

# ANNUAL REPORT

# 2023



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# INTRODUCTION

Our **vision** is 'fair process for all who seek protection from war, persecution and harm.'

Our **mission** is to contribute to fair process by supporting asylum seekers and refugees to exercise their rights and meet their obligations in accordance with Asylum and Migration (A&M) Law in Greece through the provision free accurate and up-to-date information and professional legal services in all matters related to A&M Law.

At **A.Ss.I.S.T.**, we are committed to upholding fundamental rights. Through free information and legal services with a holistic approach, we support asylum seekers and refugees, recognizing their vulnerability and respecting their autonomy.

We prioritize marginalized groups, providing tailored support to overcome the many challenges that they face daily. Our partnerships extend beyond legal aid to offer essential services for well-being and integration. We prioritize confidentiality and GDPR compliance, ensuring transparency and data protection. Our social media policy protects vulnerable individuals, promoting positive narratives and raising awareness of migration issues. Diversity is central to our team, fostering mutual respect and cooperation.

We value acceptance over tolerance, embracing differences to provide effective and empathetic service.

***The provision of free accurate information and legal aid contributes to the smoother running of the asylum application procedure, helps to ensure that the individual characteristics of their situations are considered and that the rights of the person seeking asylum are respected.***

## **MESSAGE FROM OUR A.SS.I.S.T. PARTNER:**

The year 2023 was perhaps the most difficult for A.Ss.I.S.T. to date, yet also perhaps the most satisfying and impactful for our clients with three Greek lawyers providing legal aid services, our international volunteer Client Services Managers and our team of on-call interpreters/translators excelling in their service delivery.

Funding became a significant challenge in the second half of 2023 due to a serious misunderstanding with a donor and the disruption that this caused. Although forced to suspend our legal services in November and December 2023, our volunteers diligently managed inquiries received through our WhatsApp helplines. This permitted us to identify clients in need of assistance at crucial interviews or with early deadlines for submission of appeals. Nonetheless, between 01 November and 31 December 2023, A.Ss.I.S.T. lawyers submitted seven appeals and accompanied three clients to their interviews at the Asylum Services. Clients continued to be referred to other agencies for legal, medical, food, and accommodation support and we were able to address procedural inquiries, such as those concerning online services provided by the Ministry of Migration, ID and travel document renewals, among others. A total of 216 beneficiaries, consisting of 141 existing and 71 new beneficiaries, received our support through information and referral services complemented by some legal assistance.

The challenges faced and overcome are testimony to our Team's resilience and ability to adapt. Our commitment to providing services to asylum seekers remains strong. Financial limitations highlight the need for securing more grants and innovative solutions to sustain our services. In April 2023, the decision to no longer recruit international volunteer lawyers and to recruit volunteer Client Service Managers exclusively from graduate or post-graduate programs related to our field has proved very effective. With the introduction of a Client Services Handbook and a mobile friendly client feedback form combined with the competence and commitment of our 2023 volunteer Client Service Managers saw significant improvements in the quality of our team's performance in providing timely and courteous responses and efficient professional services.

Our efforts to raise funds to retain our lawyers' service and to improve information dissemination will continue into 2024. The importance of receiving information for new arrivals as evidenced by the nature of the inquiries received daily drives us to seek solutions for the delivery of effective, accurate information in the preferred language of the inquirer.

Our commitments to strengthening networks, both formal and less formal, remains firm. Formal networks are informative for changes in process and access (UNHCR Protection Working and UNHCR Legal Aid). Less formal networks, a network of legal actors on the mainland and on the islands, the LGBTQI+ community network and contacts within specialized services for the most vulnerable are very important for sharing and learning realities faced, and the less reported situations faced by asylum seekers and refugees. It is only through our networks of both organizations and clients that we learn and can strengthen our efficacy in referring to people to the most responsive services.

Our commitment drives us to explore diverse avenues, to permit us to continue to serve, and to accomplish our mission. Just as we must adjust to change, so too we must reinvent ourselves based on resources available. With very limited resources, we will continue responding to queries and referring people on to other essential services and assisting people in their communications with the authorities until sufficient resources can be assured to provide this in combination with the continuity of service required for effective legal aid.

We take this opportunity to express our sincere thanks and appreciation to all those who have consistently supported A.Ss.I.S.T. in 2023 and to wish you every success in 2024. We hope that we can move forward together to provide essential services to some of the most vulnerable people in Europe today. A.Ss.I.S.T. will remain faithful to prioritizing the welfare and well-being of those who seek our services. We will always be value-driven and prefer to work with partners sharing the commitment to effective and professional service delivery to those who seek our services and seeking to achieve the same goals with the same open honesty, transparency and accountability.

