manager, Business & Finance*



Kathy Karantzalis
Administrative Services Coordinator

Angela Papadopoulos
Administrative Services Officer

Stephanie Moutafis
Administrative Services Officer

Elena Vasiliadis
Administration Support (till April 2023)

Chrysanthi Votariss
Receptionist

Barbara Baldani
Administrative Services Officer (ABC)

Anthony Rallis
*Graphic Design, Brand and
Software Integration Officer*

Dorothy Hatzopoulou
*Communications and Community
Engagement Officer*

Eleni Zorbas
Events & Digital Marketing Officer

Fatima Ahmad
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Lillian Zhang
Finance Team Coordinator

Konstantina Kourtis
Finance Officer

Christina Zervoulis
Finance Officer

Dibin Sasidharan
Finance Officer

Supattra Cochrane
Finance Officer

Vandana Shukla
Finance Officer (till August 2022)

Aged & Co-ordinated Care Unit

Nikki Efremidis *Deputy CEO, Manager, Aged & Coordinated Care*



Peter Andrinopoulos
Community Support Program Coordinator

Sophia Koutes
HCP Program Coordinator

Magdalini Pavlidou
Brokered Services Program Coordinator

Fotini Zahariou
Brokered Services Coordinator

Anastasia Koussis
*Brokered Services Coordinator
(till January 2023)*

Yasmin Miceli
NDIS Program Support Coordinator

Stamatia Sofronidou
HCP Team Leader

Paraskevi Tsingas-Dentsas
*Senior Coordinator Volunteer
Workforce Development*

Mary Gouridine
PAG Team Leader

Georgios Gounaris
HCP Recruitment & Intake Officer

Katy Karabatsos
HCP Recruitment & Intake Officer

Marie Kyriakidis
HCP Customer Services Officer

Malama Koupanis
HCP Service Coordination Officer

Stavros Gkotsis
HCP Service Coordination Officer

Nick Koutroubis
*NDIS Support Coordination Officer
HCP Case Manager (till March 2023)*

Anastasia Psarreas
HCP Case Manager

Dimitra Petropoulos
HCP Case Manager

Elissavet Kaltzi
HCP Case Manager

To our amazing staff, selfless volunteers and the dedication of our senior management team for their unwavering commitment

Irene Mantzis
HCP Case Manager

Julie Gakopoulos
HCP Case Manager

Kostandinos Grampsas
HCP Case Manager

Maria Frangos
HCP Case Manager

Mary Kalona
HCP Case Manager

Mary Maragos
HCP Case Manager

Sofia Anninou
HCP Case Manager

Michael Moskiou
HCP Case Manager

Sophie Tsetsos
HCP Case Manager

Tina Tsioutras
HCP Case Manager

Eleonora Bifsa
Brokered Services Officer

Lisa Galanis
Brokered Services Officer

Ellen Grouios
Rostering Services Officer (till July 2022)

Esrael Tadese
Rostering Services Officer

Helene Tzamouranis
Rostering Services Officer

Kathy Sarellas
Rostering Services Officer (till July 2022)

Sophie Manaveris
Rostering Services Officer

Spyridoula (Pepie) Choimpou
Rostering Services Officer

Stella Liappis
Rostering Services Officer

Gerbidave Riconalla
Community Registerd Nurse

Guanyi (Grace) Wang
Community Registerd Nurse

Fotini Dimidou
SSP Officer

Tanya Beavis
CVS Officer

Alexandra Kromidas
PAG Supervisor

Roula Plakourakis
PAG Supervisor

Cathy Loschiavo
PAG Supervisor & Community Care
Worker Centre Based

Christodoulos Dimokranitis
PAG Supervisor & Community
Care Worker Centre Based
(till December 2022)

Valbona Terolli
PAG Supervisor & Community Care
Worker Centre Based

Marsha Minas
PAG Supervisor & Community Care
Worker (Home & Centre-based)

Georgia Holton
Respite Program Officer (till July 2022)

Helen Giotas
Respite Program Officer

Panagiotis Panagiotidis
Respite Program Officer (till June 2023)

People & Culture

Helen Boussounis *Manager, People and Culture (till March 2023)*



Anna Pelosi
HR Administrator

Eddy Appasamy
HR Advisor

Michele De Angelis
Recruitment Specialist (till December 2022)

Michelle Yacoub
Recruitment Specialist (till August 2022)

Rosemarie Davies
Recruitment Specialist (till August 2022)

Thomas Budahazi
Compliance and Recruitment Officer
(till March 2023)

Family and Community Services Unit

Mary Sophou *Manager, Family & Community Services*



Katherine Barbakos
*Clients and Community
Services Coordinator*

Anestis Mavrides
*Project Worker
Carers Engagement*

Antonios Anagnostou
Family Counsellor (till November 2022)

Antonios Maglis
*Community Engagement
and Capacity Building Officer*

Evangelia Kladou
Case Worker

Danny Milovanovic
*Family Violence Prevention
and Response Trainee*

Evangelia Kladou
Case Worker

Hui (Vivienne) Wang
Migration Agent (till May 2023)

Konstantinos Tsakoumis
*Promotions and Community
Engagement Officer*

Kelly Tsagournos
*Family Violence Prevention
Project Worker*

Ilias Vogiatzis
Case Worker

Lucy Louca
Family Counsellor

Samantha Stathopoulos
Family Violence Project Assistant

Theodore Davoutis
Counsellor

Vasiliki Paroulidou
Migration Support Worker

Children Services Unit

Kelly Ioannou *Children's Services Manager*



Roulla Contopoulos
Administrative Services Officer

Anna Giannopoulos-Grigoriadis
Early Childhood Educator

Aikaterini Grammenou
Educator

Andrea Pei Ying Ng
Educator

Debbie Dagli
Educator

Divina Bai
Educator

Eirini Barotsaki
Educator

Eleni Pirdis
Educator

Eva Kalatheris
Educator (until February 2023)

Frances Brett
Educator

Hoi Lam (Helen) Li
Educator (until August 2022)

Iqbal Kaur Hayer
Educator (until September 2022)

Iris Gavrilovics
Educator (until November 2022)

Joanna Zotos
Educator (until August 2022)

Koyal Chand
Educator (until June 2023)

Maria Kourli
Educator

Nina Belskaya
Educator

Theodora Palavras
Educator

Angela Vidinopoulos
Kindergarten Teacher

Marissa Maria Susantio
Assitant Educator (untill April 2023)

Politimi Savvinos
Cook

Vicky Mesarvithis
Cook

Office of the CEO

Tina Douvos-Stathopoulos *Chief Executive Officer of PRONIA*



Rebecca Brickley

Executive Assistant (till April 2023)

All Best Care

Alison Reberger
 Amani Hassan Ibrahim
 Amerah Najafi Nezhad
 Anisha Bhatia
 Anita Sufizada
 Balsam Kori
 Bipana Khanal
 Cheuk Yin (Tammy) Lui
 Diksha Chadha
 Dilara Yeasmin
 Fatma Ozturk
 Ghazala Rashid
 Havin Albotani
 Hina Mairaj

Huifang (Wendy) Zeng
 Jenisha Tamrakar
 Jeremy Precel
 Jiahui Huang
 Julie A Andrews
 Nahid Osman
 Nasrin Begum
 Nasrin Karbasi
 Nicole Tee
 Olfat Elmasri
 Olga Rohde
 Pratibha Sudhir Patil
 Rebecca Segar
 Roohi Mohammad

Roslyn Carney
 Safa Suliman
 Sarah Hooper
 Semira Yassin
 Shereen Marouf
 Sow Leng Chan
 Thi Viet Thinh Phan
 Vasantha Chandrakaran
 Wei Huang
 Weronika Gzik
 Yan (Sue) Qiang
 Yianna Tzimas
 Ying (Joyce) Zhou

Community Care Workers

Aikaterini Tzamerikou
Alexandra Moularas
Alexandra Alexiadis
Alexandra Chatziopoulos
Alexandra Hondros
Alexandra Niarhos
Alice Kaloutsakis
Almaz Desta
Anastasia Halidas
Anastasia Mendrinou
Angela Vlahos
Angela Bozovitis
Ankita Khattar
Anna Avramopoulos
Anna DeVincenti
Anna Georgiou
Anna Tsangaris
Anthoula Tsoli
Antigoni Marangos
Antonios Pandelidis
Archie Argyropoulos
Aristea Filippakis
Basiliki-Vicky Bantelas
Charalampia Katritsi
Charalampos Peidis
Chrissoula Katsaros
Christos Agneskis
Connie Vamvoulidis
Despina Kiriakidis
Despina Sisois
Desy Hardyani
Dimitra Marrocco
Dimitra Papadimitriou
Dimitrios Mavroudis
Dimitrios Asimakopoulos
Dionisia Lelekis
Doris Mitropoulos
Efsthia Grapsa
Efthalia Tanagia
Eleni-Helen Zamouzaris
Elisavet Ioannidi
Fay Moros
Georgia Maina
Georgia Polydorou
Georgia Vlassopoulos
Georgina Tsoukas
Georgios Aravanis
Georgios Faklaris
Gina Browne
Gregory Mihalakos
Helen Kourkoutzelos
Helen Bakatsoulas
Huda Ahmed
Inha Zhukova
Jennie Nguyen
John Milas
Joyce Frittolini
Kalliopi Papagianni
Katherine Koutsantonis
Katina Georgiadis
Khosrow Dezfouli
Konstantinos Kyriakidis
Kylie Dalton
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Lita Markou
Loula Karefilakis
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Maria Kefalas
Maria Lazari
Maria Christakis
Maria Kermali
Maria Magkoulis
Maria-Paraskevi Bakopoulos
Mary Perera
Mary Vella
Mary-Ann Bitsikas
Meropi Douka
Nilani Dona
Nishalka Perera
Nomiki Tsikouris
Olga Vlahos
Olga Curley
Olga Psyllos
Paraskevi Kosmas
Penelope Papadelis
RaghuRam Vantipalli
Rajendra Chand
Rita Kontopoulou
Roula Bhowan
Siti Norohadzniati Mohammad
Noor
Sofie Dangas
Spiros Doufexi
Tang Jintao
Thalia Andrews
Theodora Mavrogiannis
Theodora Anna Charalambidis
Theodoros Trifon
Tung Chu
Valma Bayiartakis
Vicky Emsley
Victoria Scarfo
Voula Theodoridis

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
Soula Bouras
Asimina Castos
Aikaterini Choleva
Constantine Constandineas
Vassiliki Crilis
Angela Dalianis
Dora Diakoumakos
Anastasia Di Loreto
Elizabeth Dimopoulos
Efthalia Galanakis
Irene Gatsis
Joanne Giannitsis
Maria Giamoukoglou
Helen Giannopoulos
Georgios Goltsios
Fonda Xenophon Goniadis
Efi Gounaris
Georgia Gourdouros
Kalliopi Hatzigiakov
Dana Iliadis
Marlies -Dorthe Johnson
Elizabeth Kalaitzis
Anna Kaloudis
Kyriaki Kalpouzos
Maria Kantianis

Maria Karabatsos
Elizabeth Karafillis
Eleni Karafyllidi
Glykeria Karaikos
Alexandra Kargiotis
Tina Karlos
Poppy Kefaloukou
Sophia Kemeridis
Helen Kofteros
Aspasia Kolokythas
Soumela Konstantinidis
Paraskevi Koparanidou
Elpis Korosidis
Melba Korras
Despina Kosmas
Georgia Koulouris
Niki Koutrouza
Helen Krokos
Helen Lantouris
Helen Lazaropoulos
Stella Loukas
Stella Mahri
Georgia Amalia Maina
Panagiota Mavroulis
George Michaelidis
Christos Michalakis
Maria Michalopoulos
Harry Misogtes
Nicoletta Mitropoulos
Maria Moschoyiannis
Stylianos Mylonakis
Emmanuel Antonis Nicholaides
Christoula Nicolaou
Eleni Paliogianis
Christine Panagiotou
Anastasia Pantelidou
Paraskevi Papadopoulou
Susie Papafotiou

Pigi Papamakarios
Georgia Papanikos
Eleni Papavasileiou
Con Paradisi
Anna Parellis
Anna Pasakalos
Stefania Patsiolis
Athanasios Patsouris
Panagiota Pavlidis
Eleni Pehlivanis
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Evangelia Pilakis
Dionisia Politis
Athanasios Provataris
Maria Psarakis
Athina Raftopoulos
Voula Rentzis
Ann Rozanitis
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Agathi Savva
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Vicki Simoglou
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Panagiotis Striglogiannis
Spiridoula Theologou
Tina Tsakonas
Penelope Tsekouras
Vasilios Tsiakataras
Maria Tsoulfa
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Mary Vella
Dimitra Vergou
Andriana Vouterakos
Konstantinos Xenos
Sakris Mathaios Zournatzian



Nurturing Futures and Strengthening Family

Family and Children Services

PRONIA recognises the paramount importance of quality services and programs for children and families in fostering the optimal growth and development of our young ones. Families require support to effectively address the developmental needs of their children and to navigate the various challenges they may encounter.

At PRONIA, we are unwavering in our commitment to providing high-quality, accessible, and diverse programs that enrich children's development and offer comprehensive support to families.

Alpha Early Learning Centre (ELC), in particular, plays a pivotal role in this mission by offering a wide range of programs tailored to preschool children, designed to bolster their educational, social, and emotional growth. In addition, we extend our support to parents through various established programs, such as Family and Relationship Services and Carer Support Initiative.

Alpha ELC, as a community-based early childhood center with over 46 years of experience, we remain steadfast in our commitment to providing a wide spectrum of learning

62

children Alpha serviced in the 2022-2023 financial year

46

years of experience as a community-based early childhood center

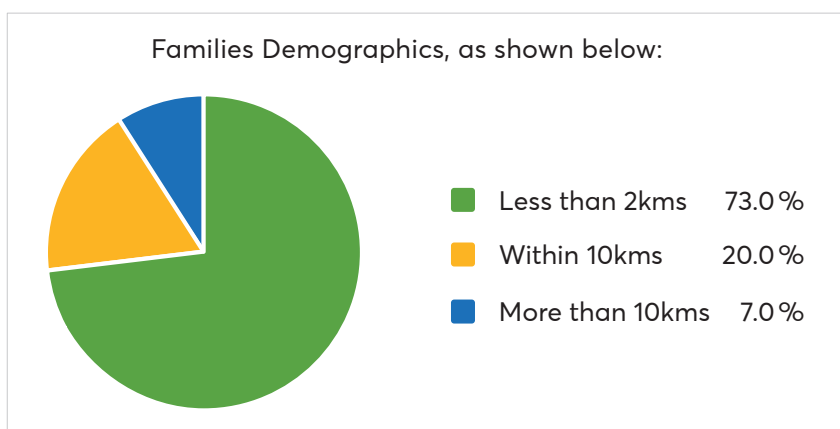
30

kms travelled to access our services



experiences for children aged 3 months to 5 years within a secure and nurturing environment. Alpha takes pride in delivering a Greek bilingual program and celebrates multiculturalism by offering programs that embrace diverse cultures.

In the 2022-2023 financial year, Alpha serviced 62 children, with 13 participating in the 3 and 4-year-old Funded Integrated kindergarten program. A significant portion of our families, approximately 73%, reside in close proximity to the center, with another 20% living within a maximum



distance of 10 km. The remaining 7% of families travel up to 30 km to access our services. Notably, this year, we observed an increase in the number of families residing within a 2 km radius of our center.

Feedback from our families indicates that they are willing to travel greater distances to benefit from the Greek language program, the continuity of care, and the quality of services we offer.

Families represent many multicultural backgrounds, with 77% being Australian-born. Other countries of origin include Sri Lanka, Lebanon, Cyprus, India, South Africa, Russia, Germany, El Salvador, the United States of America, and New Zealand. This diversity has greatly enriched the development and education of our children, fostering an understanding of countries around the world, multiculturalism, and an appreciation for cultural diversity. Moreover, parents communicate with us in a variety of languages, including Greek, Arabic, Hindi, Russian, German, and French. Notably, children of Greek heritage make up 30% of our enrollment, a significant increase from previous years.

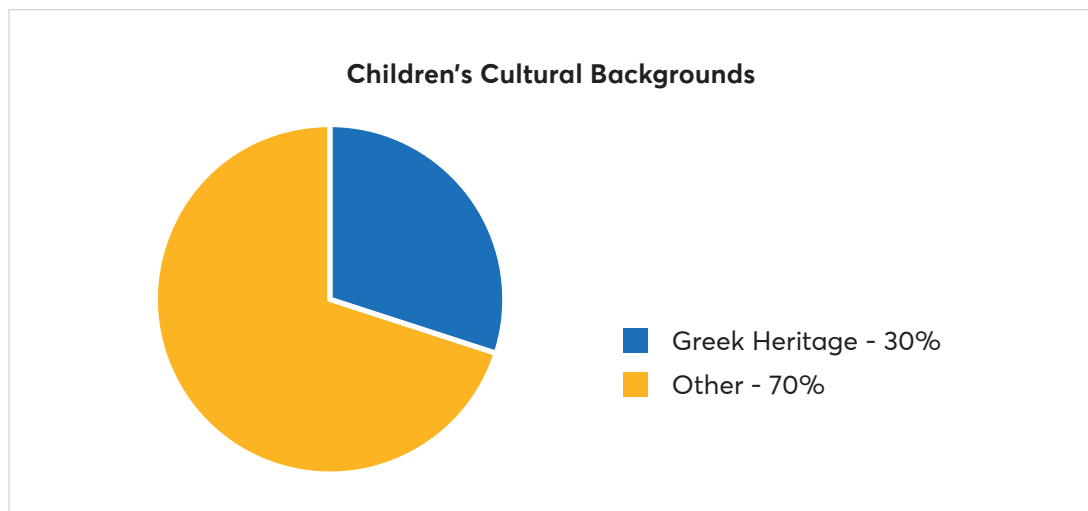
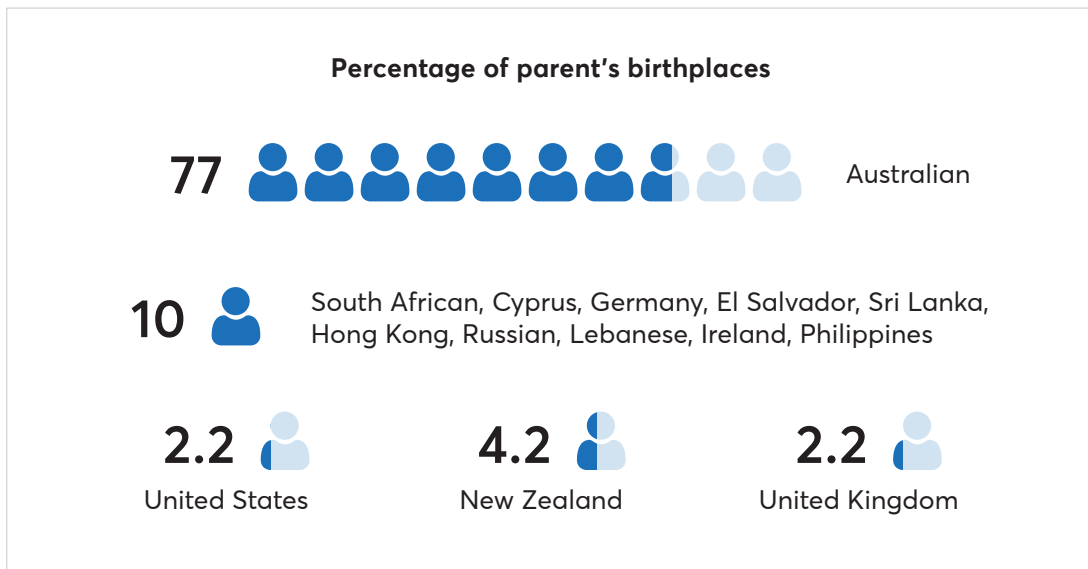
To further enrich the language capabilities of our children, we offer an Early Childhood Languages Program that supports the development of the Greek language through the addition of a funded educator. Kindergarten children are also exposed to the Early Learning Languages Australia (ELLA) Program, which facilitates their learning of Japanese. Such exposure to multiculturalism not only broadens children's horizons but also instills values of respect and appreciation for cultural diversity.