Sheila (Sandy) Cross  
Administrative Partner & Legal Representative

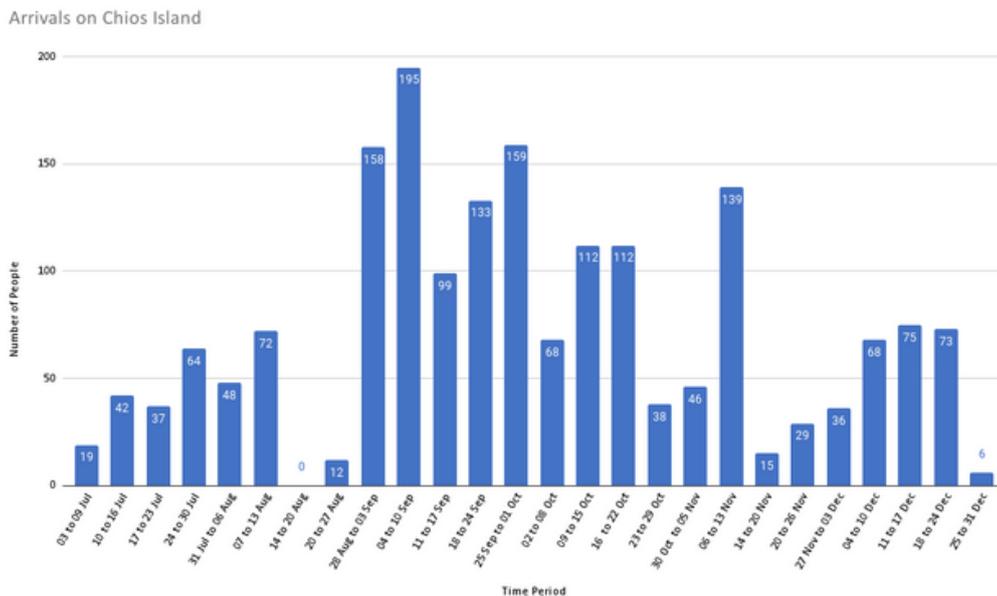
## CONTEXT

A.Ss.I.S.T's **target population** is all persons who arrive in Greece seeking international protection; those who are recognized as refugees or have the protection of the State and those who are under threat of deportation.

Our services are available remotely throughout Greece with inquiries also received from those who left Greece for other EU countries and the United Kingdom. In 2023 we served people located in 33 locations across Greece.

### ON THE ISLANDS:

From July 03 to December 31, 2023, according to UNHCR statistics, 32,415 people seeking asylum arrived by boat from Turkey on the north Aegean and Dodecanese Islands, of whom 1,849 arrived on Chios Island.



## CURRENT CHALLENGES IN SERVICE DELIVERY TO ASYLUM SEEKERS

Overall, a combination of bureaucratic inefficiencies questionable practices, inadequate resources, and misinformation severely hampers the asylum-seeking process in Greece, leaving many individuals stranded without proper protection or guidance.

Claiming asylum in Greece presents formidable challenges due to a confluence of systemic and also non systemic obstacles that render the process unreasonably difficult and for some specific categories of applicants nearly impossible. These barriers encompass a spectrum of issues that range from policy restrictions to administrative inefficiencies and bad practices within the system and from civil society actors as well.

Claiming asylum in Greece presents formidable challenges due to a confluence of systemic and also non systemic obstacles that render the process unreasonably difficult and for some specific categories of applicants nearly impossible. These barriers encompass a spectrum of issues that range from policy restrictions to administrative inefficiencies and bad practices within the system and from civil society actors as well.

Firstly, the Greek government has imposed a restriction on nationals from specific countries, including Pakistan, Bangladesh, Syria, Somalia, and Afghanistan, from receiving international protection within Greece, which applicants from other countries do not face. More specifically, Turkey is classified by the Greek authorities as a safe country for applicants of such nationalities if they came to Greece through Turkey, shifting the responsibility of protection to Turkey. Consequently, individuals from these countries face significant hurdles in seeking asylum within Greek borders. Given that, at present, there cannot be any deportations to Turkey nor have there been since March 2020, decisions rejecting applicants of these nationalities leave them in limbo without documents and subject to arrest and detention. Recent talks between the Greek and Turkish authorities suggest that deportations may recommence but there is no firm indication as to when this may occur.

Moreover, the avenue to apply for international protection in Greece often and on some occasions primarily operates through digital platforms, which are not always online or accessible. This technological unreliability further complicates and obstructs the asylum application process for prospective applicants. Furthermore, when responses are received to requests for appointments, these are often scheduled more than eight months after the request. In many instances, delays can leave some applicants without documents and hence subject to arrest and detention.

Overall, the labyrinthine complexities and multifaceted challenges within the Greek asylum system converge to create often insurmountable barriers for individuals seeking refuge, undermining the fundamental principles of asylum and human rights.

## IMPACT OF OUR WORK

A.Ss.I.S.T.'s services have contributed to substantial positive changes in the lives of asylum seekers and refugees in Greece, notably in four key areas:

**Enhanced Access to Legal Aid and Information:** The project's implementation led to a significant uptake in beneficiaries seeking critical legal aid and information services. This surge denotes a crucial breakthrough, allowing individuals to overcome the formidable obstacles inherent in navigating Greece's intricate and often daunting legal system. Our efforts have resulted in increased engagement, ensuring that more individuals receive free legal assistance, a service otherwise difficult to access.

**Facilitating Informed Decision-Making:** By furnishing comprehensive information about their rights, legal procedures, and the asylum process, beneficiaries acquire a deeper understanding, permitting informed decision-making, enabling them to actively participate in their asylum cases. Equipped with knowledge, they can effectively advocate for their rights and navigate legal complexities with greater confidence. Feedback from beneficiaries confirms this impact.

**Continuous Holistic Support:** A.Ss.I.S.T. emphasizes continuous, comprehensive legal aid. Beyond initial interviews or appeals, we extended our support throughout subsequent applications and other legal queries that may arise during the asylum process. This sustained assistance positively impacts beneficiaries' mental well-being by mitigating the stress associated with legal uncertainties and prolonged waiting periods.

**Facilitated Access to Wider Support Services:** Leveraging strategic partnerships and a robust referral system, the project has expanded beneficiaries' access to a broad spectrum of essential support services. These encompass healthcare, education, housing, and psychosocial support, ensuring that beneficiaries receive comprehensive aid beyond legal assistance.

In summary, the observed changes signify substantial improvements in beneficiaries' capabilities to navigate the asylum process with informed decisions, essential legal advice, and an expanded network of support services. A.Ss.I.S.T.'s holistic approach not only positively impacts individual lives but also contributes significantly to fostering fairer and more equitable processes for asylum seekers and refugees in Greece.

## SUCCESS STORY: CASE STUDY

### Supporting survivors of Gender-based Violence and Female Genital Mutilation.

*Under international law, FGM is considered a grave violation of human rights, infringing on health, physical and mental integrity, as well as equality, the right to maternity, and protection from torture. FGM is also considered as a form of violence against women and girls and a manifestation of unequal gender relations. It is strictly condemned by conventions such as the UN Women's Rights Convention, the European Convention on Human Rights and the Istanbul Convention. The practice is tantamount to torture or ill-treatment and constitutes a form of persecution conferring the right to international protection. Additionally, the principle of non-refoulement also applies, prohibiting the return of an individual to a place where their life is in real danger or where they face torture or inhuman or degrading treatment."*

**TURNING A BLIND EYE: Or the Greek asylum service's disregard for Female Genital Mutilation Claims: A Report by Equal Legal Aid: November 2023. p 2.**

*A young woman from sub-Saharan Africa, vulnerable and traumatized, alone in Greece is applying for international protection. She is a survivor of female genital mutilation (FGM) and, in her home country, was being forced into an unwanted arranged marriage. Currently, she has refugee status and is receiving psychological support*

*In her home community, the family structure and hierarchy are very strict. The head of the family has complete control and decides for all family members, without any possibility of being challenged. For this applicant, her oldest cousin is head of the family. He is in favor of genital mutilation, is abusive towards the female members of the family in many ways and forces them into unwanted acts. He forced one of the client's sisters to undergo FGM, a very painful and dangerous operation, from which she died a few days later. Unperturbed by the death of the applicant's cousin, he arranged for the applicant to marry a powerful businessperson well-known in the area: an advocate of female 'circumcision'. The client tried to refuse both the marriage and the mutilation, but to no avail. She was kidnapped and taken to a rudimentary clinic to begin the mutilation operation, which was only partially completed when a friend tried to protect her by helping her leave the hospital and to leave the country. This friend is now in prison for helping her, accused of violating family law. The young woman fled the country as soon as she could. The mutilation procedure was not completed.*

*Should she have to return to her home country, this applicant will be forced to complete the procedure and to marry an abusive powerful man or she could be abandoned by her family. Either way, she will be exposed her to many forms of coercion and violence.*

*An A.Ss.I.S.T. lawyer represented this applicant: attended her interview at the Asylum Service and submitted an additional memo in support of her case. This client now has refugee status.*

**This case underscores the critical importance of supporting survivors of gender-based violence and ensuring that no individual should endure persecution or forced adherence to harmful traditions.**

## Testimonials from Clients

Our client feedback form is available [here](#). Some comments received from clients below.

***I am very happy with your help, and with the lawyer and with the interpreter. Also, very happy with the reception and everyone I have spoken to from the organization. Thank you so much for your time and for helping me. (original text)***

***I just wanted to tell thank you for all your help. Also thank so much for being a good people we really appreciate the work you done. (original text).***

***I hope you peoples continue your good work. I also give your contact number to my fellow friends to reach you for more guidance base on their Asylum process. Once again I want to say thank you to A.Ss.I.S.T. (original text)***

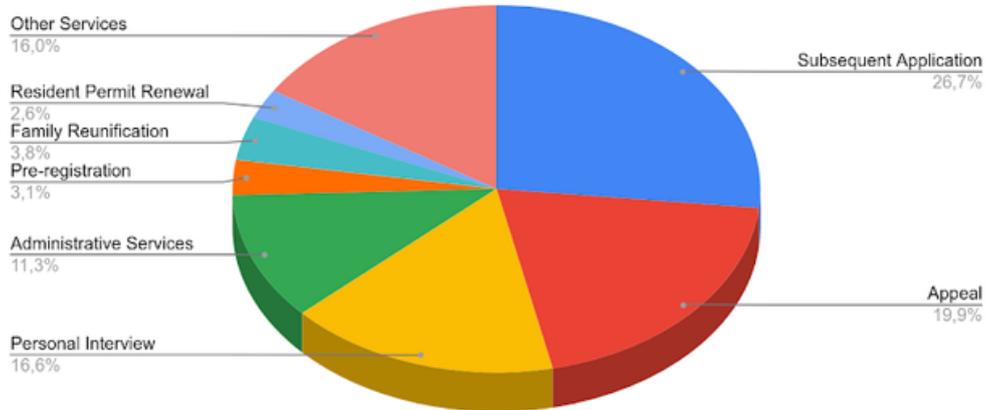
***The idea is if you can put other lawyers, for these people, they need to renew their document, my comments What I can do, for you in any case very nice work I appreciate your service very much, God bless you go, far Translated from Lingala - June 2023***