Children with additional needs, such as those with language delays, hearing impairments, and autism, receive dedicated support from additional educators. Our primary objective is to ensure that every child reaches their full potential, thereby enabling them to participate fully in mainstream education.

We remain committed to our mission of providing quality services and programs that empower children and families to thrive. Maintaining partnership with key stakeholders is crucial in achieving a lasting impact on the lives of children and families in our community.



Family Cultural and Language Backgrounds



Below is a comprehensive overview of the services and programs offered by Alpha ELC, with a specific focus on our commitment to education, diversity, and community engagement.

Service Provision

Alpha ELC is dedicated to creating a positive, nurturing environment that enriches each child's experience, promoting self-esteem, development, competence, and resilience. Our holistic approach to education ensures that every child feels unique, valued, and safe. We also recognize and acknowledge the importance of Indigenous People, their culture, and history, fostering a sense of belonging and respect for the land's original custodians.

Our Greek Bilingual and multicultural, play-based program is designed to be inclusive of children from diverse backgrounds and abilities.

This program plays a pivotal role in supporting children's development and readiness for primary school, ensuring they reach their full potential.

At Alpha ELC, collaboration with families and the community is of paramount importance. We are proud to share that we have achieved an exceeding rating in the area of partnerships with families and the community in our latest assessment and rating conducted by regulatory authorities. As part of our service provision, we have delivered 2,695 hours of education and 735 freshly prepared and cooked breakfasts, lunches, and afternoon tea.

Programs

Alpha ELC has demonstrated ongoing commitment to providing continuous care to children without disruptions to their education. We have also supported local and international students aspiring to become educators, contributing to the professional development of the next generation of educators.

Our educators at Alpha ELC have gone above and beyond to maximize learning opportunities, ensuring that children achieve their goals and reach their highest possible outcomes. This

commitment extends to teaching children new songs, including Indigenous songs and acknowledgments of Country, which are presented both in person and on the radio. These activities boost children's self-esteem and confidence. Our Reconciliation Action Plan further supports knowledge around Indigenous peoples and instills in children respect and awareness of multiculturalism and the importance of embracing diversity within our community.



Kindergarten Program

Our integrated 3-year-old and 4-year-old Kindergarten model at Alpha is play-based, allowing children to experience learning in an enjoyable and interactive manner while developing essential skills for primary school. The long-day care environment provided supports uninterrupted opportunities for children's growth in numeracy, literacy, socialization, cognitive development, and overall health and wellbeing.

Excursions are an integral part of our program, enabling children to explore nearby schools, parks, learn about Indigenous cultures, visit

supermarkets, and familiarize themselves with various landmarks, all while getting to know their community. These experiences also help children understand the importance of environmental care, sustainability, and respect for the land they interact with.

Additionally, our supplementary programs, such as Kinder Dance, Mime, and Sports, contribute to children's motor and coordination development, enhance their imagination, and improve their overall wellbeing as they explore various themes, learn new movements, and nurture their creativity.



Greek Language Program

Alpha ELC has successfully secured funding for another year of language delivery, enabling children to continue learning Greek within our kindergarten program through the Early Childhood Languages Program. This enriches our Greek Bilingual Program and offers children greater opportunities to embrace multiculturalism, diversity, and community awareness. It also stimulates cognitive and literacy development while introducing them to various forms of music and dance.

One of the highlights of our Greek Language

Program is the end-of-year concert, where children showcase their achievements in another language to their parents and grandparents, creating an exciting and memorable experience for all.

In addition to our Greek Language Program, we offer the interactive Electronic ELLA Program, allowing children to learn the Japanese language, a choice approved by the DET. This program aids in preparing children for primary school while enhancing their understanding of diversity and multiculturalism.

Incursions

Incursions are an essential component of Alpha's program, providing education about various life cycles, including activities such as chicken hatchings and rabbit care programs. These experiences enable children to interact

with and care for animals, enhancing their understanding of where our food comes from. We also celebrate Indigenous culture, NAIDOC Week, Chinese New Year, African Drumming and music, and engage children with puppet shows.

Environment and Sustainability

Alpha ELC is in its third year of implementing electronic means for reporting on Children's Development and Learning Outcomes. This approach ensures that the children's educational journey is always accessible for many years to come, while also promoting efficient communication with families and reducing paper and printing.

Alpha ELC remains committed to providing high-quality care early childhood education, fostering diversity, community engagement, and sustainable practices.



Family and Relationship Services

PRONIA's Family & Relationship Services (FaRS) program, funded by the Department of Social Services, is committed to offering comprehensive initiatives aimed at fostering the mental health and overall well-being of individuals, families, and the community at large. Our overarching goal is to strengthen family bonds, encourage community engagement, and foster meaningful connections.

Our services cater to clients through personalised individual or family counselling, as well as primary early intervention and prevention programs. These encompass a spectrum of activities, including community workshops, webinars, and informational sessions designed to empower individuals and families, promoting resilience, positive relationships, and sustained emotional well-being.

Counselling, a foundation of our offerings, provides professional support and guidance in navigating personal or psychological challenges. Through active participation, clients

gain a deeper understanding of their struggles, explore diverse approaches to addressing these challenges, develop effective plans for change, and elevate their self-awareness.

Distinguishing ourselves as the only Greek bilingual/bicultural counselling service in Victoria, we draw Greek-speaking migrants seeking assistance in managing life's complexities. Furthermore, our service has begun to attract second-generation clients who, while not facing language barriers, seek a culturally responsive experience.

The continuous community information and awareness initiatives have brought about a gradual acceptance of counselling services. This has resulted in clients seeking help for issues that were once considered taboo or carried social stigma, such as family violence and elder abuse.

Delivery of counselling services to individual clients is flexible, with sessions offered in person at our two service locations (Brunswick

and Clayton Community Centre), over the phone, online, or through home visits for those with mobility and vulnerability concerns. While in-person sessions have seen a gradual increase this year, the telephone remains the preferred option for many clients, who appreciate the convenience, particularly in light of the changes brought about by COVID restrictions.

In the current year, the Counselling service provided a total of 372 sessions to 84 individual clients. Notably, we have witnessed an increasing number of second-generation Greek Australians seeking assistance with intergenerational trauma, carer stress, and other complex issues. Additionally, newly arrived Greek migrants have turned to our service for support in navigating family relationships and addressing mental health concerns as they adapt to a new country and way of life.

Common themes among clients engaging in individual counselling sessions include isolation and loneliness, family conflict, grief, loss and bereavement, illness and frailty, carer stress, mental health challenges (such as depression and anxiety), relationship breakdown, domestic violence, and elder abuse.

The workshops, webinars, and community information sessions have made a significant impact, reaching over 220 participants through 12 events. In collaboration with Anglicare/Parentzone, seven parenting webinars were conducted, attracting clients from diverse culturally and linguistically diverse backgrounds. Topics covered ranged from managing children's difficult emotions to establishing school routines and conducting family meetings.

Moreover, we presented two in-person and one online community seminar on depression, stress management, and overall well-being, drawing over 20 participants. Additionally, we delivered two educational sessions to over 50 professionals on the topic of "Delivering culturally inclusive practice" at Caulfield Community Health Services.

Collaborations and Partnerships

Strong collaboration with other service providers remains a significant source of counselling referrals for Greek speaking clients, as PRONIA's presence in the community grows. These partnerships and professional networks have also provided valuable pathways to external services to ensure our clients receive culturally appropriate care.

Our Counselling services continue to be promoted to Melbourne's Greek community through PRONIA'S Greek radio program, the publication of relevant educational articles in Greek newspaper and newsletters and through promotional emails, flyers and representation at professional networks.

During the year, our Counsellors have also contributed to staff well-being programs, aimed at promoting self-care and wellness.

For the second year in a row, our Counselling team delivered a presentation at the Family and Relationships Services Australia (FRSA) national conference, held in May 2023. Our presentation, "Cultural Bereavement, its impact on families and service options and accessibility" was well attended and received with interest. Over 500 delegates from across Australia participated in this year's conference.

Our Counselling service was also accepted to participate in the FRSA (Community of Practice pilot project; the project has now been extended and PRONIA continues to be represented in this national forum.

Quality & Compliance

At PRONIA, our strong commitment to quality and compliance forms the cornerstone of our operations. We take pride in our robust quality framework, our initiatives, and the successful quality programs that have played a pivotal role in serving and supporting the Greek and broader community. This report outlines our dedication to quality, our adherence to compliance requirements, and the significant developments in our continuous improvement efforts.

1. Quality and Compliance Initiatives

A Clinical Governance Committee Oversight

The Clinical Governance Committee has diligently overseen our Clinical Care Program, ensuring the implementation of core clinical care processes and achieving high-quality clinical outcomes for our clients.

B Adoption of New Standards

PRONIA has adopted the new standards for Approved Personnel and Governance Responsibilities, leading to the establishment of the Quality Advisory Committee and the Consumer Advisory Body under the proposed new Aged Care Quality Standards. This development reflects our commitment to ensuring the highest standards of care.

C Strengthened Clinical Care Governance

We have expanded our clinical care team to enhance our ability to deliver critical clinical care to our diverse client cohort, further emphasizing the importance of quality in our services.

D NDIS Program Audit

Our NDIS Program successfully completed its midterm NDIS Audit, meeting all standards, underscoring our dedication to providing excellence in disability services.

E Food Safety Compliance

PRONIA has successfully completed and passed all food safety audits associated with our planned activity program, ensuring the health and safety of our clients and staff.

F Stringent Screening and Reporting

We have diligently undertaken all required checks, including police checks, working with children checks, NDIS Employee Screening Checks, VIT, and First Aid training, to ensure the utmost safety and security for our clients and staff. Furthermore, we have met all mandatory reporting requirements for both Federal and State Government funding allocations.

G COVID-19 Compliance

PRONIA has consistently maintained all COVID-19 sanitization protocols and compliances, including the completion of mandatory COVID registers, promoting a safe and healthy environment for our community. Covid safe plans and business continuity plans were maintained during this period.

2. ALPHA Early Learning Centre Achievements

- A Accreditation Success**
 The Centre underwent an accreditation and rating assessment, maintaining compliance, meeting all quality standards receiving an 'Exceeding Rating' in Family and Community Participation.
- B Food Safety Excellence**
 ALPHA participated in a Food Safety Assessment and earned an 'Excellent Rating' in Food Safety, reflecting our commitment to safety in our childcare services.
- C COVID-19 Compliance**
 ALPHA Early Learning Centre ensured full compliance with all COVID-19 protocols, ensuring the safety of all children, families, and staff.

3. Continuous Improvement Initiatives

- A System Improvements**
 We have proactively focused on system improvements and restructuring in anticipation of the Aged Care Reform changes scheduled for 2025.
- B Aged Care Reform Challenges**
 PRONIA has adapted to the rapid pace of the Aged Care Reforms, which have necessitated significant changes within the Aged and Coordinated Care Unit. Our team has worked tirelessly to implement these changes within the required timeframes to remain compliant with industry standards.
- C Industrial Relations Changes**
 PRONIA has adapted to changes within the SCHADSI Awards, which have affected minimum shift times, rosters, care plans, and budgets. Additionally, the Wage Case led to a 15% wage increase for community care workers and nurses.
- D Assurance Review Impact**
 PRONIA, like many other providers, underwent an Assurance Review, resulting in changes to core and package management fees across the sector.
- E Serious Incident Response Scheme (SIRS)**
 PRONIA successfully implemented the Serious Incident Response Scheme (SIRS) introduced by the Aged Care Quality & Safety Commission, centralizing incident reports and investigating serious incidents, further emphasizing our commitment to safety and quality.
- F Technological Improvements**
 Implementation of new client management software Visual Care providing better management and visibility of programs and improved efficiency in reporting and fully implemented HRM software Employment Hero.

In conclusion, PRONIA remains dedicated to upholding the highest standards of quality and compliance, consistently striving for excellence and innovation in our services. We thank our dedicated teams for their hard work and commitment to achieving these exceptional outcomes, and we look forward to continuing our journey toward excellence in the coming year.

Early Intervention, Lasting Prevention, Community Progress.



Prevention & Early Intervention

In our ongoing commitment to addressing societal issues and conditions that significantly impact the health and wellbeing of individuals, including aspects such as general health, mental health, safety, the risk of homelessness, and substance abuse, we firmly believe that prevention is paramount. We acknowledge that early intervention is a vital component of our strategy, serving as a secondary form of prevention that enables us to identify and provide effective support to individuals, particularly those who are marginalised and susceptible to poor outcomes.

Our services to individuals, families, and communities are deeply rooted in the fundamental principles of preventing issues

before they escalate into major challenges. We are dedicated to intervening early to identify potential risk factors and promote protective measures.

Central to our approach is the notion of investing in prevention and early intervention programs. By doing so, our services are designed to tackle the root causes of societal issues, support resilience, facilitate skill development, and foster capacity building within communities. To effectively achieve this, it is imperative for our organisation to remain abreast of the evolving needs and priorities within the community, ensuring a timely and efficient response in the design and delivery of prevention and early intervention programs.

PRONIA's prevention and intervention services span a wide spectrum of programs encompassing physical health, mental wellbeing, legal information provision, and family violence.



Clinical Care Program

In the 2023-2024 financial year, PRONIA introduced its Clinical Care Program within the framework of clinical governance with the primary objective of enhancing clinical care outcomes for participants enrolled in the Home Care Program (HCP). A dedicated team of four skilled nurses was appointed to deliver clinical care services directly within the participants' residences, operating under the guidance and oversight of the Clinical Governance Committee.

PRONIA's nursing team collaboratively engaged with individual clients, their respective caregivers, and case managers to ensure the comprehensive identification, assessment, ongoing monitoring, and treatment of clinical care needs, all with the ultimate goal of achieving significant enhancements in clients' physical health and overall well-being.



To ensure a vigilant approach to client care, a robust traffic light risk management system has been implemented, categorizing clinical risks into low, medium, and high levels.

This system is instrumental in tailoring care plans to be highly responsive to each client's unique and evolving needs.

The Clinical Care Team's dedication to ongoing clinical monitoring and timely intervention not only fosters effective care management within the comfort of clients' homes but also serves as a proactive measure to minimize hospital admissions and avert the necessity for permanent residential care whenever possible. By consistently providing personalised, high-quality care, our team is committed to making a positive impact on the lives of our clients, fostering improved health and well-being.

Short Term Restorative Care

PRONIA's has successfully delivered the Short Term Restorative Care (STRC) in the 2022-23 financial year continuing its commitment as the leading ethno-specific service provider for the Greek Community in Victoria, delivering vital STRC packages.

During the reporting period, PRONIA extended its support to a total of 62 STRC clients. This client base consisted of 55 individuals in the Northern region and 7 in the Eastern region, maintaining 20 STRC packages ensuring that eligible and assessed clients had access to essential allied health and reablement services under an eight-week (56-day) STRC program.

The primary objectives of the STRC Program are centered on creating an early intervention initiative aimed at mitigating and potentially reversing the functional decline experienced by older individuals. By addressing their medical, physical, social, and psychological needs over the 56-day program, we aim to enhance their overall well-being.

We are driven by the mission to delay the transition of our participants into higher levels of care, including residential aged care, and we strongly advocate for preserving the independence of the Greek community's aging population.

PRONIA's service delivery takes place within a home-based care setting. Many clients who have successfully completed the STRC program have seamlessly transitioned to CHSP (Commonwealth Home Support Program) or Home Care Package services, further extending their ability to maintain their independence.

We remain committed to delivering high-quality STRC services and are dedicated to promoting the well-being and independence of our clients. As we move forward to next year, we look forward to expanding our reach within the Greek and broader community.



Key components of the STRC Program encompass a range of services, including:

- Physiotherapy visits
- Occupational therapy visits
- Other allied health services (e.g. speech therapy, podiatry, audiology, and diversional therapy)
- Psychology and counselling support
- Provision of aids and equipment
- Nursing care (e.g., medication management, continence support, and wound management)
- Personal care and assistance
- Domestic duties and cleaning services
- Facilitation of community engagement and socialisation
- Meal preparation and nutritional advice
- Transportation services

Additionally, aids and equipment provided as part of the program include:

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

Furthermore, home modification include:

- Ramps for safe access to the home
- Installation of handrails
- Minor bathroom modifications

Greek Cardiac Rehabilitation Program

The Greek Cardiac Rehabilitation Program has been in operation since 2004 and is delivered in partnership with the Royal Melbourne Hospital. The program is unique in Australia as it is the only bilingual cardiac rehabilitation initiative, designed to extend support to individuals who have suffered cardiac events or are at risk of heart-related conditions. Our focus is to deliver these services in a culturally responsive context, providing participants with the opportunity to engage in exercise, gain knowledge about cardiovascular health and significant social issues, and foster strong connections with fellow participants, thereby enhancing their emotional well-being.