***One of the best and best institutions. They provided me with assistance, and their response was quick, and they work to help us refugees, and the translation is excellent. Translated from Arabic - August 2023.***

***"I hope you can help me and make me live my life without worry. Thank you very much for your services." Translated from Arabic - September 2023.***

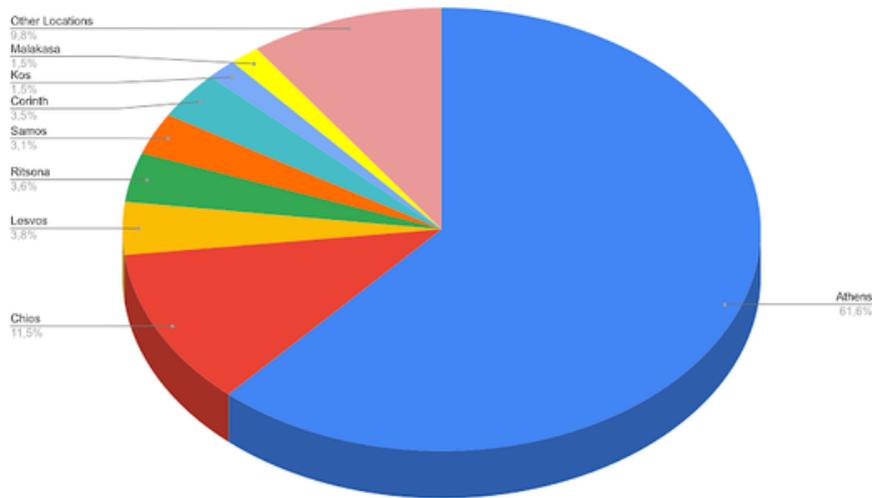
# SERVICE PROVISION STATISTICS

Type of Services (1260 Services Delivered)



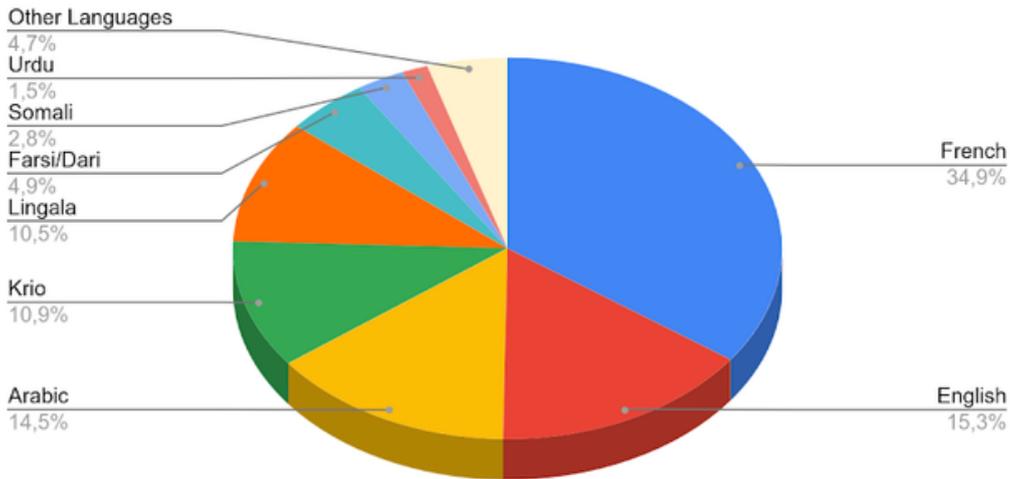
**Other services include: support in the issuance and renewal of documents (applicants' card, Resident Permit and Travel documents) and support in accessing Asylum Services through the Ministry of Migration website: e-services (link to MOM (link to MoM website))**

Location of Clients (Total: 33)



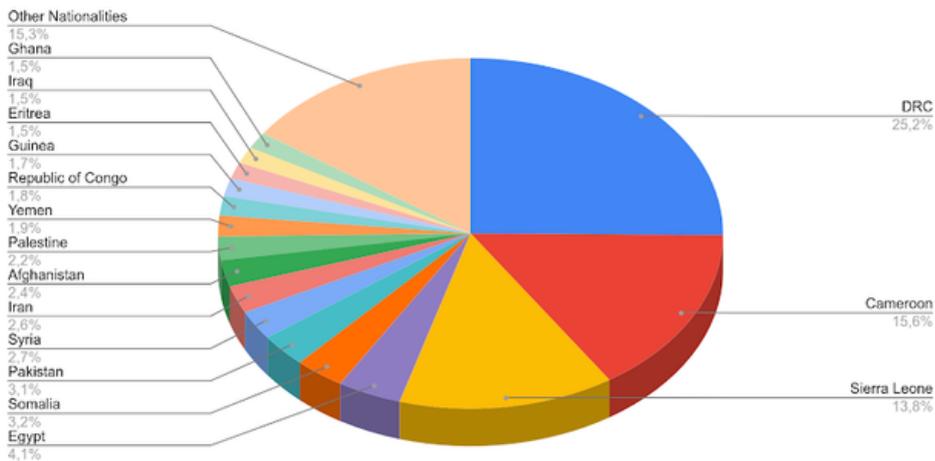
**Other Locations includes: Larissa (11); Katsikas (7); Rhodes (5); Alimos (4); Leros (4); Crete (4); Schisto (3); Kavala (3); Germany (2); Karditsa (2); Galatsi (2); Corfu (2); Koutsochero (2); Megara (1); Sidiro (1); Egypt (1); Nea Kavala (1); Pagrati (1); Patra (1); Kallithea (1); Chalkida (1); Xanthi (1); Drama (1); Katsika (1); Unknown (7).**