Over the past year, we have observed a substantial rise in the number of referrals and program participation. Specialist Cardiac Nurse, Mrs. Kathryn Kelly, has played a pivotal role in our program, delivering informative cardiac-related educational sessions for 45 minutes bi-weekly. During these sessions, participants receive valuable insights into heart health and post-operative treatments while feeling at ease to pose questions that may have been challenging to ask within a medical clinic due to language barriers. Creating a safe and welcoming environment encourages participants to seek much-needed assistance and support following a life-altering health event. Furthermore, our program integrates guest speakers who address key topics, events, and information sessions.

Participation in the Cardiac Rehabilitation Group is contingent on a referral from a medical practitioner or allied health professional, which is crucial in identifying the suitability of individuals for the program and any other conditions requiring monitoring. Our physiotherapists, who administer the physical exercises, provide tailored, person-centered support to participants.

Currently, we is an average of 36 attendances per week, organized into two separate groups. The increase in numbers over the past year has enabled the program to expand into two

groups, implemented during the last month of the financial year.

The Greek Cardiac Rehabilitation Program is structured into two segments: a 45-minute physical exercise component and a 45-minute lighter exercise or information session. This year, our information awareness sessions have covered a wide range of topics, including:

- Mediterranean diet and its benefits
- Chronic pain management
- Mental health and destigmatization
- Panic attacks and coping with stressful events
- Strategies to increase daily exercise at home
- Tips for making healthier and smarter dietary choices
- Understanding and managing heart health
- Identifying factors contributing to heart disease
- Ways to safeguard heart health and general well-being
- The importance of social engagement
- The post-pandemic impact on the lives of heart patients

We are committed to delivering these sessions and promoting the well-being of our participants. We look forward to continuing the program which is dedicated to providing comprehensive support to our community.



Legal Information and Referral Service

PRONIA's Pro Bono Greek Legal Information and Referral Service has been operating over two decades. This service has been a valuable resource for our community, facilitating access to legal information and referrals to external legal bodies, such as Victorian Legal Aid and Community Legal Centres, for a diverse range of legal matters.

In the 2022-2023 financial year, a total of one hundred and fifteen (115) clients utilized PRONIA's Pro Bono Greek Legal Information and Referral service. This service, provided by professional bilingual volunteer solicitors, operated on a fortnightly basis and conducted phone consultations on specialized legal subjects.

The legal matters covered by the service included:

- Power of Attorney (POA)
- Wills and Probate
- Family Law
- Property Law
- Overseas Property Inquiries
- Guardianship
- VCAT (Victorian Civil and Administrative Tribunal) Matters
- Tenancy Issues
- Neighboring Disputes
- Owners Corporation Matters
- Aged Pension
- Family Violence Intervention Orders

We would like to extend our heartfelt gratitude to the Volunteer Legal Practitioners who dedicated their time and expertise to make this service possible. In particular, we wish to express our sincere appreciation to the following individuals for their outstanding contributions: Con Stamopoulos, Georgia Barbayiannis, Thea Milides, Helen Delidis and Valerie Yiannakopoulos.

Their commitment to serving the community and providing essential legal assistance is commendable and greatly valued. PRONIA remains committed to delivering high-quality support to our community, and we are excited to continue our efforts to expand and improve our services in the coming year.

**We look forward to the ongoing support
of our dedicated volunteers and partners.**



20+

years operating PRONIA's
Pro Bono Greek Legal
Information and Referral
Service

115

Clients utilised PRONIA's
Pro Bono Greek Legal
Information and Referral
service in FY 2022-2023

12

Legal services covered



PRONIA's Commitment to Addressing Family Violence and Elder Abuse

For more than four decades, PRONIA has been a dedicated advocate within the Greek and broader communities, addressing the critical issues of Family Violence and Elder Abuse.

We have placed a strong emphasis on prevention and early intervention services, fostering awareness, education, response, and facilitating access to relevant support services. Through longstanding collaborations and the knowledge cultivated over the years, PRONIA has established a robust foundation for tackling family violence and elder abuse in both the Greek and wider community.

Continuous funding over the years has enabled us to undertake a range of projects aimed at preventing and raising awareness about Elder Abuse and Family Violence, including the design and implementation of respectful relationships projects. Presently, we have secured funding from the Federal Government to engage young adults in discussions on gender equality. Simultaneously, funding from the State government has provided us with opportunities to attract new team members through traineeships, enhance our internal and external capacities, and initiate innovative projects to develop in-language resources.

PRONIA remains committed to aligning all our services and programs with the Multi-Agency Risk Assessment and Management (MARAM) requirements to ensure our compliance with the amendment to the Family Violence Protection Act 2008.

Current Initiatives in Family Violence Response and Prevention

While PRONIA may not be classified as a “specialist” family violence organization, we play a vital role in supporting and responding to initial requests for assistance and in preventing family violence and elder abuse in the community. Our casework service serves as the primary point of support for individuals affected by family violence and elder abuse. In the past financial year, PRONIA provided assistance to 122 individuals who sought help as victim survivors of family violence or elder abuse through our Casework service. In addition to the early intervention support offered by our casework services, PRONIA has been involved in various projects aimed at preventing family violence and elder abuse.

PRONIA has been funded by the Victorian Government to carry out numerous prevention activities as part of the ‘Walk Me Through’ project focused on increasing awareness about Family Violence and Elder Abuse within the community. Furthermore, we have bolstered our organizational capacity by training our staff and volunteers on the requirements of the MARAM (Multi-Agency Risk Assessment and Management) Framework. Additional government funding will assist with the development of a short video resource addressing family violence. This resource is designed to enhance engagement, especially among younger community members.

The MARAM framework has empowered organizations like PRONIA to effectively identify, assess, and manage the risks associated with family violence. Our services play a crucial role in identifying and supporting individuals of all ages who have been impacted by family violence and elder abuse, ensuring they receive the necessary care and assistance.

Key activities of our project include:

- Running Elder Abuse and Family Violence Awareness programs on Radio 3XY
- Organizing activities to promote World Elder Abuse Awareness Days and the 16 Days of Activism against Family Violence
- Conducting Family Violence and Elder Abuse Training sessions for our staff and volunteers
- Establishing Men’s Information Groups
- Educational articles through traditional Greek print media

PRONIA is a well-regarded and trusted organization within the community, known for its advocacy, education, and capacity-building initiatives. We are well-positioned to deliver effective service responses. A substantial portion of our promotional and prevention work takes place through social media, Greek radio, and print media. Our target audience for Greek radio programs and print media primarily comprises individuals aged 65 and above, while those aged 18 to 55 tend to use social media platforms.

Key Learnings from Our Work in Family Violence

Through our extensive experience, we have gained valuable insights that inform our approach to addressing family violence:

- Flexibility is essential when engaging with communities, allowing us to explore and implement alternate options.
- There is a recognized need within the family violence sector to attract and retain suitably qualified men with the skills to work in both prevention and response capacities.
- It is crucial to recognize CALD (Culturally and Linguistically Diverse) organizations for their expertise in service response, not solely in prevention efforts. Prevention work often leads to more effective service responses.
- CALD service users with English as a second language do not typically approach specialist organizations as their first point of contact, often due to a lack of a prior relationship, comfortability, trust, language barriers, or cultural needs, among other factors.



Alpha Early Learning Centre

At Alpha Early Learning Centre, we are committed to fostering an inclusive environment for children of all abilities. We recognize the importance of providing comprehensive support for children with diverse additional needs, including those experiencing language delay, hearing impairment, and autism.

To achieve this goal, we have established a robust system that leverages the Inclusion Development Fund to ensure that children with these additional needs receive the necessary support. Our dedicated team of educators, specially trained in addressing these challenges, works tirelessly to facilitate the development and growth of these children. Our aim is to empower them to reach their full potential and prepare them for seamless integration into mainstream education.

In addition to our commitment to inclusive education, Alpha Early Learning Centre

has forged strong partnerships with local educational institutions, notably Trinity Primary School. Our collaboration with Trinity Primary School is geared towards enhancing the transition of our kindergarten children to primary school. We have also engaged the Preschool Field Officer from the City of Yarra, who plays an integral role in supporting our service.

This partnership extends to conducting assessments of kindergarten children before they embark on their journey into the primary school system, ensuring a smooth and successful transition. These efforts are a testament to our unwavering dedication to providing a nurturing, inclusive, and supportive environment for the children at Alpha Early Learning Centre.

We believe that every child deserves the opportunity to thrive and succeed, and we are committed to making this vision a reality.

Navigating Change, Delivering Excellence, Empowering Lives



Coordinated Care

We are pleased to share with you the remarkable achievements of the Aged & Coordinated Care Unit over the past year. Our dedicated team has successfully delivered over 180,000 hours of service, demonstrating our commitment to providing high-quality care to our valued clients.

In anticipation of the upcoming Aged Care Reforms, the Unit has diligently reviewed its systems and structure. The recent election promise to implement all Royal Commission recommendations has heightened the pressure on our organisation, necessitating swift and effective changes to ensure compliance across our staff, clients, and systems.

The dynamic landscape of Government Policy changes has also impacted our programs significantly. Particularly noteworthy is the capping of Home Care Package (HCP) fees and the expectation for providers to implement changes with a short turnaround time. Despite these challenges, we have proactively engaged in capacity building, investing in ongoing training and professional development for our staff. This investment includes comprehensive programs covering monitoring and reporting, with a specific emphasis on collaboration with clinical care staff and the implementation of clinical care planning.

Adaptability has been at the forefront of our efforts, with the Unit dedicating a significant portion of its time to changing and evolving services in response to the ever-shifting aged care landscape. Our commitment to improvement is evident in the enhancements made to our systems, ensuring that HCP statements align seamlessly with the department's criteria. Additionally, the implementation of new roster software promises greater efficiencies in rostering and budget monitoring, reflecting our dedication to optimising operations.

As we navigate these changes, we remain steadfast in our commitment to providing exceptional care and maintaining compliance with evolving standards. We appreciate the support of our stakeholders during this transformative period and look forward to continuing our shared journey towards excellence in aged care.

180.000

hours of service
successfully delivered



Home Care Packages Program

This report highlights key developments, challenges, and achievements within the program, and outlines our strategic approaches to addressing them. The program experienced significant growth, with a 18.5% increase in the number of packages, reaching a total of 179 packages, compared to the previous year's 151 packages.

Our growth efforts have been instrumental in restoring HCP intake levels to pre-pandemic rates, allowing us to provide care and support to a total of 680 clients during the last financial year.

Trends and Challenges

1 Client Choice

A shift in client choices was observed, with a small number of prospective HCP clients opting to remain with other funded programs and declining a packaging as a result of shortages of care workers in the region – preference for PRONIA as preferred provider.

2 Workplace Return

The return of carers to work increased the demand for morning care services, leading to a heightened need for workforce to assist with medication prompting, personal care and morning meal preparation. This situation required a greater reliance on subcontracted workforce, given the limited capacity of approved HCP providers post pandemic.

3 Language Preferences

Meeting the high expectations for Greek-speaking care staff posed challenges, which were addressed through a comprehensive communication strategy aimed at educating clients and carers, enabling the transition to new support workers, both Greek and non-Greek speaking, thus ensuring a contingency of back up workers.

18.5%

Home care program growth

179

New home care packages

680

Total Clients

PRONIA collaborated closely with the Department of Health and the Aged Care Quality and Safety Commission to ensure support worker contingencies in case of another phase of COVID.

Additionally, our workforce strategy evolved to strengthen a diverse care workforce that can support care recipients to better adapt to different care settings, including hospitals and residential respite.

The rising demand on publicly funded rehabilitation hospitals to manage acute health patient overflow has implications for clients returning home without essential rehabilitation and equipment. We are supporting this transition with in-home clinical care and monitoring through the local GP and other allied health supports.



The modification of client homes, particularly bathroom renovations, remains a contentious issue due to new guidelines from the Department of Health. We continue to work with clients to explore alternate solutions, such as minor modifications and innovative transfer equipment. The discrepancies between providers and the lack of clarity in the Department of Health's new Guidelines for Consumers have prompted us to ensure consistent communication and prompt approvals or rejections of purchase and services.

We are committed to educating HCP clients about approved and no-eligible home care package purchased and major home

modifications to maximise their benefits, with a focus on clinical and allied health support.

Our HCP Team is preparing for the commencement of the new 'Support In Home' Program, new Aged Care Quality and Safety Standards, and anticipated aged care legislative reform under the new Aged Care Act. This will involve intensive training and audit preparation.



The pandemic led to a shift in emphasis towards wellbeing and reablement, impacting our clients' needs and preferences. We adapted to offer more in-home respite and allied health supported programs. Post pandemic, there was a surge in health and safety needs in the home, particularly for grab rails, mobility and continence aids, resulting in increased demand for occupational therapists. The fear of falls and frailty experienced during the post-pandemic led to willingness among package clients to participate in intensive allied health, such as physiotherapy, remedial massage, and supervised exercise classes.

Clients and carers increasingly sought advice and support from private Geriatricians and psychologists, leading to an increase in dementia assessments and related funding supplement. Our HCP Case Managers continued to support clients during this high-demand period, working to maximise benefits of their package.

PRONIA remains committed to providing the best care and support to our clients and community and are prepared to address the challenges and opportunities that present in the coming year.



National Disability Insurance Scheme (NDIS)

The National Disability Insurance Scheme (NDIS) service has been in operation for 4 years, providing essential Support Coordination services to the Greek and broader multicultural community. In the past year, the Support Co-ordination program has made significant strides in assisting over 19 individuals with disabilities and their carers by addressing their primary needs, including client advocacy and facilitating access to crucial support services.

Support Co-ordinators dedicated extensive time to guide participants through the complexities of the disability service sector, ensuring they receive the services outlined in their care plans and access timely assessments and support. Unfortunately, Participants have faced challenges due to prolonged waitlists, particularly when seeking the expertise of professionals like psychologists, psychologists, psychiatrists and behavioural support specialists.

Moreover, as participants increasingly rely on care workers from self-hire platforms and other contractors within their home care environments, Support Co-ordinators have invested efforts in providing informative tools and checklists. These resources empower participants to make informed decisions and select qualified staff, promoting their safety and wellbeing.

Our team has made significant contributions by helping participants gain a better understanding of their support plans and how to engage with service providers to achieve their desired goal outcomes.

For participants with mental health issues, securing safe and secure housing remains a critical concern.

The vulnerability of this group often places them at risk of homelessness due to additional health complexities. Access to suitable accommodation has been limited, compounding the challenges they face.

Our program has focused on aiding ageing culturally and linguistically diverse carers in navigating the NDIS system. Many of these carers experience high levels of stress while caring for their children, and language barriers only exacerbate the situation. Support Coordinators have played a vital role in assisting during Support Plan Reviews, ensuring the voices of these caregivers are heard and advocating for personalised plans that meet all their care needs.

In the past year, our Support Coordination program has continued to make a positive impact on the lives of individuals with disabilities and their caregivers in the Greek and multicultural community. Despite the challenges posed by waitlists and housing shortages, we remain committed to our mission of providing essential support and empowering our participants to lead fulfilling lives.



Home and Community Care Program for People Under 65

Transforming lives under 65 with culturally responsive, empowering care.

The PRONIA Home and Community Care Program for Younger People (HACC PYP) is proudly funded by the Victorian Department of Health and Human Services.

This program serves a vital role in our community, with a primary mission to provide comprehensive support for individuals under the age of 65 living with disabilities. Our overarching objective is to ensure that these individuals can maintain active and meaningful connections within the wider community.

Through our program, participants were empowered to develop effective self-care strategies and resilience. This empowerment is achieved through a diverse range of educational initiatives, informative sessions, and practical approaches. Additionally, we fostered the establishment of enduring, supportive relationships between program participants.

PRONIA successfully instituted two social support groups that operate on a weekly in Brunswick and Clayton. Group sessions are conducted by bilingual facilitators, who employ a culturally responsive approach to enhance the quality of life and promote empowerment among the program participants.

In the past financial year, PRONIA's social support groups collectively delivered 1,944 hours of support. Within these sessions, participants engage in meaningful discussions and received education on various critical social and health related topics. These topics included the management of life transitions, mental health awareness, strategies for building and maintain health relationships, coping with unexpected life events, self-care techniques, mediation sessions, protecting against scams, effective management of divorce and safe parenting practices. Furthermore, program participants had the opportunity to partake in a range of social events and excursion.

It is important to note that casework services work in tandem with our group activities, fostering a coordinated relationship. This synergy is facilitated by direct and reciprocal communication between our dedicated case workers and the program participants they support. Caseworkers provided essential information, one-on-one consultations, and arrange of choices that are tailored to best address the unique needs of each participant. The person-centered approach ensured our participants received the most effective support possible.

Commonwealth Home Support Programme

The Commonwealth Home Support Programme (CHSP) is a vital initiative that provides entry-level support to elderly individuals, enabling them to continue living in their homes. PRONIA is funded by the Commonwealth Government to deliver services across metropolitan Melbourne, and we are proud to report we have consistently met our obligations in terms of service provision and target hours.

Planned Activity Groups (PAGs)

PRONIA diligently maintains four PAGs in the East, North, and Southeast regions of Melbourne, which cater to the elderly aged 65 years and over. These groups operate throughout the week and have achieved the 100% utilisation rate. Our qualified and experienced bilingual workforce provide in-language support, ensuring that our clients receive high-quality care and culturally sensitive services.

Activities within our PAGs are designed to enhance the physical, social, and emotional wellbeing of our participants. These activities include bingo, drawing, art, exercise, and the celebration of various cultural and traditional events such as birthday milestones and name days.

If you want to include: OHI day, Melbourne Cup, Remembrance Day, International Volunteer Day, Christmas, Australia Day, Valentine's day, Apokries, Greek Independence Day, Greek

Orthodox Easter (decorated candles, made koulouria, prepared Easter cards and painted eggs), ANZAC Day and the King's Birthday.

An exceptional event this year was when children from the Alpha Early Learning Centre participated in an intergenerational program at our Brunswick PAG, showcasing their talents and bringing joy to our clients.

We are proud to note that the PAG centers operated without any COVID-related interruptions for the first time in three years, thanks to enhanced infection control measures and the dedication of our staff. Over the last financial year, we had 428 clients who attended the four PAG groups on a weekly basis. Additionally, we had conducted internal and external food audits, council inspections, and regular Data Exchange (DEX) reporting to ensure the highest standards of service and program compliance.





Respite Care Services

PRONIA offers various types of respite services funded by the Commonwealth Government, allowing carers to take much-needed breaks from their caring responsibilities. Our Flexible Respite program achieved 99.84% utilisation, catering to 77 clients at any given time, while our Social Support Individual respite program achieved 95% utilisation, providing support to 59 clients.

Community Care Workers (CCWs) provide in-home respite and recreational activities that significantly contributed to our clients' physical wellbeing and mobility.

CCWs engage in companionship, shopping, transportation to appointments, and various activities, including short walks, meal preparation and gardening.

99.84%

Flexible Respite Program utilisation

77

Flexible Respite Program clients at any given time

95%

Social Support Individual Respite Program utilisation

59

Social Support Individual Respite Program clients

Community Visitor Scheme

The Community Visitors Scheme (CVS) aims to provide companionship and social connection to individuals aged 65 years and above. Trained bilingual volunteers dedicated 1,334 hours to visit people in residential facilities and another 200 hours for home-based visits. Despite challenges related to intermittent lockdowns in Aged Care Facilities, the second half of the year saw a 10% increase in utilisation.

With ongoing support from our Volunteer Officer and effective communication, our volunteers have made a significant impact on the wellbeing of the residents. The program and volunteers have adapted to the new normal, including vaccination and testing requirements, to ensure these valuable visits continue.

The challenges of the last year have brought about anew COVID-normal situation which has required effective communication and adaptability from our staff to meet the needs of our participants and their carers. While recruiting experienced bilingual staff remains a challenge as experienced in the sector, our dedicated team continues to provide high quality care.

Recruitment and retention of volunteers, a common issue faced by many organisations, have been compounded by the effects of COVID-19. We are actively employing strategies to attract and support new volunteers while ensuring their suitability and training.

Despite the challenges posed by the pandemic, our committed team and dedicated volunteers have continued to make a positive impact on the lives of our participants.

- 1 **Initiate Community Visitors Scheme**
Providing companionship to seniors through bilingual volunteer visits.
- 2 **Adapt to COVID-19 challenges**
with new protocols, maintaining vital connections for aged residents.
- 3 **Tackle volunteer recruitment challenges**
and enhance training and support amidst pandemic conditions.

18.5%

hours visiting people in residential facilities

200

hours visiting people in their homes

10%

increase in CVS Program utilisation



Empowering Communities, Fostering Independence, Building Wellbeing

Community Engagement

Incorporating community engagement into the corporate operations has allowed our organisation to actively participate in the community. Through our direct services, group activities, community education and capacity building initiatives, we collaborate with various groups to pursue common objectives. At PRONIA, our community engagement strategy is an all-inclusive endeavor that engages all stakeholders.

Community engagement stands as a cornerstone of our organisation, benefiting the entire community. It empowers individuals, fosters meaningful relationships and ultimately yields positive results.

At PRONIA, community engagement is an integral part of our operations, reflected in the diverse service and projects delivered by the organisation. This report will highlight the many community engagement initiatives undertaken by PRONIA conveying our commitment to achieving community wellbeing.

2,820

Total clients assisted

10,637

Hours of assistance to clients

945

were first-time users of case work service





Case-Work Service

PRONIA's Casework Service maintains its pivotal role as the primary contact point for the Greek and broader community, delivering an array of culturally responsive information, intervention, and support services. The Casework service exemplifies person-centered intervention and advocacy, tailored to the cultural needs of our clients. The provision of these services is made possible through funding from both State and Commonwealth governments, aimed at facilitating access to services that promote independence within the home and the community.

Access to our Casework services is made accessible for community members through various avenues, including telephone assistance, in-person consultations at our Brunswick and Oakleigh offices, outreach home visits for clients with complex needs.

In the 2022-2023 financial year, we assisted a total of 2,820 clients, resulting in 4,519 inquiries, an average of 1.6 inquiries per client. Notably, this reflects a significant 14.3% surge in inquiries compared to the previous year. Casework service also contributed a substantial 10,637 hours of assistance to clients, marking a remarkable increase of 40.8% in service hours compared to the previous year. This elevated level of support highlights the complex and multifaceted issues faced by members of our community.

Among the 2,820 clients who benefitted from our Casework services, 945 were first-time users, while 1,974 were aged 65 and above, and 846 fell within the age bracket of 25 to 65. The diverse range of needs presented by the clients encompassed feelings of loneliness and social isolation, financial distress, housing instability, and the need for information and access to mainstream services. Notably, 395 clients were referred to My Aged Care, while 1,680 individuals below and above the age of 65 received support in accessing information and government services.

Our comprehensive Casework services encompass:

- Advocacy
- Information, support, and referrals
- Crisis intervention and outreach
- Financial assistance
- Access to mainstream services such as My Aged Care, Local Councils, Health Services, NDIS, and Centrelink
- Access to Housing
- Legal and Migration information and referral support
- Settlement Services
- Family violence and elder abuse
- Mental Health support



International Woman's Day - Embrace Equity

The following examples give greater insight into on our work in addressing key issues:

1 Housing Insecurity

In the previous financial year, we referred 151 clients and their families, who were either homeless or at risk of homelessness, to specialist homelessness services and the Department of Families Fairness and Housing. This referral process aimed to secure affordable and stable housing for these individuals and families.

2 Financial Assistance

Financial support was provided to approximately 300 clients and their families through referrals to internal and external agencies, councils, and crisis services. Additionally, we assisted in completing electricity rebate forms to facilitate access to Commonwealth funding for households in need.

3 Family Violence

Our Casework service played a crucial role in responding to crisis interventions for adult victim survivors of family violence and elder abuse. We offered support to 112 clients, connecting them with multiple referrals to family violence specialists and justice services, ultimately ensuring their safety and well-being.

151

referred clients and their families to tackle housing insecurity

300

clients were provided with financial support through referrals to crisis services

112

clients we offered support, to connect with family violence specialists

Carer Support Service

The Carer Support Program is funded by the Victorian Government through the Supporting Carers Locally Program (SCLP). The project has been designed and implemented with cultural sensitivity aiming to offer support to Greek-speaking carers aged 65 years and over, as well as younger carers residing in rural and regional areas. The projects primary objectives are to facilitate access to support services and enhance opportunities for social connection and engagement.

The Carer Support Project has successfully implemented a range of activities achieving our goals in a comprehensive and impactful manner. These activities included:

- 1 Computer Literacy Programs**
were conducted equipping carers with essential digital skills to navigate the modern online landscape.
- 2 Community workshops**
that served as educational platforms, fostering a sense of community and knowledge sharing among carers.
- 3 Information sessions**
via ethnic media disseminating critical information ensuring the outreach work was inclusive and culturally relevant.



Through PRONIA's strategic partnerships with local councils, including Hobsons Bay, Merri-bek, Darebin, Monash and Moonee Valley, we were able to extend the reach of the digital literacy program to new regions. His expansion significantly enhanced accessibility to essential support for the Greek community.

Collaborations with Carers Victoria and Services Australia in the Monash area played a pivotal role in encouraging carer participation in community workshops. These workshops covered essential topics such as access to support services, self-care, elder abuse, family violence, cyber fraud and scam identification. In total, 150 carers participated in five workshops delivered by carers Victoria, where they learned strategies for self-care, assertiveness, and the promotion of their mental and physical wellbeing. Additionally, they gained proficiency in accessing support through online platforms and applications.



The Carer Support Program has made a profound impact on carer's mental health and emotional wellbeing, fostering social interaction and friendships through workshops and digital literacy sessions.

Notable achievements of the project included:

- Increased carers' participation in accessing information and support
- The provision of a culturally safe and inclusive environment, ensuring that carers felt comfortable and understood
- Access to emergency relief, financial assistance and counselling services enhancing their quality of life
- Enhanced digital literacy empowering carer with enhanced technology skills and access to online information.

The outcomes of the Carer Support Project included:

- 1 Conducting of five digital literacy programs**
each spanning ten weeks with 75 participants. Programs included learning materials on the introductory use of the iPad, internet access, information on search engines, creating emails, using social media platforms, booking medical appointment online, and accessing government and carer online platforms.
- 2 Four in-person workshops**
reaching 150 participants, providing essential information on carers' health and wellbeing. Workshops included topics such as "Strategies to Promote Health and Wellbeing," "The Art of Being Assertive," and "Self-Care Techniques," delivered by Carers Victoria in the Northern and Southern suburbs. Additionally, a workshop was organized in collaboration with PRONIA's Cardiac Program, where carers engaged in physical exercises and received valuable information about improving their physical and hear health.
- 3 Two articles in Greek-printed media**
(newspapers/newsletters) and six radio presentations, reaching over 2,000 people, aimed at addressing the needs and concerns of carers.

PRONIA thanks all the stakeholders for their collaboration in making Carer Support Project a resounding success and having a positive impact on the lives of the carers in our community.





Digital Literacy

PRONIA is dedicated to supporting carers in their vital roles by providing comprehensive workshops and sessions. The recent Digital Literacy sessions conducted were part of the Be Connected program which not only enabled carers to enhance their understanding of digital technology but also fostered connections and empowerment within the community.

The Digital Literacy sessions offered carers the opportunity to gain proficiency in using iPads and explore essential functions.

Participants also received valuable insights into accessing information on government online platform, including MyGov, MyAgedCare and Carer Gateway.



Moreover, they learned how to utilize social applications to remain connected with their communities.

Feedback from carers who attended the session has been overwhelmingly positive.

They expressed their satisfaction with the informative and enjoyable nature of the classes, highlighting the speed and ease with which they acquired new digital skills. In addition, carers appreciated the social aspect of the sessions, where they had the chance to interact with fellow carers and forge meaningful relationships.

Looking ahead, PRONIA remains committed to supporting carers holistically and maintaining collaborations with all stakeholders involved with the program to deliver future workshops.

This initiative will further enhance carers knowledge, self-empowerment and access to essential services.

Our primary focus areas for carer's support include the expansion of digital literacy classes across metropolitan Melbourne and respite care. Through these programs we aim to provide carers with opportunities for leisure, connections with others who share similar experiences, and a respite from emotional burnout and stress associated with their caregiving roles. We are confident these ongoing efforts will contribute significantly to the wellbeing and empowerment of carers in the community.

Small Projects

In the past year, our organisation has achieved notable success in securing funding from a diverse array of sources to facilitate activities aimed at enhancing the welfare of the community.

We express our gratitude to the following entities for their contributions to the work of the organisation:



1. The Merri-Bek City Council, whose funding facilitated the social engagement of over 100 individuals in the community. This support allowed them to partake in day trips to various destinations.



3. The Victorian Government, whose funding bolstered PRONIA's efforts in developing and disseminated crucial information about COVID-19, outreach support and emergency relief service



2. The Hobson Bay City Council, for their support in enabling us to provide Digital Literacy classes to 25 resident carers.



Australian Government

4. The Commonwealth Government for their financial support in bolstering our volunteer training programs.

The initiatives and events funded by these grants have left a significant imprint on our community. Local residents in Hobson's Bay were able to attend digital literacy classes within their neighborhoods, enhancing their abilities to navigate the internet for information and, more importantly, to stay connected with their loved ones.

The bus trips have been a source of joy and connection for the community, particularly for those who experienced the isolation and loneliness brought about by the COVID-19 lockdown. It is worth noting that the bus trips remain the most highly sought-after community activity.

The support from the Victorian Government has been pivotal in spear heading project that aim to uplift our community, enhance its

resilience and promote overall wellbeing in response to the challenges posed by COVID-19. The funding received has directly contributed to the provision of essential care services and, on a broader scale, to the development and implementation of communications strategies designed to disseminate information, foster wellbeing and encourage social connections.

A grant from the federal government has recognized the invaluable contribution of our volunteers and the critical role of ongoing education and training for our volunteer workforce. PRONIA acknowledges that one-off grants have had a profound impact on our ability to deliver services to our local communities. These small changes achieved ultimately can contribute to broader, long-term improvements and advancing social change.



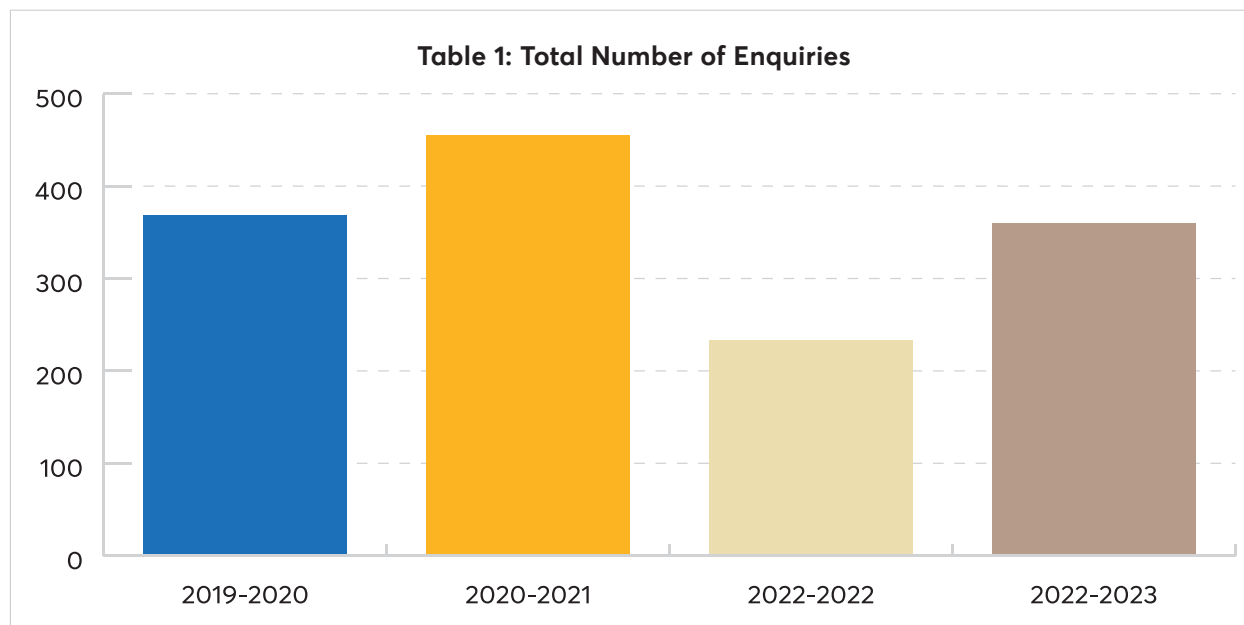
Settlement Services

We are pleased to report on the successful implementation of the four-year Settlement Services Project, funded by the Victorian Government. The primary objective of the initiative was to provide comprehensive support to newly arrived Greek-speaking migrants, including returning Greek Australian citizens, in their journey toward successful settlement in Victoria.

To achieve this the Project diligently implemented a series of impactful activities. These activities were designed to disseminate

essential information and create awareness about pertinent settlement-related matters. They also addressed critical facets such as employment and educational opportunities, and the rights and responsibilities of the individuals involved.

The completion of this project marks a significant milestone in our commitment to facilitating access to pertinent supports to Greek-speaking migrants. We extend our gratitude to all stakeholders who contributed to the success of this work.



We are pleased to provide an overview of the achievements of the culturally and linguistically relevant service provision offered to individuals and families as part of the Settlement Services Project. This project has significantly enhanced their ability to engage actively in community life, both within the Greek community and the broader Victorian society, over the course of three years.

During the funding period, the project executed a diverse range of activities to address the unique needs of our target demographic.

These activities encompassed the following key areas:

1 Case Work

Provision of a wide array of casework services, including individual and family support, information and referral services, crisis intervention, advocacy, and emergency financial assistance.

2 Residency

Facilitation of a Registered Migration Agent Information and Referral Service to guide individuals through the complexities of visas and residency-related matters.

3 Employment and Career

Conducted employment workshops and mentoring sessions to empower participants, alongside English language support to enhance their employability.

4 Community Information and Awareness

Our efforts extended to disseminating vital information on topics such as Centrelink, housing, and health services to ensure participants were well-informed and connected with relevant resources.

5 Prevention and Early Intervention

Addressed critical issues such as family violence, gambling, health, and elder abuse through targeted prevention and early intervention initiatives.

The project remained highly responsive to the evolving needs and challenges faced by newly arrived migrants. Activities were strategically designed to empower community members, promoting individual agency, active participation, social connectedness, and raising

awareness about current issues, with a specific focus on prevention and early intervention in areas like family violence.

In the face of the COVID-19 pandemic, the program demonstrated its adaptability by pivoting to remote service provision, ensuring that community members remained connected with essential services while upholding our commitment to accessibility and service standards.

Over the four-year period, the program responded to a total of 1,417 enquiries, spanning various visa statuses and diverse needs.

The breakdown of enquiries is as follows:

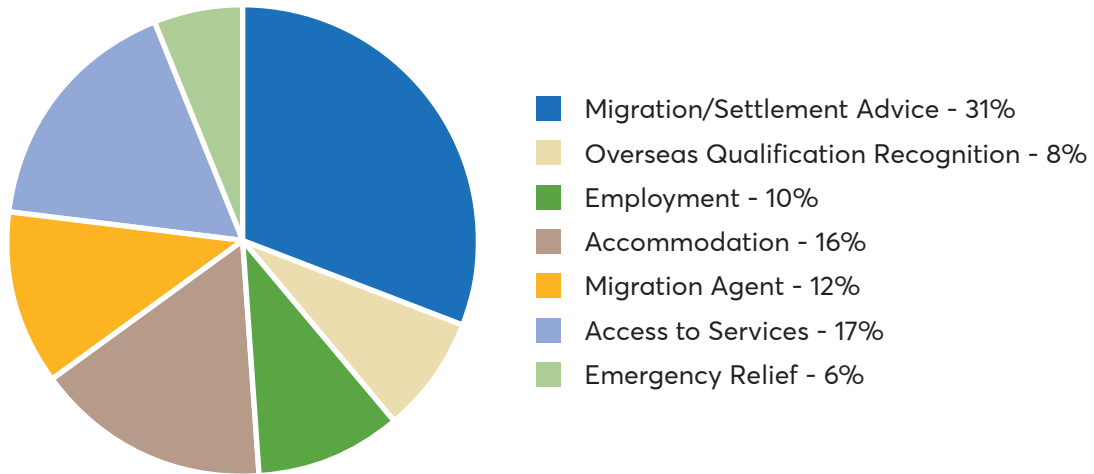
- First Year (2019-2020): 369 enquiries.
- Second Year (2020-2021): 455 enquiries.
- Third Year (2021-2022): 233 enquiries.
- Final Year (2022-2023): 360 enquiries.

These enquiries encompassed a wide spectrum of requests, often overlapping between two or three issues, including housing/accommodation, employment and education support, permanent residency pathways, migration processes, wellbeing concerns (gambling, financial assistance, family violence, mental health), and access to health, aging, and disability services.