Languages Spoken (Total: 21)



**Other Languages include Amharic (8); Greek (7); Portuguese (4); Tigrigna (3); Spanish (3); Twi (2); Ukrainian (3); Soninke (2); Bengali (2); Russian (1); Punjabi (1); Swahili (1).**

Nationality of Clients (Total: 46)



**Other Nationalities include: Ivory Coast (Côte d'Ivoire) (11); Uganda (10); Togo (10); Lebanon (10); Angola (9); Nigeria (9); Stateless (7); Mali (6); Bangladesh (5); Gambia (5); Ukraine (5); Ethiopia (4); Algeria (3); Sudan (3); Djibouti (3); Ecuador (3); South Africa (2); Liberia (2); India (2); Russia (1); Chad (1); Albania (1); Niger (1); Turkey (1); Cuba (1); Senegal (1); Nepal (1); Morocco (1); Georgia(1).**

## TRAINING FOR TEAM MEMBERS

A.Ss.I.S.T.'s Athens-based lawyer attended an on-line certificate entitled "Therapeutic Legal Assistance Model" from 26 April 2023 for the duration of the course.

**Boat Refugee Foundation (BRF):** Four of our volunteers, three volunteer Client Services Managers, our volunteer Operations Manager and one of our Board members attend a training session hosted by the Boat Refugee Foundation. The training workshop entitled mental health and psychosocial support for asylum seekers and refugees. Discussions covered many aspects of MHPSS principles and self-care including notions of adversity, emotions, related reactions & coping strategies. Feedback from our participants was very positive. While all sessions were of importance and relevance, the session covering Identification, referral guidelines and good practices together with an overview of mental health professionals & roles in Greece was very timely for A.Ss.I.S.T. CSMs as we were reviewing and endeavoring to improve our out-going referral systems to improve the response rate for our clients. Our thanks for BRF for this excellent training.

Initially scheduled for late July 2023, Action for Women's one-day training workshop to introduce, prepare and support those working with survivors to the basic concepts and principles of Gender Based Violence. Discussion throughout the day included discussions on approaches, boundaries, language use providing insights into best practice case management. Three members of the A.Ss.I.S.T. attended our two volunteer Client Services Manager and our Athens-based lawyers. Feedback from our members were very positive.

Our volunteers appreciated both training workshops affirming that they were particularly helpful for both learning how to better engage with vulnerable clients, but also for developing a better understanding of the available referral pathways. A.Ss.I.S.T. values the collaboration with both organizations providing the training.



*BRF training for A.Ss.I.S.T. volunteers.*

## RECOGNIZING CONTRIBUTIONS OUR DONORS

In this Report, we celebrate some of our long-term partners and donors making special mention to our core 'recidivist' partners and donors who share our ethos and values, whose focus is on those we serve. Their contributions are invaluable in their deferential cooperation, empathy and enthusiasm are much appreciated.

So special thanks to:

1. CamCrag in 2023
2. CatchASmile since 2021
3. ForRefugee since 2019
4. Lush Charity Pot UK since 2020
5. Private donors too many to list and some of whom prefer to remain anonymous.

## A.SS.I.S.T.'S GOVERNING BODY - OUR PARTNERS

Our new governance arrangements began in late 2023 when A.Ss.I.S.T. changed our registrations to that of a non-profit private company. We now have three partners serving as our Board Members.



**Mary Wenker**

A trained special education teacher and therapist, involved for many years in the defense of refugee populations in Switzerland, her country of residence. Since 2016, she has also been involved in Greece (Chios, then Athens) through the association Choosehumanity which she created. She is the author of several books on the issue of asylum, and runs numerous training courses for teachers and educators, so that they can better understand the issues of exile. Mary is a founder and remains a Board Member.



**Sheila (Sandy) Cross**

Following a career in international development working, for many years in South East Asia, and then in local government in remote First Nations communities in Australia, Sandy began volunteering on Chios in 2016. She volunteered with lawyers in emergency legal aid in 2017, then in 2018 on a pilot project, precursor to A.Ss.I.S.T. She has been an active Board member and Legal Representative from 2018 to the present. As Partner and Legal Representative of A.Ss.I.S.T., Sandy has enjoyed the privilege of collaborating with many like-minded people: Team members, volunteers and professional associates, who have dedicated their efforts in fulfilling the A.Ss.I.S.T.'s mission.



**Raket Sesar**

Born, educated in, and resident of, Istanbul; as an undergraduate, Raket studied biology and her post graduate studies were in environmental sciences. She boasts 20+ years' experience in the pharmaceutical industry, in manufacturing, clinical research and quality management. In 2015-16, with the influx of people seeking refuge to Turkey and to Greece, she volunteered with the Chios Eastern Shore Response Team (CESRT – now Offene Arme e.V.). There she bore witness to the many violations of the rights of asylum seekers. Her book titled 'Refugee' records her impressions, insights, and testimonies she gathered while working at a refugee camp in Chios highlighting refugees' own stories. Raket joined A.Ss.I.S.T. as a partner in 2023.