In the last year of operation (2022-2023), we expanded our reach by supporting 360 clients, representing an impressive 64.7% increase from the previous year. Services extended to providing advice on visa options, assisting with passport applications, and offering guidance on seeking external support. Moreover, we aided in navigating intricate legal processes and administrative procedures, supporting clients in accessing relevant services to meet their migration and settlement needs.

We extend our heartfelt appreciation to all stakeholders and partners who contributed to the success of this Project.

Graph 1: Number of clients with presenting issues to Case Work



We are delighted to share with you the key outcomes achieved by the project, reflecting the dedication of the organisations, staff and stakeholders to achieve impactful results in community, as outlined in the following achievements.

Key Outcomes in 2022-2023

1 Case Work Assistance

Casework services responded to a total of 360 enquiries, providing invaluable assistance, information, referrals, and advocacy to individuals and families seeking support in various aspects of their settlement journey.

2 Information and Wellbeing Workshops

Conducted 8 workshops to promote information sharing and foster overall wellbeing among our beneficiaries.

3 English Language Classes

English Language Classes saw active participation from 20 individuals, aiding them in enhancing their language skills and employability.

4 Migration Information & Referral Service

We addressed 36 enquiries through our Migration Information and Referral Service, offering guidance and support to those navigating complex migration processes.



5 Volunteer Registered Migration Agents

The team of 6 dedicated Volunteer Registered Migration Agents played a pivotal role in ensuring that individuals received expert advice and support in their migration-related queries.

6 Partnerships and Collaborations

We proudly forged 10+ partnerships and collaborations with a diverse range of government, private, and public services and organizations. These collaborations significantly enriched our service offerings and broadened our reach.

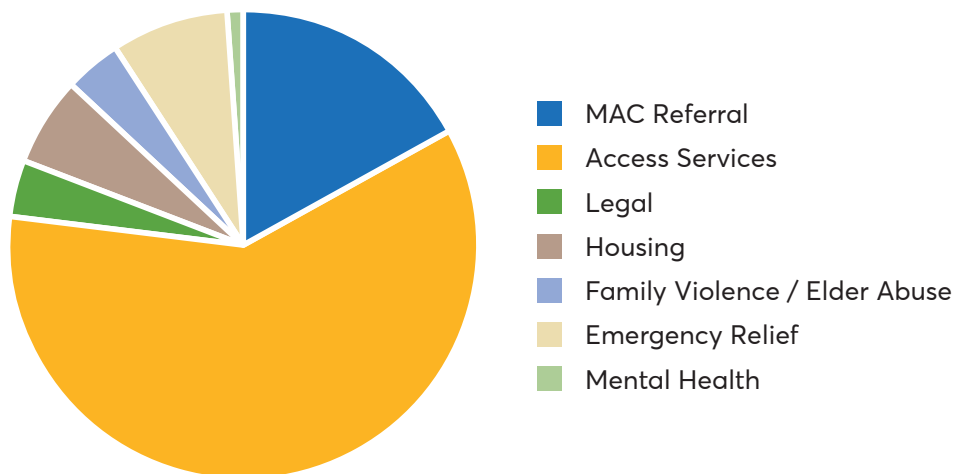
Adapting to evolving community needs and expectations is a formidable challenge, yet an imperative one. In response to this, our organization implemented a comprehensive service redesign, ensuring a flexible and responsive service system. We invested in the professional development and training of our staff, enabling them to effectively cater to the emerging community needs. Furthermore,

we actively fostered social networks outside our organization to provide professional support and access to ongoing professional development and practice excellence.

As we navigate the future, a significant challenge for PRONIA lies in sustaining the support for individuals and families in their settlement journey without a dedicated funding source. However, we remain steadfast in our commitment to supporting new and returning migrants, as well as individuals and families facing various challenges.

PRONIA thanks the Victorian government for the funding and support throughout the years. PRONIA was established 51 years ago to address the needs of new migrant settlers, and remains dedicated to addressing the evolving needs of new migrants and those encountering the challenges of aging in their adopted country.

Case Work Enquiries 2022 - 2023



City of Monash

PRONIA successfully completed the City of Monash Project, a three-year initiative funded under the Culturally and Linguistically Diverse (CALD) Social Inclusion and Community Participation program. This work has significantly contributed to improving access to services and fostering social connections within the Greek community.

Throughout the project's duration, a number of key milestones were achieved:

1 Education and Outreach:

- Conducted weekly digital classes at Oakleigh library during school terms.
- Organised monthly health literacy information sessions at Clayton Community Centre.
- Engage with various Greek elderly citizen's clubs to ensure outreach to the community.
- Launched an ongoing media campaign that leveraged both print and electronic media to sensitise the community to issues relevant to them and provide essential referral services.

2 Wellness and Connectivity:

- Delivered healthy and wellbeing activities that enhanced digital literacy and addressed social, mental and physical health.
- Empowered participants to use digital devices to access information and support while fostering connections with peers and the broader community.

3 Engagement and Impact:

- Partnered with Services Australia, Monash and Oakleigh library services, Clayton Community Centre, Local Council and community organisations, including Greek Senior's clubs.
- Conducted six sessions that engaged a total

234 seniors, making a meaningful impact on their lives.

4 Digital Literacy Sessions:

- Conducted four 10-week digital literacy sessions at Oakleigh library, providing over 900 hours of instruction.
- Collaborated with Services Australia to cover topics such as MyAgedCare, Services Australia, MyGov, Carers Gateway, Monash Positive Ageing programs, Be Connected and U3A.

5 Empowerment of the Elderly:

- Witnessed participants embracing online learning and connectivity, expanding their horizons by engaging in recreational activities like watching movies, accessing YouTube, and enjoying their favorite movie.

6 Participant Profile:

- Sessions were 90 minutes in duration.
- While some participants brought their own devices (smartphones, laptops or tablets), the majority utilized equipment provided by library services.
- The average age of participants was 85 years, comprising 85% females and 15% males.

Participant evaluations and anecdotal comments overwhelmingly indicated that the sessions provided invaluable opportunities for older Greek-speaking individuals to enhance participants health and wellbeing, strengthen their connections and improve their access to essential services.

We express our deep gratitude to all our partners, supporters and participants for making this project a resounding success. The positive impact on the Greek community is a testament to our collective commitment to fostering inclusivity and social cohesion. PRONIA was successful in obtaining further funding from the City of Monash to continue servicing the local Greek community.



Alpha Early Learning Centre Community Participation

Alpha Early Learning Centre (ELC) engage in a diverse range of activities throughout the year that fostered meaningful connections between children, educators, and the Greek and broader community. These activities included incursions and excursions, offering children novel learning experiences while interacting with individuals in various settings.

Notably, Alpha ELC received commendable recognition for its dedication to Quality Standard 6: Community Engagement when it undertook the quality audit. This acknowledgement highlights the commitment made to enhancing children's social and emotional wellbeing through active engagement with children, parents and the broader community.

A significant portion of the community outreach involved efforts around the PRONIA 3XY radio program which allowed the children the platform to engage with the community through song and celebration of various events. Alpha ELC played a crucial role in acknowledging, celebrating and raising awareness of important calendar days, such as Greek National Day, World Animal Day, Universal Children's Day and Christmas Carols.

These activities facilitated our connection with the broader community and were an integral part of our Intergenerational Program.

The Planned Activity Group concerts involved face-to-face interactions with the elderly, further strengthening our commitment to the Intergenerational Program. The events not only brought joy to all participants but also fostered a heartwarming connection between the younger and older generations.

Alpha ELC had the privilege of participating in the Greek Independence Day parade at Albert Park Stadium, offering children a unique and exciting experience. This was particularly meaningful as community events had been scarce in recent years due to the challenges by COVID-19.

We leveraged the power of social media through our Facebook page to provide families and the broader community with a window into the program's offerings. Regular posts showcased the children's participation in a wide array of engaging and educational activities, creating a sense of involvement and connection within our community.



Youth Engagement

Our strategic focus on engaging the young adults' demographic remains a pivotal direction for PRONIA's growth and impact. This commitment to working with youth aligns with our core values, fostering empowerment and establishing deeper connections with their cultural roots, local communities, and across generational boundaries.

Through a diverse array of activities and purpose-driven projects, we actively foster engagement and collaboration with multiple youth cultural and university groups. These initiatives serve as catalysts for mutual learning, skill development, and promotion of positive mental health and safe relationships in the community.

This deliberate approach to youth engagement not only reinforces our commitment to social responsibility but also underscores our dedication to nurturing future leaders and fostering a culture of innovation and inclusivity.

High School Placements

Alpha Early Learning Centre maintained its commitment to supporting community engagement initiatives by partnering with St. Kevin's High School, facilitating their students' involvement in activities at our centre. This collaboration offered a mutually beneficial opportunity for adolescents to interact with early years children, fostering meaningful exchanges through play and discussions.

Additionally, Alpha extended its support to Melbourne Girls College by providing avenues for student placements at our early learning centre. This strategic partnership enabled high school students to gain hands-on experience, aligning classroom theory with practical application within a professional setting.

These collaborations underscore PRONIA's dedication to fostering educational alliances that promote cross-generational interactions, skill development, and experiential learning. By facilitating these opportunities, we aim to contribute to the holistic development of students while strengthening ties between educational institutions and our corporate initiatives.

Youth Networking

PRONIA has been privileged to engage in networking and sponsorship opportunities to foster more meaningful connections with various Greek youth and university groups during the preceding financial year. Networking with young individuals stands as a cornerstone for PRONIA's strategic objectives, enabling expanded opportunities, knowledge exchange, and the strengthening of community relationships. This concerted effort aims to broaden our outreach and support across diverse demographics within the community.

Throughout the year, PRONIA actively participated in multiple networking events

facilitated by Greek Youth Generator, a youth-led cultural community group. Additionally, we proudly sponsored Monash Hellenic Student's Society's tavern night, reinforcing our commitment to supporting and collaborating with university-based initiatives. Furthermore, ongoing discussions and meetings with the National Union of Greek-Australian Students (NUGAS) Victoria resulted in PRONIA's continued sponsorship of the annual NUGAS Gala Ball for the second consecutive year, solidifying its prosperous partnership.

These collaborations have provided PRONIA with a platform to engage in meaningful dialogues with young individuals, discussing our organisation's service offerings and increasing youth involvement in initiatives aimed at promoting positive mental health and cultivating safe relationships among young people. By leveraging these affiliations, PRONIA strives to make a tangible impact in the lives of young people, fostering a healthier and more supportive community fabric.

Mental Health and Safe Relationships in Multicultural Youth Communities

With the support of Commonwealth Government funding, the last 12 months saw PRONIA develop several initiatives in supporting the mental health, safety, and wellbeing of young people in the community. More specifically, through Preventing Family Violence in Culturally and Linguistically Diverse Communities project funding, PRONIA aimed to increase community awareness of family violence, safe relationships and highlight support services available to the Greek and broader community.

This was achieved by hosting activities, and regular radio, print, and social media campaigning that targeted demographics from early learning right through to youth (18 – 25 years) to increase knowledge and facilitate their mental and social development, to empower them, keep them socially connected and increase support-seeking behaviour where required.

PRONIA spearheaded several key initiatives aimed at nurturing and fostering positive

attitudes and behaviours among the youth demographic. These initiatives were carefully curated to address pertinent issues and cultivate a culture of respect and safety within our community. Activities in the last 12 months engaged over 1050 young people across a number of early learning, youth, and university groups with indirect activities such as radio presentations, online posts and sponsorship activities reached thousands more.

The "Respect Is..." social media campaign, an integral part of the annual 16 Days of Activism Against Gender-based Violence campaign, was a standout endeavour. This strategic campaign amplified the voices of young individuals, providing them with a platform to express their perceptions of respect and safety. It effectively engaged audiences by harnessing the power of social media, thus spotlighting the viewpoints of the youth on these critical values.

Moreover, PRONIA organised structured "coffee catch-ups" with various Greek youth clubs. These interactive sessions served as forums for candid discussions surrounding mental health, self-care practices, and the dynamics of healthy relationships. The intent was to create a comfortable and inviting environment conducive to open dialogue and learning.

Additionally, our cooking classes for youth were designed to impart practical skills in the kitchen while fostering conversations about breaking down entrenched gender role stereotypes, particularly concerning women's roles in the kitchen. These discussions aimed to challenge societal norms that perpetuate family and gender-based violence, ultimately promoting the cultivation of safe and respectful relationships among the younger generation.

These intentional activities exemplify PRONIA's commitment to proactively address societal issues, empowering young individuals with practical skills and thought-provoking discussions. Through these initiatives, PRONIA aims to instil values of respect, safety, and equality, contributing to a more cohesive and inclusive community.

Pop-Up Periptero

The Pop-Up Periptero is a mobile information service that has been in operation for over a decade. Pop-Up Periptero is one component of PRONIA's community engagement initiatives, dedicated to offering information about PRONIA's services to community groups, Greek Senior Citizen's Clubs, women's groups and associations.

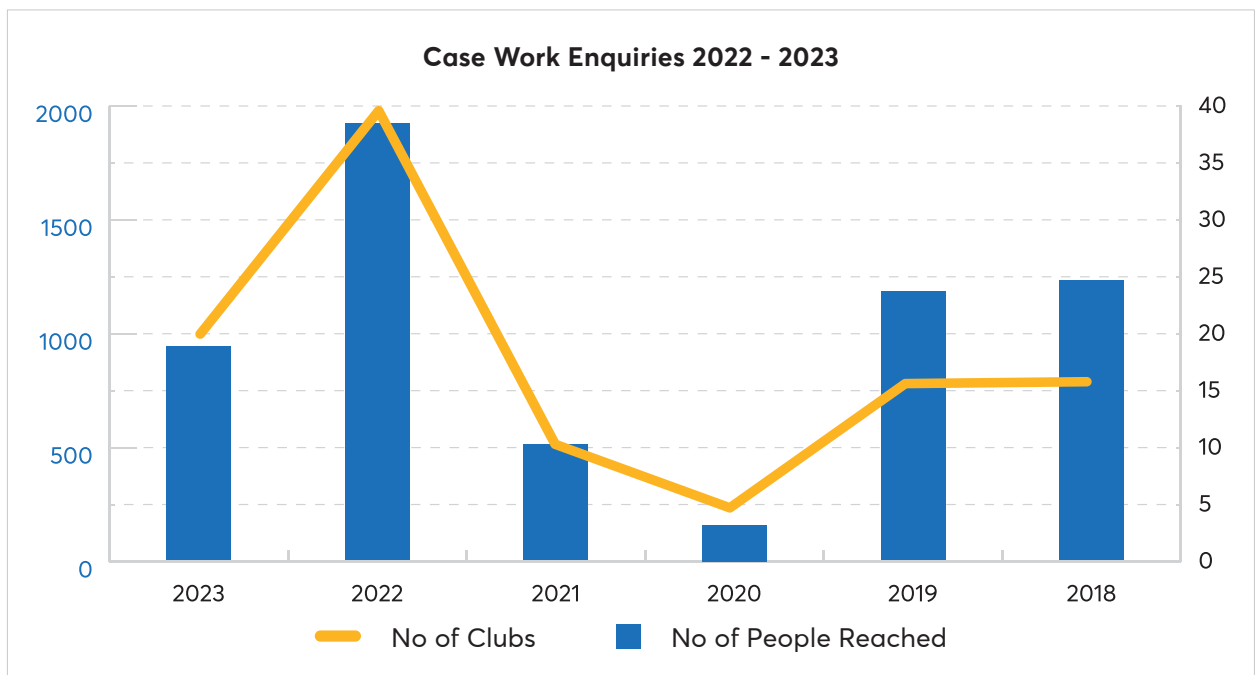
Over the past ten years, Pop-Up Periptero has played an important role in fostering direct community engagement activities, contributing significantly to PRONIA's effective service delivery. This impact has been achieved through comprehensive feedback mechanisms that includes feedback forms, surveys and consultation sessions. These tools have allowed us to identify emerging and priority need within the Greek community.

In the last financial year, Pop-Up Periptero visited 36 Greek Seniors Clubs, reaching approximately 2,500 members in the community. This outreach initiative provided an opportunity for participants to express their specific areas of interest and the services they required. Notable areas of interest included eligibility criteria and registration with My Aged Care, legal assistance concerning wills and estate arrangements, information

on recognising signs of family violence, elder abuse, and available support services, volunteering programs and digital literacy programs for carers.

To summarise the achievements of Pop-Up Periptero over the last three years, the following data has been compiled:

- Graph 1 below illustrates the number of clubs visited, the number of individuals reached and the geographic distribution of club locations by year.
- Pre-COVID pandemic (2018 and 2019), we consistently visited 14 clubs each year, averaging 1.16 club visits each month, with a total reach of 2,424 individuals over both years. During the pandemic years, only 13 clubs were visited with a reach of 647 people.
- In 2022, the outreach was substantially expanded, visiting 36 clubs, averaging 3 clubs per month, with a reach equivalent to the combined total of the previous three years.
- In the first three months of 2023 (Jan – March), the service continued its impact, having visited 18 clubs, averaging 6 clubs per month, reaching 315 people per month.



Our Service Impact

PRONIA is pleased to share the results of the recent client experience survey conducted by the external evaluation company, Saguity. This company survey aimed to enhance our customer experience and expand our service reach, with the ultimate goal of optimizing client loyalty towards PRONIA. By gaining a deeper insight into how our end users perceive our brand and assessing the quality of the service provided, we have taken a significant step towards improving our organisation's performance.

The survey was conducted in-person and involved interactions with 100 clients who

utilize a variety of our services. This method ensured that we obtained authentic feedback and invaluable insights from our clients. The involvement of an independent external company in the survey process underscores our commitment to transparency and objectivity.

The survey provided critical insights into our organisation's performance, allowing us to gauge client satisfaction, identify the factors that contribute to client happiness and contentment, and identify areas for improvement. Furthermore, it delved into the most significant benefits that our clients derive from their association with PRONIA.



One noteworthy finding, as indicated in Chart 1 below, is that 51% of the surveyed clients reported that they would recommend PRONIA to others. A substantial 54% of respondents highlighted the exceptional support, care, assistance and organisation provided by our dedicated workforce. This data highlights the vital role PRONIA plays in delivering quality care to the community, thereby cementing our position as a trusted service provider.

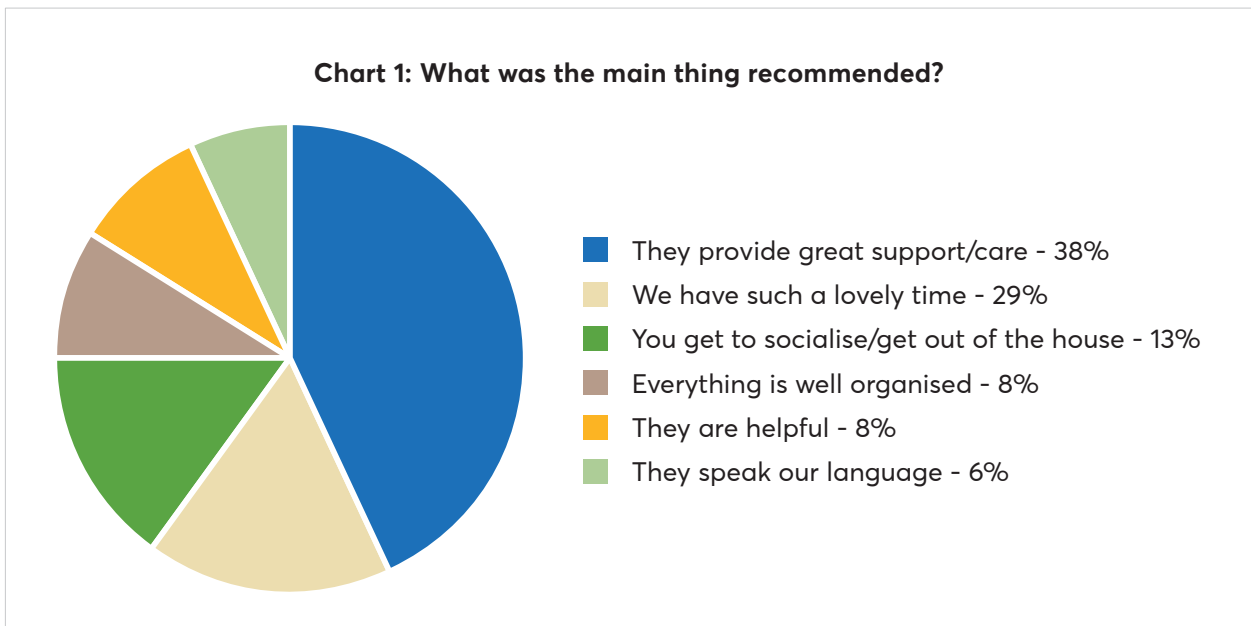
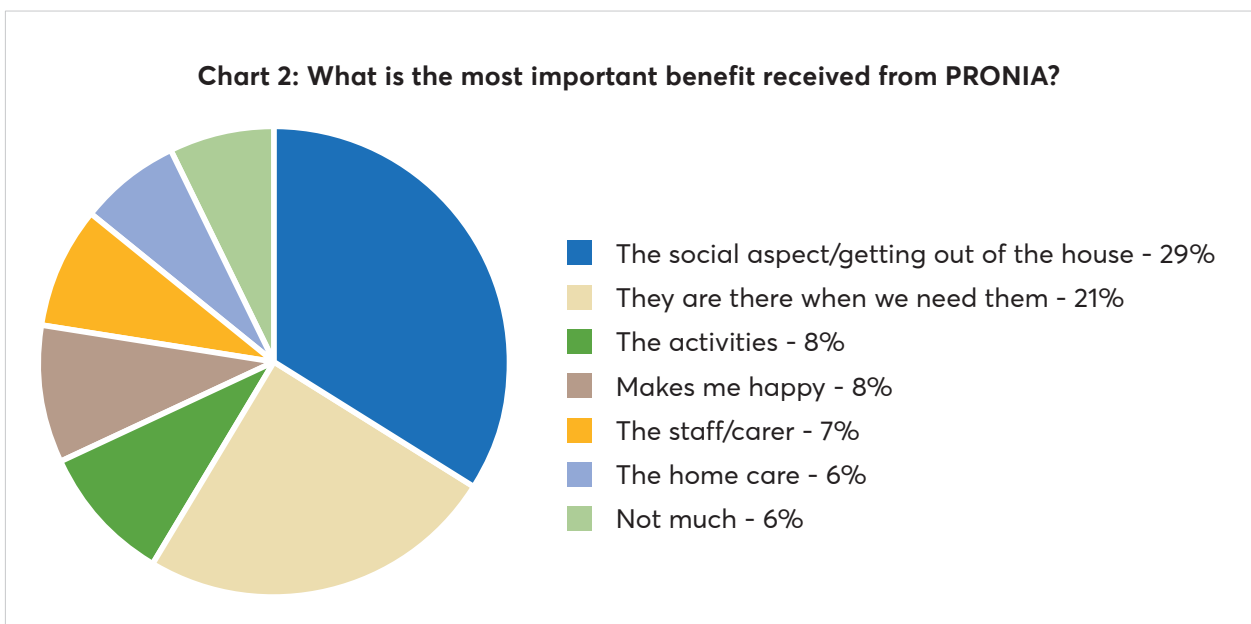


Chart 2 provides a breakdown of client preferences, indicating that 38% of respondents prioritised engagement in activities, while 28% emphasized the significance of care and support.





Women's
Health
Week

Jean & Hailes
FOR WOMEN'S HEALTH

Women's
Health
Week

Investing in People for Community Excellence

Our People are our Business

PRONIA is committed to enhancing our workforce and volunteer programs to better serve our community. As PRONIA continues to evolve and adapt to meet the ever-changing needs of our community, our bilingual, bicultural, and qualified workforce remains at the heart of our organization.

At PRONIA, we recognize that our employees and volunteers bring immense capabilities and passion to their roles.

Their contributions, combined with opportunities for skill and knowledge development, are crucial for delivering quality outcomes to our community. As such, we are fully dedicated to investing in our workforce as our most valuable asset.

Our strategic efforts to equip our employee and volunteer workforce for current and future challenges include:

- Attracting, nurturing, retaining, and developing expertise.
- Utilizing data analytics, IT platform systems, and workforce models to better understand the needs, gaps, and options within our current workforce.

- Proactively addressing impending changes, opportunities, and challenges within the community sector.
- Strengthening leadership development and succession planning.
- Building capacity through traineeship opportunities.

PRONIA was funded by the State Government to establish the Family Violence and Sexual Assault traineeship positions within the organization specifically focused on building capacity in the family violence sector. The initiative enabled us to create capacity and cultivate the skills and knowledge of individuals as they enter the field upon graduation.

The two-year funding supports three traineeship positions, one of which is within the organization upskilling current staff, while the other two were allocated to new staff members to study and work. The bilingual trainees have engaged in a variety of activities, such as initial assessments, support, and referrals for those impacted by family violence, the development and delivery of training to staff and the wider community, and continuous learning through courses, workshops, and training related to family violence.

Staff Professional Development, Alpha Early Learning Center

At Alpha ELC, staff actively participated in various professional development programs throughout the year. These programs included School Readiness Funding, child protection training, first aid, and emergency management planning, in line with regulatory requirements. Additionally, our team engaged in workshops and webinars to stay informed about government system changes and reforms, including supported Kindergarten assistance to alleviate family out-of-pocket expenses. Notably, one of our staff members accepted the role of Health and Safety representative, demonstrating a commitment to safety and well-being.

Workforce - Employees

Workforce shortages have impacted services within the aged care programs CHSP respite program and the CHSP in-home supports. Our continuous marketing efforts have generated some interest, though they have not entirely met the growing demands for Greek-speaking staff capable of providing culturally sensitive care.

To address this, a stronger emphasis has been placed on upskilling staff and reinforcing quality care standards and practices. Capacity building, ongoing training, and professional development are our key investments to prepare for upcoming changes, with a focus on clinical care, monitoring and reporting, collaboration with clinical care staff, and clinical care planning.

Additional training includes refresher courses on dementia care and the MARAM Framework for Family Violence and Elder Abuse, CPR and Manual Handling.

Other ongoing professional development and training include:

- Equal Opportunity Employment (EEO)
- Mental Health First Aid
- Managing Challenging behaviours
- Managing /maintaining boundaries.
- Developing service support plans
- Person centred care

Policy training:

- Information management policy
- Workplace Behaviour Policy
- SIRS reporting
- Cyber Security Training
- Data Breach Policy
- Consumer Dignity & Choice policy
- Home Visit policy



Employee engagement

PRONIA has undertaken a number of employee engagement strategies to maximize its communication and connecting with the workforce across the different sites. There have been various opportunities for staff to meet and share new ideas and new perspectives in order to improve areas/programs in the organisation.

So far these contributions have been through:

- Coffee with the CEO;
- the establishment of the PRONIA Think Tank and
- Town Hall meetings across all service sites.

Additional supports to the address health & wellbeing of staff, also include a comprehensive EAP staff wellbeing program; a new Injury Management Program with Gallagher Workplace Risk to positively rehabilitate workers and reduce workplace injuries.



Engagement Survey

Listening to and understanding our employees is essential for strengthening our culture, demonstrating our values, and building our reputation as a great place to work. We conducted an Employee Survey, and I'm pleased to share the following results:

We achieved a survey response rate of 44% (84 out of 192 employees completed the survey).

An impressive 96% of the employees who participated in the survey expressed their willingness to recommend PRONIA to family and friends, underscoring a positive and engaged workforce.

The top three reasons employees stay at PRONIA are: giving back to the community, flexibility, and work-life balance.

Furthermore, two surveys were circulated via our HRM system rating responses on a Happiness Scale. Employees rated the workplace environment at 8.3 out of 10. We will continue to increase workforce participation in employer engagement initiatives to gain a better understanding of workforce needs.

44%

of employees completed the survey

96%

of employees expressed their willingness to recommend PRONIA

8.3/10

rated the workplace environment on the Happiness scale



Our Unpaid Workforce – Our Valuable Volunteers

PRONIA takes great pride in its roots as an organization founded by volunteers over 51 years ago. We continue our commitment to enriching our community by recruiting, supporting, and building the capacity of our dedicated volunteer workforce.

PRONIA's volunteers provide invaluable support across a range of programs, including the Community Visitor Scheme (CVS), Planned Activity Groups (PAG), Legal Information and Referral Service, and Migration Information and Referral Services. With 112 committed volunteers, we offer culturally and linguistically

relevant services to vulnerable individuals, including the elderly and those with disabilities, who may be socially and culturally isolated. The Coordinator of Volunteers Workforce Development is responsible for promoting, recruiting, assessing, supporting, and training the majority of our volunteer workforce, while our Client and Community Services Coordinator focuses on supporting and training volunteers within the Greek Legal and Migration Information and Referral Services.

Volunteer training encompasses a wide range of topics, including engagement,

In the past year, our volunteers delivered:

- 667 hours of volunteer visits to individuals in Residential Care Facilities, benefiting 102 people.
- 5770 hours of volunteer visits to individuals living alone.
- 450 hours of volunteer service at Planned Activity Groups.
- 60 hours of free legal advice and referral to 112 clients.
- 5 hours of free legal migration and referral services to 10 clients.



communication, and care for individuals living with dementia, managing challenging behaviors, duty of care responsibilities, incident reporting, occupational health and safety needs, promoting self-advocacy, understanding our Volunteer Code of Conduct, and acquainting volunteers with PRONIA services. Furthermore, we emphasized the importance of recognising and managing anxiety and stress in our training sessions.

Additionally, volunteers have had the opportunity to participate in various organisational activities and learning opportunities, such as the GALA event, Mental Health Wellbeing initiatives, National Carers Week, Elder Abuse Awareness Day, and the Greek Film Festival.

We value the contributions our volunteers make to enrich and support the community. Each year, we host the Christmas Volunteer Lunch to celebrate and acknowledge their dedication. It is truly inspiring to hear from our volunteers about what volunteering means to them and the impact they have on the lives of those they serve.

As we continue to grow and adapt, we remain committed to providing the necessary support, training, and development opportunities to our team members and volunteers.

National Volunteers Week is observed annually from May 15 to May 21, serving as a nationwide expression of gratitude for the invaluable contributions made by volunteers. The theme for this year, "The Change Makers," was chosen to honor and celebrate the pivotal role volunteers play in effecting positive transformations in the lives of individuals and our community at large.

In recognition of their dedicated service, each volunteer received Certificates of Acknowledgment. Thoughtful reflections on the significance of volunteering were shared by individuals, with comments highlighting the profound impact of volunteerism on both personal and community well-being.

Adapting and innovating through strategic planning

Business Development & Fundraising

Anticipating a constantly evolving landscape, it is imperative for PRONIA to consistently adapt and innovate through strategic planning. This necessity permeates all facets of our operations, ensuring an unwavering commitment to delivering quality services. Simultaneously, diversifying our activities is crucial to enhancing revenue streams, enabling PRONIA to sustain its dedicated focus on service delivery.

The dynamic nature of the aged care sector, coupled with persistent government legislative changes, presents an ongoing challenge for PRONIA. Despite these challenges, our commitment to providing high-quality services to a diverse clientele remains steadfast, addressing the ever-evolving needs of our community.

Over the past 12 months, PRONIA has concentrated on diversifying its income streams by developing and expanding new services within its operational structure. This strategic move aims to increase revenue streams that would otherwise be outsourced to external providers.

Through these efforts, PRONIA has successfully broadened its suite of services to include clinical care through its nursing program, whilst it continues to develop and implement additional initiatives for sustained growth in service delivery.

Our approach to fundraising has also undergone a thorough review process, revealing the need for improved ways to connect with our business partners. Providing them with a clearer insight into our organizational goals and how they can become integral contributors to this process is a key focus of our revised fundraising strategy.





Improving our Systems

PRONIA remains dedicated to enhancing its technological infrastructure through ongoing software and hardware upgrades. This strategic focus aims to bolster the organization's capacity to meet operational needs, particularly in reporting, accountability and transparency.

As PRONIA expands its suite of services to address the complex needs of service users, the continuous investment in software is designed to optimize overall efficiencies, ensuring that the community is the primary beneficiary of these improvements.

Notable software introductions over the past 12 months include:



Visual Care
 A comprehensive care management platform for Home Care Packages



Protecht
 A risk management software



Employment Hero
 Employee management software

The anticipated outcome is an improvement in administrative efficiencies translating into enhanced service delivery to clients.

Fundraising and Events

Fundraising is a continual necessity, playing a vital role in generating essential funds to support the organization's mission. It also functions as a dynamic platform for active community engagement, providing opportunities for individuals to support PRONIA through partnerships and participation in various events.

The success of PRONIA in achieving its fundraising targets and milestones relies on its ability to establish effective connections with Business Partners, Community Organizations, Philanthropic Charities, and individual donors. However, a novel approach is required for event types and engagement methods as we strive to emphasize the importance of donations to our stakeholders.

This year, our event and fundraising initiatives have not only commemorated significant achievements but have also marked a

significant milestone - PRONIA's 50th Anniversary. To celebrate this occasion, a major celebratory dinner was organized, featuring special dignitaries, community representatives, business partners, and PRONIA members, all coming together to honour this remarkable achievement.

The special event was designed to reflect on PRONIA's achievements, challenges, and transformation into a prominent agency for social welfare services within the Australian-Greek community. During the event, PRONIA CEO Tina Douvos-Stathopoulos underscored the lasting legacy of PRONIA's founders and its continued significance in the Greek-Australian community. This reflection not only acknowledged the past 50 years but also looked forward to the next half-century, emphasizing the commitment to ensuring that PRONIA remains relevant in the lives of future generations.





Annual 3XY Radiothon

After a three-year hiatus due to the pandemic, PRONIA's Radiothon made a triumphant return, successfully raising over \$100,000 with the generous support of our Business and Community partners, along with our dedicated group of donors.

These contributions are instrumental in sustaining PRONIA's impactful work in the community. Despite 25 years of organizing this significant event, it has been decided that this marks the conclusion of this particular type of Radiothon. Over the years, the primary contributors to the Radiothon have been our

elderly, who may be least able to afford such donations, especially during a period when the cost of living has surged to unaffordable levels for many.

Moving forward, PRONIA will continue to host annual fundraising appeals, but the approach will shift. Instead, we will encourage individuals to donate within their means, ensuring that everyone who wishes to contribute can do so comfortably. This new direction aims to be more inclusive and considerate of the diverse financial capacities within our community.





Antipodes

Over the course of many years, PRONIA has actively supported and participated in the Antipodes Festival, leveraging the occasion to showcase its programs and services to the numerous attendees. In a significant step, in October 2022, PRONIA made the decision to sponsor the Antipodes Festival for the first time, subsequently extending this sponsorship into February 2023. This sponsorship provided a valuable platform to enhance the visibility of the PRONIA brand through various opportunities presented during the event.

Consistent with our commitment to engagement, we utilized the festival as a platform to connect with individuals from diverse walks of life and cultural backgrounds. Our aim was to not only promote the history and culture of the organization but also to forge new connections and relationships, expanding our community outreach and awareness efforts.





Annual Fundraising Gala

In March PRONIA held its Annual Fundraising Gala at Stars International, with the attendance of over 350 people on the night. This special event proved to be a resounding success, raising in excess of \$52,000. A heartfelt note of appreciation goes out to all our steadfast business partners who consistently support PRONIA at every opportunity.

In particular, we would like to extend our sincere gratitude to our Major Event Partner, Windsor Management Insurance Brokers, and our Major

Corporate Partners, Back to Sleep, Nimbus Health, and ChrisKass Solutions. Special thanks are also extended to our Event Partners, Salary Masters, Empower Health, Barbayannis Lawyers, BDO, and Cost Less Décor Blinds. Your generous support played a pivotal role in the success of our Gala, and we are truly grateful for your ongoing commitment to PRONIA's mission and initiatives.





PRONIA Business Network

The PRONIA Business Network lunches also made its return to our Calendar of Events after the Covid-19 pandemic. These events continue to build relationships with our existing Business Partners whilst creating new relationships

with businesses that are prepared to take the opportunity to find out more about PRONIA and how they can join us in our journey in helping our community by supporting our events and fundraising efforts.

Supporting our Community

Cultivating relationships and backing community organizations and events has become a pivotal element of our strategy to engage with a diverse cross-section of our community. Currently, this objective is realized through strategic partnerships involving the sponsorship of key events.

These partnerships serve as a means to extend our support to other organizations that share our values and goals, thereby enhancing our ability to fulfill our mission more effectively. Additionally, they contribute to the establishment of robust working relationships with other organizations.

Over the past 12 months, PRONIA has proudly supported various events, including:

- NUGAS - Gala Ball
- HACCI Excellence Awards - Community Service Award
- Greek Community of Melbourne - Antipodes Festival
- Monash Hellenic Student's Society – Tavern Night

These collaborative efforts highlight our commitment to community engagement and strengthen ties with organizations that align with our mission and values.