## OUR VOLUNTEERS IN 2023

### Our Operations Manager



**Molly Pugh-Jones**

### Our Client Services Managers



**Coline Bertrand**



**Elisa Polil**



**Elysa Slapka**



**Emma Brenner**



**Loise Laroncee**

## Interpreters/Translators:

Some of the stars from the galaxy of our on-call interpreters



**Hussein Hassan Hussein**



**Ibrahim Barrie**



**Mostafa Hazzaa**



**Nael Hazrati**



**Sayed Rafi Sadat**



**Yoniel Gebreslassie**

## Message from Sayed Rafi Sadat on why he choose to work with A.Ss.I.S.T:

*I wanted to work with A.Ss.I.S.T to help Dari / Farsi*

*speakers to communicate with A.Ss.I.S.T. and better understand the Asylum procedures in Greece and more generally in Europe. I remain motivated to continue to work with the Team as I am witness to how A.Ss.I.S.T., as an NGO, has helped and continues to help in changing of lot of lives. I am grateful to be part of this Team.*

## Our Greek Lawyers



**Pavlos Tomazos**



**Dimitris Pavlidis**

## **OUR PLAN FOR THE YEAR AHEAD**

### **CURRENT ACTION AND PLANS**

Our commitment to providing services to asylum seekers remains strong. Financial limitations highlight the need for securing more grants and innovative solutions to sustain our services. Our revised strategy of recruiting volunteer Client Service Manager's exclusively from graduate or post-graduate programs related to our field has notably improved the quality of our team's performance in providing timely and courteous responses. In January 2024, a law graduate joined our Team as CSM and is doing an outstanding job.

Our commitments to strengthening networks, both formal and less formal, remains firm. Formal networks are informative for changes in process and access (UNHCR Protection Working Group and UNHCR Legal Aid). Less formal networks (Legal Aid Network of legal actors on the mainland and on the islands, the LGBTQI+ community network and contacts within specialized services for the most vulnerable) are very important for sharing and learning realities faced, and the less reported situations faced by asylum seekers and refugees. It is only through our networks of both organizations and clients that we can strengthen our efficacy in referring to people to the most responsive services.

### **PLANS FOR IMPROVEMENT**

Three A.Ss.I.S.T. international volunteer lawyers have resumed their services to A.Ss.I.S.T. by providing interview preparations remotely to our clients. All three volunteered with A.Ss.I.S.T. on Chios Island in 2022 and have extensive experience in Greek and EU asylum law and we are very pleased to welcome them back to the Team.

Our efforts to improve information dissemination are ongoing. Volunteers are currently examining ways to improve both our records and information dissemination methods. Anticipated benefits include: a) quicker access to accurate asylum laws and procedures, reducing response time while ensuring accuracy; b) improved efficiency and service, saving time in information gathering for better support to asylum seekers, improving customer service with volunteers trained to respond to enquiries related to access to the Asylum Service and other practices in place that are not easily navigated by everyone; and c) fostering continuous learning for all team members.

Our current volunteer Client Service Manager has reviewed our referral system to provide clients with contacts with other essential services. It is anticipated that, with client feedback on their reception by other services, we will be able to improve client experience with other services. The importance of new arrivals receiving information drives us to seek a solution. It is however pleasing that some of our clients based in Vial CCAC are visiting our office to meet our lawyers in person.

## CONCLUSION

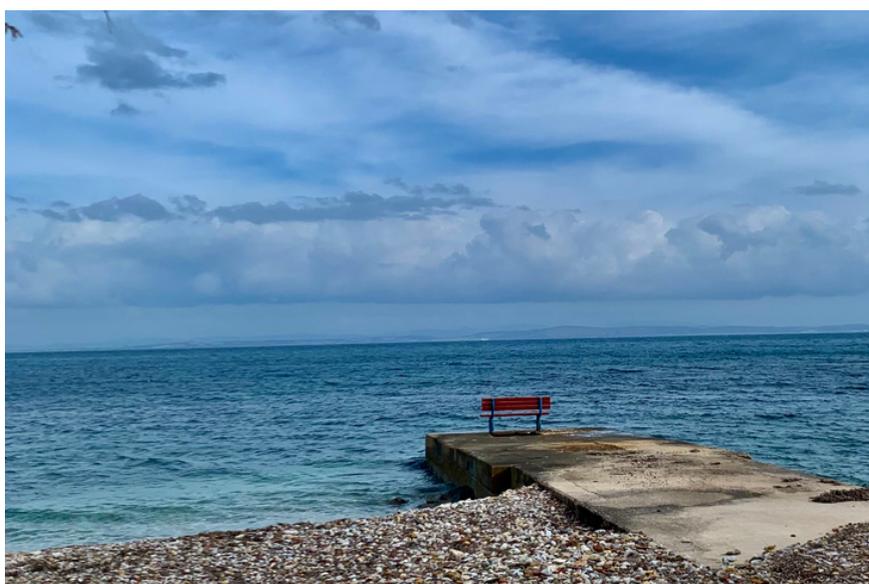
Our firm commitment to service asylum seekers and refugees has not waned. To minimize our overheads, our office in Athens will close in 2024. In the first quarter of 2024, contracts with two of our Greek lawyers were renewed. However, until we can attract additional grants and funds, it is likely that we may have to reduce our legal services again in line with our resources and orient our services to information and referral services.