Media and Community Engagement

With robust grassroots engagement and collaborative relationships with stakeholders, this year PRONIA's engagement with the community highlighted once more the importance of social connection and collaborations within the community. As the financial year begun, we were still engaged in the pandemic recovery for which we continued to work in disseminating information to the Greek speaking public about their health and prevention of illness. In partnership with Merri-bek Council and peak health bodies such as Monash Health and NEPHU, we delivered more than ten tailored in-language information sessions to Greek-speaking seniors about Covid-19 response and preparedness, reaching hundreds of people and ensuring public health information delivery in an effective and culturally appropriate way.

For the same reason, we also created in-language short videos. Capturing lived experience from real people was central to our video creations that talked about general health and wellbeing, COVID-19, the importance of fitness and reaching out for mental health support. In total we produced 8 videos which can be viewed in our YouTube channel. Working with members of our community to source participants was paramount in the process and all video participants were very happy to share their views as we presented opinions and statements from people that were original, authentic and true, and resonated with our wider Greek-speaking audience.

Collaborative relationships with stakeholders of the organisation played a vital role in our community engagement this year.

One significant collaboration was with the Hellenic Association of Egypt and the Middle East (EEAMA), PRONIA and Fronditha Care for the delivery of a dementia forum with top experts in the field.

The three organisations came together and presented a very successful event with an astounding presence of more than 300 attendees. Speaking at the event was Professor Vasso Apostolopoulos, psychiatrist Dr Arthur Kokkinias, clinical neuropsychologist Matthew Staios, and barrister Paul Kounnas.

Another significant collaboration was with the Food for Thought Network and the Manningham Greek Senior Citizens club where we celebrated International Women's Day (IWD) at the Ajani centre in Lower Templestowe. On the topic of women, we also collaborated again with Food for Thought Network for the delivery of the first interactive workshop of the joint initiative of the two organisers. Over 80 enthusiastic women attended the event at the Greek Centre and requested for more in the future. This was the first of a series in the context of the wider 'Intergenerational Dialogue' aimed at empowering and strengthening women, highlighting their role in the community, and defending their rights. Participants from all suburbs of Melbourne and regional areas and from a variety of professional or business backgrounds, including politicians, academics, lawyers, researchers, and journalists, came together for the workshop.

Our work in community engagement continues its emphasis on empowering our seniors to live well through education and socialisation. On the International Day against Elder Abuse we organised an information session in Greek with Family Law Barrister and accredited mediator Panagiota (Pat) Karnis who discussed the legal aspects of elder abuse, offering insights into recognition and avoidance strategies.

For socialisation, we continued our very successful day trips this year, offering three unique excursions to our seniors in various locations around metropolitan Melbourne.

Media

Our articles and paid advertising in the bilingual newspaper Neos Kosmos inform the public about upcoming events and provide updates on the organisation's work and achievements. We published 35 articles in both English and Greek throughout the reporting year. We also regularly feature in TA NEA newspaper with bi-weekly

articles detailing our activities, such as visits to senior citizen clubs. Other publications in the industry this year comprised newsletters from ECCV, FECCA, and the Golden Years. TV and broadcasting appearances included C31 Sunday Greek program, SBS Greek program, Rythmos, and 3ZZZ Greek program.

PRONIA's 3XY Radio Show

PRONIA's 3XY radio show provides a much-needed connection between PRONIA and the wider community in a language that is understood by the audience. During the year, we presented a total of 46 shows live with more than 60 guest speakers to talk on their fields of expertise or provide information mainly in relation to community, health and wellbeing topics. PRONIA's radio show has been receiving many positive comments over the past years as one of the very few programs that give our seniors a free platform to engage, keep up to date with PRONIA's community news and learn about topics that are important to them such as updates on health matters, legal and administrative, lifestyle healthy choices, etc.



Social Media Impact

PRONIA's social media channels continue to play a pivotal and integral role in our comprehensive marketing, fundraising, and recruitment strategies. Serving as a cornerstone, these channels are instrumental in our efforts to engage, understand, and communicate with our diverse audience.

Our messaging and content regarding PRONIA's programs and services have significantly amplified our presence across all social media platforms.

Through ongoing data analysis and feedback gathered from our social media interactions, we have gained valuable insights into our community's needs and concerns. These platforms serve as a conduit for disseminating essential information about our organization's initiatives, fundraising activities, partnerships, informational sessions, and overall support.

4,000

Fans and Followers

746K

Page and Profile Impressions

537K

Page and Profile Reach

869

Total Posts

236K

Post Reach

324K

Post Impressions



Marketing and Events

Social Media Analytics

facebook



Post Engagement
↑ 21.16%



Page Followers
> 3k



Post Reach
> 237k



Page Impressions
> 600k



Page Reach
> 460k

Instagram



Page Impressions
> 64k



Page Followers
↑ 19%



Page Reach
> 28k



Post Reach
> 32k



Post Engagement
↑ 61.2%

Story Engagement
↑ 5.7%

LinkedIn



Page Impressions
> 12k



Page Reach
> 4.6K



Highest CTR
↑ 56.76%



Tweets Impressions
> 4.0k



Post Engagement
↑ 10.4%

Website Analytics via 

www.pronia.com.au



New Users
↑ 65%



Page Views
> 50k



New Sessions
> 27k

Editorials

PRONIA to host Greek information session addressing elder abuse



Photo: Shutterstock

5 June 2023 12:05pm

On the occasion of the International Day against Elder Abuse on Thursday 15 June, PRONIA is organising an information session in Greek on Friday 16 June at its offices in Brunswick.

Elder abuse is a multifaceted issue, and PRONIA aims to combat it by providing information, support, and advice. The organization recognizes the importance of awareness in preventing and addressing elder abuse.

Mary Sophou, Director of Family and Community Services at PRONIA, stressed the significance of raising awareness to prevent abuse and support

Create it.

PRONIA: "Family violence is very much present in our community"

The Andrews Government recently announced that it has implemented all 227 final recommendations of the Royal Commission into Family Violence but says more has to be done



Photo: Shutterstock

Theresa Pines 19 February 2023 2:45pm

In her announcement of the milestone accomplishment Minister for Family Violence, Ros Spence noted that while implementing the recommendations

Η ΠΡΟΝΟΙΑ πάντα στο πλευρό των Ελλήνων μεταναστών

Η ΠΡΟΝΟΙΑ πάντα στο πλευρό των Ελλήνων μεταναστών. Μιας από αυτές τις μέρες γρήγορα ή αργότερα θα μετακομίσουμε στην Ελλάδα και οι διαδικασίες να ολοκληρωθούν και να ξεκινήσουμε να ζούμε στην Ελλάδα.



Photo: Shutterstock

Με αφορμή την Πενήνταημερή Μεταναστευτικής που γράφει περίπου στις 10 Δεκεμβρίου η ΠΡΟΝΟΙΑ θα τους Είμαστε δίπλα τους και θα τους εδράσει τον ρόλο της. Η ΠΡΟΝΟΙΑ θα οργανώσει μια σειρά από δράσεις και θα είναι για την Αυστραλία ενός συντονιστή υποστηρίξιμοις. Θα είναι μια από τις πρώτες μέρες της ζωής τους στην Αυστραλία.

Newspaper Ads



PRONIA For a stranger community

ΔΩΡΕΑΝ ΕΝΗΜΕΡΩΤΙΚΗ ΕΚΔΗΛΩΣΗ

Συνταξιοδοτικό και συναφή θέματα

ΚΑΤΑ ΤΗΝ ΕΚΔΗΛΩΣΗ ΘΑ ΠΑΡΟΥΣΙΑΣΤΕ ΣΥΝΟΠΤΙΚΑ ΤΟ ΘΕΜΑΤΙΚΟ ΠΛΑΙΣΙΟ ΣΥΝΤΑΞΙΟΔΟΤΗΣΗΣ ΩΠΩΣ ΑΥΤΟ ΙΧΑΝΕΙ ΣΗΜΕΡΑ

ΑΠΑΝΤΗΣΕΙΣ ΣΕ ΒΑΣΙΚΕΣ ΕΡΩΤΗΣΕΙΣ

ΔΩΡΕΑΝ 30 Μαρτίου 2023 12:00pm - 2:00pm
 PRONIA, 7 Union Street, Brunswick, VIC, 3056

Η ανάπτυξη σημαντικών δημογραφικών προτάσεων για διαπολιτισμικούς ανθρώπους. Επειδή η συνταξιοδότηση είναι διαφορετική για κάθε ασφαλισμένο, θέλουμε να σας παρέχουμε τις πληροφορίες που χρειάζεστε για να προγραμματίσετε τη συνταξιοδότησή σας και να λάβετε τεκμηριωμένες αποφάσεις.

Κεντρικός Ομιλητής: **Κυριάκος Ιντζιάδης**
 (Περίοδος Οικονομικών Πληροφοριών Services Australia)

Κατά την εκδήλωση θα παρουσιάσει συνοπτικά το θεματικό πλαίσιο συνταξιοδότησης όπως αυτό ισχύει σήμερα

Για να δηλώσετε συμμετοχή επικοινωνήστε στο (03) 9388 9998 ή στείλετε email στο enr@pronia.com.au. Περιορισμένες θέσεις, κρατήσεις απαραίτητες.

www.pronia.com.au



PRONIA For a stranger community

Θα είμαστε και εμείς στους Αντίποδες!

Ελάτε να γνωρίσετε εμάς, τις υπηρεσίες μας και γιατί όχι, να εναλλαχθείτε και εσείς στην ομάδα μας!

- Προγράμματα για την Τρίτη ηλικία
- Παιδεία Οικιακής Φροντίδας
- Υπηρεσίες συμβουλών για οικογένεια
- Καριέρα και θέσεις εργασίας
- Εθελοντισμός
- Διημερίδα Παιδικής Στάθης
- Ενημερωτικά προγράμματα
- Μετανάστευση στην Αυστραλία

Συμμετέχετε στον **διαγωνισμό** και **μειψείτε στην κλήρωση!**

1. Εμφανίζεστε το περίπτερό μας κατά τη διάρκεια του φεστιβάλ.
2. Ανεβάστε φωτογραφίες του περιπτέρου με #proniantipodes23.
3. Μειψείτε στην κλήρωση και κερδίστε μοναδικά δώρα έκπληξης.

Το περίπτερό μας θα βρίσκεται διαγώνια απέναντί από την κεντρική σκηνή

www.pronia.com.au



Επετειακή εκδήλωση εορτασμού των 50 χρόνων της «ΠΡΟΝΟΙΑΣ»

Σάββατο 17 Σεπτεμβρίου 2022 7:00pm - 12:00pm
 Hyatt Place Melbourne 1 English Street Essendon Fields, VIC, 3041

Το πρόγραμμα της εκδήλωσης περιλαμβάνει:

- Ομιλία - παρουσίαση της Πενήνταημερής του οργανισμού.
- Εορταστικές παρουσιάσεις για τη δράση που σας οργανώσαμε.
- Καλλιτεχνικό πρόγραμμα με τον George Karaliotis και το συγκρότημα The Flares.
- Δείπνο με πολλά δώρα, γαστρονομία, χορογραφίες κ.α.

Κατά τη διάρκεια της μοναδικής εκδήλωσης θα δούμε στα παραθύρα και αναδείξουμε το πλαίσιο ιστορικό παρόν της ΠΡΟΝΟΙΑΣ και την άμεση σύνδεση με την εξέλιξη και ανάπτυξη της κοινότητας μας. Τα 50 χρόνια της Πενήνταημερής του οργανισμού μας αποδεικνύουν τον συνεχή κίνητρο του ενδογενούς παρόντος και του κινήματος μελλοντικής επαναστασιακής πορείας από τότε μέχρι σήμερα.

Πενήντα χρόνια ζωής και δράσης, πενήντα χρόνια προφοράς στην πατρίδα, πενήντα χρόνια αδιάλειπτης στήριξης, με σημαντικές δράσεις σε όλους τους τομείς της κοινωνικής και πολιτικής ζωής της κοινότητας μας, και συνεχίζουμε!

Ένας οργανισμός για την πατρίδα μας και την πόλη μας!

Κλείστε το εισιτήριό σας για την επετειακή εκδήλωση μας τηλεφωνικά στο (03) 9388 9998, στη σελίδα μας www.pronia.com.au ή ανατρέξτε το QR Code

1972 2022

www.pronia.com.au



RADIO 2N 06:14-15

Με τη δική σας οικονομική ενίσχυση συνεχίζουμε το έργο μας

ΕΙΣΤΕ ΣΤΟ ΠΛΕΥΡΟ ΜΑΣ ΓΙΑ 50 ΧΡΟΝΙΑ ΚΑΙ ΕΣΑΣ ΕΥΧΑΡΙΣΤΟΥΜΕ

Ο επίσημος ραδιοφωνικός μας βοηθός να παρέχουμε τις υπηρεσίες μας σε αυτούς που έχουν ανάγκη. Δεν έχει σημασία πόσο μεγάλη θα είναι η εσοδα του κατόχου, αλλά σημασία έχει η πρόση της προσφοράς, ακόμη και του πιο μικρού ποσού, αφού έτσι μπορούμε να βοηθήσουμε στη βελτίωση της ζωής κάποιου συνανθρώπου μας.

Ο ραδιοφωνικός θα δωρεάσει από τις 9:00 το πρωί της Παρασκευής 14 Οκτωβρίου μέχρι τις 9:00 το βράδυ του Σαββάτου 15 Οκτωβρίου και θα δωρεάσει μέσω του ραδιοφωνικού σταθμού 3XY. Μπορείτε να πραγματοποιήσετε τη δωρεά σας καλώντας στο (03) 9388 9998 ή μέσω επίσκεψης στα γραφεία μας κατά τη διάρκεια του δείπνου.

Παρ 14 & Σαβ 15 Οκτωβρίου 2022
 9:00pm - 9:00pm

Τηλεφωνήστε ή επισκεφτείτε:
 7 Union Street, Brunswick, 3056

Κάντε τη δωρεά σας 03 9388 9998



PRONIA For a stranger community

Δια Ζώσης Ενημερωτική Συνεδρία

Κρατική Στέγαση

Σημαντικές πληροφορίες που πρέπει να γνωρίζετε!

Παρασκευή 26 Μαΐου 2023 11:00am - 12:30pm
 PRONIA, 7 Union Street, Brunswick, 3056
 Για εγγραφή ανατρέξτε το QR Code

Η ΠΡΟΝΟΙΑ σε συνεργασία με το Department of Families, Fairness and Housing παρουσιάζουν ενημερωτική εκδήλωση με θέμα την Κρατική Στέγαση. Μάθετε από τους ειδικούς για τη διαδικασία αίτησης κρατικής στέγης και χρήσιμες πληροφορίες.

Επιμέλεια παρουσίασης: **Kellie Degering**
 Team Leader, Department of Families, Fairness and Housing, Western Melbourne

Adam Petkov-Rothapel
 Team Manager, Housing Advice and Assistance Team, Western Melbourne

Εξωτερικά θέματα που θα συζητηθούν:

- ✓ Κρατική στέγη - Γενικές πληροφορίες
- ✓ Πληροφορίες για το Victorian Housing Register
- ✓ Διαδικασία υποβολής αίτησης στέγης
- ✓ Χρόνος αναμονής/κατανομή
- ✓ Βοήθεια ενόικου και δάνεια
- ✓ Παροχές προώθησης και πως μπορούν να μελετηθούν

Θα υπάρχει δωρεάν στα ΕΛΛΗΝΙΚΑ

Εγγραφή απαραίτητη. Μπορείτε να ανατρέξετε το QR code, ή να επικοινωνήσετε με τη Δίεξη Πρωτοκόλλου στο 03 9388 9998 ή να στείλετε email στο vic@pronia.com.au

www.pronia.com.au



50th PRONIA 1972-2022

Λαμβάνετε τα Ενημερωτικά Δελτία μας!

Λάβετε ταχυδρομικά και εντελώς δωρεάν τα ενημερωτικά δελτία της ΠΡΟΝΟΙΑΣ με νέα, τελευταίες ενημερώσεις και επερχόμενες εκδηλώσεις. Αρκεί να γίνετε συνδρομητές!

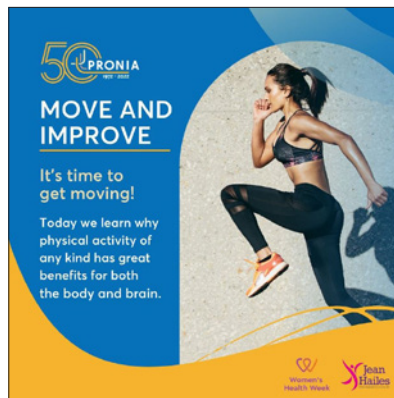
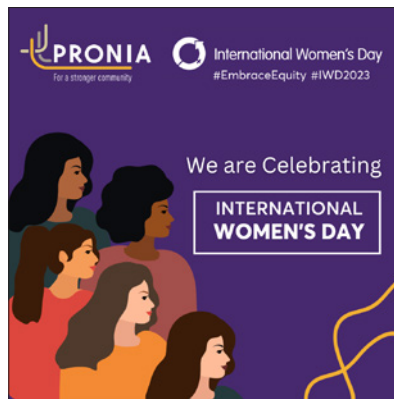
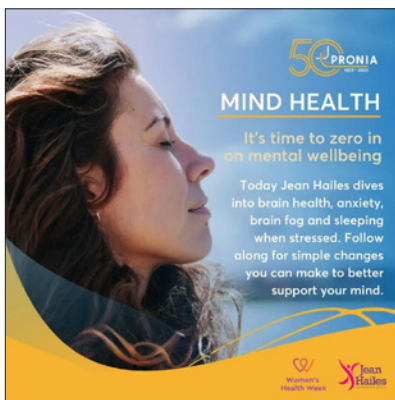
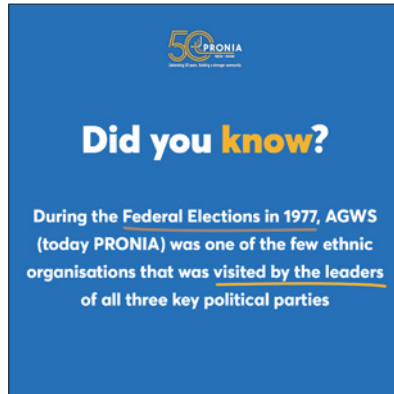
Το Χριστουγεννιάτικο ενημερωτικό δελτίο θα σταλεί σε όλους τους συνδρομητές πριν από τα Χριστούγεννα. Εάν θέλετε να το λάβετε, εγγραφείτε πριν τις 9 Δεκεμβρίου.