## OUR THANKS

A.Ss.I.S.T. expresses our heartfelt thanks to our donors, individuals and organizations, who, through their cooperation and action, share our values and collaborate with A.Ss.I.S.T. by focusing on the welfare of those we serve. Our sincere thanks too, to our supporters who, in a spirit of understanding and empathy, support our services to meet the needs of asylum seekers and refugees in Greece. To each and every team member, there would have been no services without you and we thank you and admire you beyond words.

We are immensely grateful to everyone who stood with us in 2023. As we look forward to the opportunities and challenges of 2024, we invite you to continue to support our mission. Together, we can provide hope, support, and transformative solutions for Europe's most vulnerable populations.

*Let us continue to work together for the welfare of those seeking international protection,*



## YOUR SUPPORT CAN MAKE A DIFFERENCE

Now, more than ever, A.Ss.I.S.T. needs your help to continue providing essential services to some of Europe's most vulnerable. Whether through financial contributions, volunteering your time, or spreading the word about our cause, your support is invaluable. Together, we can:

**Secure More Grants and Funding:** Your donations help us retain vital legal services and ensure the continuity of our operations.

**Expand our Volunteer Base:** By volunteering with A.Ss.I.S.T., you contribute to a cause that changes lives, offering hope and practical assistance to those in need.

**Improve Information Dissemination:** Help us improve the way we share information, ensuring it reaches those who need it most, in a language and format they understand.

### Be Part Of The Solution

Your engagement can spur us towards achieving our goals for 2024 and beyond, enabling us to serve more individuals and families seeking asylum. By contributing to A.Ss.I.S.T., you are not just donating to an organization; you are investing in the well-being and future of countless lives.

### Take Action Today

Join us in our commitment to prioritizing the welfare and well-being of those we serve. Let's build on the successes and learnings of 2023 to make an even greater impact. Your support, whether through donation, volunteering, or advocacy, is a powerful statement of solidarity with those in need.

**Donate | Volunteer | Advocate - become an agent of change!**

#### Contact Information

Website: <https://assistchios.info>

E-mail: [manager@assistchios.info](mailto:manager@assistchios.info)

Helpline: +30 694 810 0477

## APPENDIX I: FINANCIAL STATEMENT 2022

<b>Grants</b>	
CatchASmile	€ 4.000,00
ChooseLove	€ 36.250,98
ForRefugees	€ 10.310,50
Lush Retail Charity Pot - UK	€ 4.509,58
SolidariTee UK	€ 10.728,33
	<b>€ 65.799,39</b>
<b>Crowdfunding</b>	
ForRefugees	€ 688,00
Global Giving	€ 5.249,69
	<b>€ 5.937,69</b>
Private donations	
Anonymous	€ 30.000,00
Mary Wenker	€ 100,00
	<b>€ 30.100,00</b>
<b>Total Donations</b>	<b>€ 101.837,08</b>
Legal Aid	€ 95.198,29
Support staff	€ 24.964,18
Volunteer support	€ 20.486,32
Office Running costs	€ 6.526,13
Transport and travel	€ 2.918,75
Optimising Technology	€ 893,44
Management & Administrative costs	€ 8.194,03
	€ 159.181,14
<b>DONATIONS</b>	<b>€ 101.837,08</b>
CASH HELD AS DEC 31 2021	€ 462,20
BANK BALANCE AS DEC 31 2021	€ 111.182,83
<b>TOTAL REVENUE FUNDS AVAIL</b>	<b>€ 213.482,11</b>
LESS EXPENDITURE	€ 159.635,93
	€ 53.846,18
<b>BANK BALANCE AS DEC 31 2022</b>	<b>€ 53.392,76</b>
CASH HELD DEC 31 2022	€ 453,42
	€ 53.846,18

# APPENDIX II: INGO PROTECTION MONITORING 2023

## Key Findings of 2023

### Protection Monitoring of Refugees in Greece



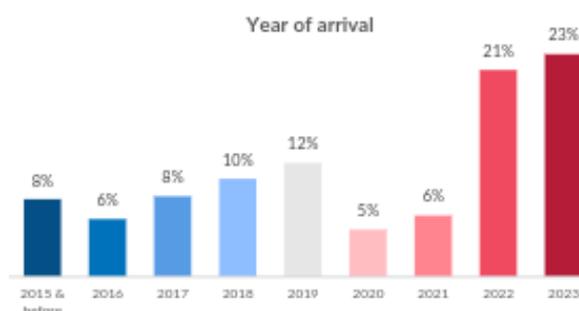
January 2024

UNHCR leads and coordinates with partners the Inter-agency **Protection Monitoring of Refugees in Greece**, jointly collecting data through interviews with individuals who have international protection in Greece. From January to December 2023, 825 interviews were conducted, targeting a population of recognized refugees, temporary protection status holders, and asylum-seekers. This report highlights the **key findings** from **558 interviews** conducted with individuals who have international protection in Greece.

#### 1. DEMOGRAPHICS



The top five nationalities among the respondents were Palestinian, Afghan, Syrian, Iranian, and Cameroonian. Of those interviewed, 63% were male and 37% female. As per household type, 63% were single, 22% couples and 10% single-headed households. Nearly seven out of ten expressed their intention to stay in Greece for the following year, compared to 48% in 2022.



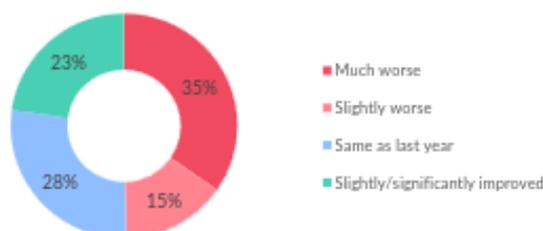
#### 2. SELF-RELIANCE



The top three challenges refugees faced in living independently were inability to afford rent (68%), unemployment (57%) and not speaking Greek (38%). Fifty per cent of those interviewed do not speak Greek (62% in 2022) whereas, 41% speak a little (32% in 2022).

Despite a 20% increase of those who could purchase food for themselves, compared to 2022, half of the respondents said that their financial situation deteriorated and that they still rely on State, NGOs or other assistance.

Refugees' financial situation as compared to last year



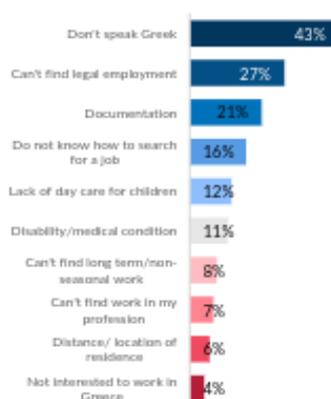
#### 3. PRIORITY NEEDS & EMPLOYMENT



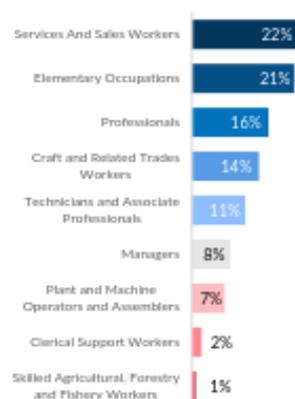
Employment is the top need of those interviewed (76% vs. 71% in 2022). Other priority needs identified are accommodation (58%), financial assistance (39%), Greek language courses (31%) and documentation (26%).

Not speaking Greek and not being able to find legal jobs were some of the main impediments to employment. For 18% of the refugee women, lack of day care for children was also a big obstacle. Of the 43% who were employed at the time of the interview, only half had a signed contract, similarly to 2022.

Biggest challenges in finding a job



Occupation in their country of origin



## (APPENDIX II CONTINUED)

### Key Findings of 2023 Protection Monitoring of Refugees in Greece

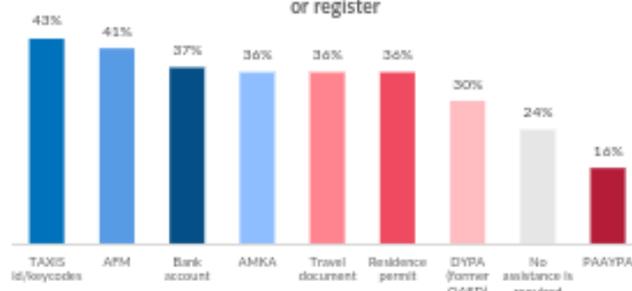


January 2024

#### 4. DOCUMENTATION

To live and work in Greece legally, refugees need a residence permit (ADET), a social security number (AMKA), a tax registration number (AFM), a social insurance number (AMA), and a bank account. Although there was an increase of those having the required documentation compared to 2022 (for example, 86% have obtained an AFM compared to 65% in 2022), only half of those interviewed had a bank account and 37% of those requested for assistance.

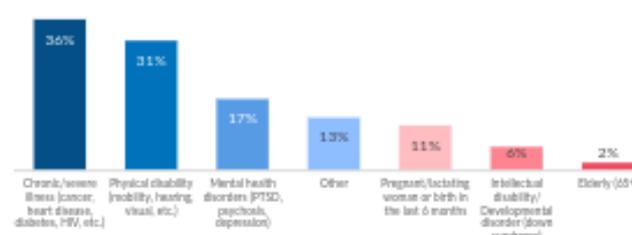
Documents/services that refugees need help with to issue or register



#### 5. HEALTH & VULNERABILITIES

Twenty-five per cent of the respondents (compared to 31% in 2022) found difficulty in accessing healthcare because of language barriers, challenges to secure appointments and lack of information on the healthcare system. One out of three refugee households have at least one member with specific needs. Top vulnerabilities are chronic illnesses, physical disabilities and mental health.

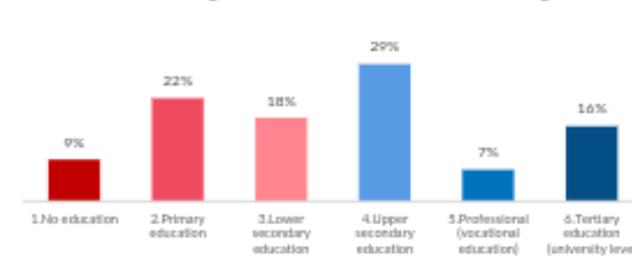
Refugees or their family members living with a condition  
Percentages are calculated out of those who have vulnerabilities



#### 6. EDUCATION

Nearly one third of the refugees interviewed had upper secondary education, while 16% had university-level education. Only a small portion, 9% lacked education. The rate of school-aged children living with their families and attending formal education reached 74%, up from 62% in 2022.

Highest level of formal education of refugees



#### 7. PROTECTION INCIDENTS

In 2023, 18% of those interviewed have experienced some type of abuse (28% in 2022). Harassment and physical violence were named as the top forms of violence.

Top five risks or dangers experienced in the last 12 months