Εγγραφείτε και μειψείτε ενημερωμένο - εντελώς δωρεάν!

Καλέστε μας στο (03) 9388 9998 και αφήστε τα στοιχεία σας (Όνοματεπώνυμο, Διεύθυνση, Ηλεκτρονικό ταχυδρομείο - εάν έχετε ή στείλετε μας email στο info@pronia.com.au.

www.pronia.com.au

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 2023



Directors' Report

The Directors of Australian Greek Welfare Society Ltd, submit herewith the balance sheets as at 30th June 2023 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
President	Elpis Korosidis	7	7
Vice President	Voula Messimeri AM	10	11
Hon Secretary	George Spiliotis	9	11
Treasurer	James Koutsoukos <i>(Until Mar 2023)</i>	6	8
Director	Manuel Tsirmiris	6	7
Director	Augusta Seremetis	9	11
Director	Elias Tsigaras	4	7
Director	Lana Laios	6	7
Director	Constantine Koulouris	6	7
President	Kris Pavlidis <i>(Until Nov 2022)</i>	3	4
Vice President	Angela Ouroumis <i>(Until Nov 2022)</i>	4	4
Director	Eugenia Grammatikakis <i>(Until Nov 2022)</i>	4	4

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 \$632,194

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



Elpis Korosidis
President



Manuel Tsirmiris
Treasurer

Dated on the 21st day of November 2023

Directors' Declaration for the year ended 30 June 2023

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 85-99 present fairly the company's financial position as at 30 June 2023 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.



Elpis Korosidis
President



Manuel Tsirmiris
Treasurer

Dated on the 21st day of November 2023

Compilation 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 2023, the Profit and Loss statement and, statement of cash flows for the year ended on 30th June 2023, 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 2023 and its financial performance and cash flows for the year ended 30th June 2023 ; and
- b) Complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 of the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis of Accounting

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



Don Douglas
REGISTERED COMPANY AUDITOR (NO 15038)
Dated on the 21st day of November 2023

Profit & Loss Statement as at 30 June 2023

Income	Note	2023	2022
Government Grants	2	5,010,215	4,270,103
Interest Received		104,122	2,739
Operating Revenue	3	13,725,213	12,783,834
Other Income	4	1,060,106	461,390
Total Income		19,899,656	17,518,066

Less Expenditure	Note	2023	2022
Accountancy Fees		60,050	18,476
Annual Leave Expense		304,692	278,252
Auditors Remuneration		9,100	8,500
Advertising		129,436	77,465
Bad Debts Written Off / (Recovered)		11,365	(1,474)
Bank Charges		7,819	7,764
Building Maintenance		79,863	44,553
Childcare Expenses		209,563	169,860
Consultancy Fees		100,153	178,212
Depreciation		59,853	68,159
Emergency Relief Expenditure		3,190	8,941
Fundraising Expenditure		165,033	2,601
HCP - Client Direct Expenditure		4,065,092	3,319,437
Insurance		42,431	36,062
Interest Paid		113,392	81,289
IT Equipment/Software		221,129	144,830
Long Service Leave		185,960	138,992
Motor Vehicle Expenses		30,956	23,330
Occupancy Costs		373,504	325,719
Office Expenses		149,085	122,365
Other Expenses		203,600	34,028
PAG Expenses		361,606	146,855
Program Activity Costs		163,520	103,745
Salary & Wages		11,279,933	9,835,680
Sponsorship & Donations		44,147	15,915
Staff Training & Welfare		55,768	55,386
Subscriptions		132,820	119,159
Travelling Expenses		209,640	165,317
WorkCover		494,763	40,643
Total Expenses		19,267,462	15,570,062

The accompanying notes form part of these Financial Statements.

These statements are audited and should be read in conjunction with the attached audit report.

Profit & Loss Statement (continued) as at 30 June 2023

	2023	2022
Net Operating Profit / (Loss) before Tax	632,194	1,948,004
Net Profit After Tax / (Losses Carried Forward)	632,194	1,948,004
Net Profit After Dividends Paid / (Losses Carried Forward)	632,194	1,948,004

Comprehensive Income as at 30 June 2023

	2023	2022
Profit/(Loss) Before Taxation	632,194	1,948,004
Total Profit for the year	632,194	1,948,004
Other comprehensive income / (loss) for the year	-	-
Total Comprehensive Income for the year	632,194	1,948,004

Statement of Financial Position as at 30 June 2023

Current Assets	Note	2023	2022
Cash and Cash Equivalents	5	9,697,524	10,911,681
Trade and Other Receivables	6	1,958,848	205,857
Other Assets	7	112,556	107,872

Total Current Assets		11,768,928	11,225,410
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Non-Current Assets	Note	2023	2022
Property, Plant and Equipment	8	8,069,353	7,791,910
Goodwill	9	45,455	45,455
Total Non-Current Assets		8,114,807	7,837,364

Total Assets		19,883,735	19,062,774
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Current Liabilities	Note	2023	2022
Trade and Other Payables	10	1,470,299	673,990
Accrued Expenses	11	180,753	514,571
Deferred Revenue	12	-	51,569
Employee Benefits	13	901,370	699,729
Grants in Advance	14	3,296,839	2,551,156

Total Current Liabilities		5,849,261	4,491,014
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The accompanying notes form part of these Financial Statements.

These statements are audited and should be read in conjunction with the attached audit report.

Non-Current Liabilities	Note	2023	2022
Employee Benefits		756,888	756,888
Financial Liabilities	14	1,814,332	2,983,812

Total Non-Current Liabilities		2,571,221	3,740,700
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Total Liabilities		8,420,482	8,231,714
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Net Assets		11,463,254	10,831,060
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Equity	Note	2023	2022
Reserves		2,580,687	2,580,687
Retained Earnings		8,882,567	8,250,373

Total Equity		11,463,254	10,831,060
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Statement of Changes in Equity as at 30 June 2023

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

2023	Retained Earnings	Asset Revaluation Reserve	Total
Balance at 1 July 2022	8,250,373	2,580,687	10,831,060
Comprehensive Income			
Profit for the year	632,194	-	632,194
Total Comprehensive income for the year attributable to the members of the company	632,194	-	632,194
Balance at 30 June 2023	8,882,567	2,580,687	11,463,254

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

Statement of Cash Flows as at 30 June 2023

Operating Activities	Note	2023	2022
Receipts		18,731,974	15,662,688
Payments to suppliers & employees		(18,430,085)	(14,903,827)
Interest received		104,122	2,739
Interest paid		(113,392)	(81,289)
Net Cash Flows from Operating Activities	16	292,619	680,311

Investing Activities		2023	2022
Proceeds from the sale of property, plant and equipment		-	-
Payment for property, plant and equipment		(337,296)	(82,270)
Net Cash Flows from Investing Activities		(337,296)	(82,270)

Financing Activities		2023	2022
Cash received from loan		-	-
Loan repayments		(1,169,479)	(124,799)
Net Cash Flows from Financing Activities		(1,169,479)	(124,799)

Net Cash Flows		(1,214,156)	473,242
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Cash and Cash Equivalents	Note	2023	2022
Cash and cash equivalents at beginning of period		10,911,681	10,438,438
Net change in cash for period		(1,214,157)	473,242
Cash and cash equivalents at end of period	5	9,697,524	10,911,681

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 2023

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.

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 not-for-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.

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. For the statement of cash flows presentation purposes, cash and cash equivalents also includes term deposits.

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

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 (\$8,500 in prior year).

2. Government Grants	2023	2022
Commonwealth Home Support Program	3,428,948	3,094,738
Childcare Grants	61,558	91,338
Culturally & Linguistically Diverse Communities Leading Prevention	69,201	63,000
Dementia Behaviour Management	319,101	-
Home and Community Care	335,658	226,727
Small & Other Grants	795,749	757,936
Supporting Carers Locally	-	36,364
Total Government Grants	5,010,215	4,270,103

3. Operating Revenue	2023	2022
All Best Care Fees	491,601	321,652

Alpha Early Learning Centre		
Government Funding & Subsidies	49,900	466,635
Parent Fees	1,179,950	670,243
Total Alpha Early Learning Centre	1,229,849	1,136,878

PRONIA		
Administration Fees	3,912,762	3,851,188
Fees for Service	7,932,177	7,393,163
Membership Fees	2,234	2,057
Other Fees	156,590	78,898
Total PRONIA	12,003,763	11,325,305

Total Operating Revenue	13,725,213	12,783,834
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4. Other Income	2023	2022
Donations & Fundraising	309,544	41,785
Employee Benefit Income	141,619	153,915
Sundry Income	410,249	19,185
Workcover Reimbursement	198,695	246,504
Total Other Income	1,060,106	461,390

5. Cash and Cash Equivalents	2023	2022
Cash at Bank		
Bendigo Bank Savings Account	15,112	39,588
Westpac All Best Care (3894)	316,857	118,679
Westpac Business on Flexi (2504)	5,042	3,839
Westpac Cash Reserve (1713)	1,056,752	6,005,094
Westpac CDC Reserve (3907)	1,260,677	3,763,260

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

5. Cash and Cash Equivalents (continued)	2023	2022
Westpac Child Care Fees (4548)	574,860	490,337
Westpac Emergency Relief (2340)	30,164	30,164
Westpac Operating Account	96,411	66,774
Westpac Salary Packaging (6350)	64,491	114,611
Total Cash at Bank	3,420,367	10,632,346

Petty Cash		
Brunswick	3,638	6,900
Oakleigh	221	15
Total Petty Cash	3,859	6,915

Term Deposits		
Bendigo Bank Term Deposit	6,273,298	272,420
Total Term Deposits	6,273,298	272,420

Total Cash and Cash Equivalents	9,697,524	10,911,681
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6. Trade and Other Receivables	2023	2022
Trade Debtors	427,774	228,159
Less Unallocated Receipts	(22,287)	(22,302)
Home Care Package Funds Receivable	1,408,322	-
Sundry Debtors	145,039	-
Total Trade and Other Receivables	1,958,848	205,857

7. Other Assets	2023	2022
Deposits	-	42,531
Oakleigh Office Rental Bond	8,250	8,250
Prepayments	79,320	57,091
Accrued Interest	24,986	-
Total Other Assets	112,556	107,872

8. Property Plant and Equipment	2023	2022
Land and Buildings		
Property Improvements at Cost	1,419,875	1,301,060
Accumulated Depreciation of Property Improvements	(529,709)	(495,955)
Land and Buildings Revaluation	7,088,764	6,894,860
Total Land and Buildings	7,978,930	7,699,965

Plant and Equipment		
Plant and Equipment at Cost	544,284	519,706
Accumulated Depreciation of Plant and Equipment	(486,291)	(471,001)
Total Plant and Equipment	57,993	48,705

The accompanying notes form part of these Financial Statements.

These statements are audited and should be read in conjunction with the attached audit report.

8. Property Plant and Equipment (continued)	2023	2022
Motor Vehicles		
Motor Vehicles at Cost	100,613	100,613
Accumulated Depreciation of Motor Vehicles	(68,184)	(57,374)
Total Motor Vehicles	32,429	43,239

Total Property Plant and Equipment	8,069,353	7,791,910
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9. Goodwill	2023	2022
All Best Care	45,455	45,455
Total Goodwill	45,455	45,455

10. Trade and Other Payables	2023	2022
Trade Creditors	1,093,535	418,187
GST	46,535	(73,231)
PAYG Withholding Payable	290,306	268,367
Superannuation Payable	38,768	44,575
Other Payables	-	15,665
Union Fees Liability	1,155	414
Total Trade and Other Payables	1,470,299	673,977

11. Accrued Expenses	2023	2022
Accrued Auditor's Remuneration	8,500	8,500
Accrued Creditor Expense	8,636	403,655
Salary and Wages	163,616	102,416
Total Accrued Expenses	180,753	514,571

12. Deferred Revenue	2023	2022
Gala Receipts Received in Advance	-	51,569
Total Deferred Revenue	-	51,569

13. Employee Benefits	2023	2022
Current		
Provision for Annual Leave	828,979	675,920
Provision for Long Service Leave	72,391	23,809
Total Current	901,370	699,729

Non-Current		
Provision for Annual Leave	756,888	756,888
Total Non-Current	756,888	756,888

Total Employee Benefits	1,658,259	1,456,617
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The accompanying notes form part of these Financial Statements.
These statements are audited and should be read in conjunction with the attached audit report.

14. Grants in Advance	2023	2022
Unspent Home Care Package Grants	2,777,159	2,439,041
Other Grants	519,680	112,114
Total Grants in Advance	3,296,839	2,551,156

15. Financial Liabilities	2023	2022
Bendigo Bank Loan	1,814,332	2,983,812
Total Financial Liabilities	1,814,332	2,983,812

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		
	2023	2022
Cash at Bank	3,420,367	10,632,346
Cash at Bank - Term Deposits	6,273,298	272,420
Petty Cash	3,859	6,915
Total	9,697,524	10,911,681
(b) Reconciliation of cash flows from operations		
Operating Profit	632,194	1,948,004
Depreciation and Amortisation	59,853	68,159
Provisions & Recognition of Income on Grants	(399,428)	(1,335,851)
Cash Flows from Operations	292,619	680,312

17. Cyber Event	
<p>Management of the Australian Greek Welfare Society Ltd has become aware that a Cyber Event occurred during the period 26 May 2023 to 31 August 2023 that resulted in the loss of \$229,500. Following the discovery of the loss, management has put in place measures to prevent further losses from occurring.</p> <p>Management is undertaking further investigation and review of the Cyber Event. Once the investigation and review has been completed a report will be prepared.</p> <p>The cyber event loss is included in "Other Expenses", in the financial statements. The applicable amounts for each financial year are as follows:</p>	
2022 - 2023	\$76,500
2023 - 2024	\$153,000
TOTAL	\$229,500

This is the end of the financial report

Vale



Dr. Spiro Moraitis 1933-2023

Australian Greek Welfare Society (AGWS) co-founder and Hon. Life Member Dr. Spiro Moraitis passed away on Thursday 7th September at the age of 90.

Dr. Moraitis together with George Papadopoulos and Nick Polites founded the AGWS (known today as PRONIA) in 1972. The purpose of AGWS was 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.

Dr. Moraitis left an indelible impact on the Australian Greek community, a lasting legacy that will continue to support future members of the Greek speaking community.

Dr Moraitis served as both Chairman and President of AGWS (1972-1979) and served on many sub committees including health, education, childcare, aged care, interpreting and language services.

In 2008 Dr Moraitis was awarded an AO for his continuing services to the Greek community through a range of executive roles with migrant assistance and aged welfare organisations, and to medicine as a general practitioner.

In 2022, in recognition of his incredible contribution to the Hellenic Australian Community and cofounder of AGWS he was awarded the HACCI Excellence Spiro Stamoulis Lifetime Achievement Award.

"Dr Moraitis' endless benevolence will continue to inspire all who had the privilege of knowing him. As we mourn his passing, we remain steadfast in continuing Dr Moraitis' vision and rich legacy of unwavering commitment to the betterment of the Hellenic Australian community" stated PRONIA's President of the Board, Elpis Korosidis.

PRONIA would like to farewell, Dr. Spiro Moraitis, a visionary founder and leader and to express our deepest sympathy and condolences to his children Anastasia, Melissa, Harley and Katrine.



Δρ Σπύρος Μωραΐτης 1933-2023

Ο συνιδρυτής της Ελληνο-Αυστραλιανής Κοινωνικής Πρόνοιας (AGWS) και επίτιμο ισόβιο μέλος Δρ Σπύρος Μωραΐτης απεβίωσε την Πέμπτη 7 Σεπτεμβρίου σε ηλικία 90 ετών.

Ο Δρ Μωραΐτης μαζί με τον Γιώργο Παπαδόπουλο και τον Νίκο Πολίτη ίδρυσαν την AGWS (γνωστή σήμερα ως ΠΡΟΝΟΙΑ) το 1972. Σκοπός της AGWS ήταν η σθεναρή 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 φροντίδας των παιδιών και της διατήρησης της ελληνικής γλώσσας.

Ο Δρ Μωραΐτης άφησε ανεξίτηλο αντίκτυπο στην ελληνική παροικία της Αυστραλίας, μια διαρκή κληρονομιά που θα συνεχίσει να στηρίζει τα μελλοντικά μέλη της ελληνόφωνης κοινότητας.

Ο Δρ Μωραΐτης διετέλεσε τόσο ως διευθύνων σύμβουλος όσο και πρόεδρος της AGWS (1972-1979) και υπηρέτησε σε πολλές υποεπιτροπές, μεταξύ των οποίων η υγεία, η εκπαίδευση, η παιδική μέριμνα, η φροντίδα ηλικιωμένων, η διερμηνεία και οι γλωσσικές υπηρεσίες.

Το 2008 ο Δρ Μωραΐτης τιμήθηκε ως Αξιωματικός του Τάγματος της Αυστραλίας ΑΟ για τις συνεχείς υπηρεσίες του προς την ελληνική κοινότητα μέσω μιας σειράς εκτελεστικών ρόλων σε οργανισμούς βοήθειας μεταναστών και πρόνοιας ηλικιωμένων, καθώς και στην ιατρική ως γενικός ιατρός.

Το 2022, σε αναγνώριση της απίστευτης προσφοράς του στην Ελληνική Αυστραλιανή Κοινότητα και ως συνιδρυτής της AGWS, του απονεμήθηκε το Βραβείο Σπύρος Σταμούλης «Δια Βίου Επίτευξης Αριστείας» από το Ελληνοαυστραλιανό Εμπορικό και Βιομηχανικό Επιμελητήριο HACCI.

“Η ατελείωτη καλοσύνη του Δρ Μωραΐτη θα συνεχίσει να εμπνέει όλους όσους είχαν το προνόμιο να τον γνωρίσουν. Καθώς θρηνούμε το θάνατό του, παραμένουμε σταθεροί στη συνέχιση του οράματος και της πλούσιας κληρονομιάς του Δρ Μωραΐτη και της ακλόνητης δέσμευσης για τη βελτίωση της ελληνικής κοινότητας της Αυστραλίας” δήλωσε η Πρόεδρος του Διοικητικού Συμβουλίου της ΠΡΟΝΟΙΑΣ, Ελπίς Κοροσίδης.

Η ΠΡΟΝΟΙΑ θα ήθελε να αποχαιρετήσει τον Δρ Σπύρο Μωραΐτη, έναν ιδρυτή με όραμα και ηγέτη, καθώς και να εκφράσει τα βαθύτατα συλλυπητήριά της στα παιδιά του Αναστασία, Μελίσα, Χάρλεϊ και Κατρίν.



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