



## Annual report 2024



### **Introduction: 8 years of SAO**

SAO has been active in Greece since 2016 and has quickly transformed from a voluntary organisation to one of professional women, recognised as such by colleagues and other organisations alike.

The sustainability of the organisation is a crucial factor in planning for the future.

From 2016 until today, SAO has maintained the same focus and has gradually professionalised and expanded its commitment to supporting Arabic, Farsi, French and English-speaking women who have fled war and violence.

Agreements with donors were honoured in full. At the same time, we have explicitly refrained from entering into new alliances that would change our holistic programme and the organisation's vision.

SAO's distinctive feature, which allows displaced women to freely decide how they want to be involved in our centres, while we are

providing them with the tools and techniques to empower and integrate them, is proving to be a success. We have learned that consistency, trust, and respect for the dignity of each client can take the organisation, its staff, and its members a long way. This is also demonstrated by the fact that last year, unfortunately, many grassroots organisations that were founded at the same time as SAO and have not professionalised had to cease their activities due to a lack of funds.

We continue to face significant challenges, including our reliance on funding, as we were unfortunately unable to achieve our goal of a six-month financial cushion in 2024 and posted a negative annual result of CHF 48,695.36.

The positive experiences include recognising the strength of partnerships and the flexibility with which SAO can make a difference without losing momentum in time-consuming bureaucratic processes.

Please read the detailed report on our work on the following pages.

## Contents

<b>SAO in Greece</b>	<b>3</b>
<b>1. Total figures 2024</b>	<b>3</b>
<b>2. Strengths</b>	<b>3</b>
2.1 Unique combination of PSS (psycho social services) and inclusion	3
2.2 Long-term commitment and support	4
2.3 Registration criteria	4
2.4 Quality before quantity	5
<b>3. Weak points and measures</b>	<b>5</b>
3.1 Compliance with rules	5
3.2 Support to cover basic needs	6
3.3 Local labour market	6
<b>4. Prospects of the programme given the unstable political situation in Greece</b>	<b>7</b>
4.1 External image	7
4.2 Size of the organisation	7
4.3 Economic aspects	7
4.4 Exit strategy	7
<b>5. Space for local capacity building</b>	<b>8</b>
<b>6. Information about the clients (nationalities, background)</b>	<b>8</b>
<b>7. Impact of the activities on the clients</b>	<b>9</b>
7.1 Psychosocial and medical care	9
7.2 Inclusion through education (back on track)	9
<b>8. Time required for such support programmes and insurmountable obstacles</b>	<b>10</b>
8.1 Referrals	11
<b>SAO in Switzerland</b>	<b>12</b>
<b>1. Major financial challenge</b>	<b>12</b>
<b>2. Events</b>	<b>12</b>
<b>3. Office</b>	<b>12</b>
<b>4. Board of Directors</b>	<b>13</b>
<b>5. Supporters</b>	<b>14</b>
<b>6. Thanks</b>	<b>16</b>
<b>7. Closing words</b>	<b>16</b>

## SAO in Greece

### 1. Total figures 2024

The SAO day centres were **visited 6534 times** by displaced women and **3199 times** by their children.

The small teams of the SAO day centres arranged more than **361 medical appointments** and supported women who had difficulties navigating the complicated procedures.

In 2024, the teams conducted more than **611 individual counselling sessions** to answer questions, provide advice and facilitate access to health services, education and employment opportunities. Our psychologists offered **95 sessions** to women who needed support with their mental health.

Both the Amina and Bashira centres are well-connected with other NGOs, local authorities, and public services. Our teams organised **158 referrals** to other NGOs and **conducted 332 communication series** with various actors, including hospitals and local public services that do not typically accept referrals.

### 2. Strengths

#### 2.1 Unique combination of PSS (psycho social services) and inclusion

Maintaining and continually developing a PSS programme that reflects a commitment to enabling women to integrate, despite changes in the broader refugee context, is a key strength of the SAO programme. The integration focus, developed mainly at the Amina Centre in Athens and to a lesser extent at the Bashira Centre on Lesbos, under the umbrella of Back on Track, has yielded very positive results. These positive results are reflected in the following percentages:

- **33% participation in the informal Greek language programme (Athens)**

The percentage corresponds to the overall result; however, there are drop-outs due to departure from Athens or Greece, loss of interest or full-time employment. Therefore, the percentage does not always reflect the same students, as new clients replace those who drop out.

The existing admission criteria are the level of literacy, the level of existing Greek language skills and the explicit intention to take official/state Greek placement tests. Individual attendance and progress logs are maintained to track client progress, and any challenges encountered are categorised and addressed for appropriate action.

- **35 % Participation in soft skills workshops (Athens and Lesbos)**

This figure is an internal percentage. It should be noted that the teams are unable to track the progress of participation in external activities unless the client wishes to discuss their experiences.

- About 70% are looking for a job or gainful employment (Athens and Lesvos)

The majority of SAO clients express interest, are actively seeking employment, or are already employed (on Lesvos, this only applies to clients not residing in the camp). Even if the above percentage exceeds expectations, it is essential to note that job search on an analytical level is only a positive outcome if applicants have a realistic understanding of their rights and obligations, as well as the expected challenges and working conditions. The parallel support provided by SAO (partly remote) and the connection with appropriate actors (both internal and external support) are essential and integral to the SAO PSS programme.

## 2.2 Long-term commitment and support

Both day centres are attended by adult women who, of course, can explore other options but still return to Bashira and Amina, as they know that the path to independence requires commitment and personal development. The visits of women who are partially or fully integrated into Greek society, often with the support of their respective communities, are more needs-driven: psychological sessions, consultations with social workers about specific problems, complex bureaucratic challenges, advice on employment opportunities and rights and responsibilities are some of the reasons why they visit the SAO centres, albeit less frequently. It is noteworthy that we often receive visits from women who have reached another stage in their lives, or messages from women who have left Greece because they are proud of what they have achieved and want to share it with the teams that have supported them in the past.

## 2.3 Registration criteria

### General explanations:

- Women who come to Athens from Bashira Lesvos are automatically admitted to the Amina Centre as they are already SAO members. Their files will be forwarded to the relevant PSS team with their consent.*
- Women who move on and no longer attend one of the centres can return at any time. A case will only be closed in the event of death or if a client requests that SAO delete her files.*
- The number of children cared for fluctuates, as the number of children in our clients' care is not a barrier to registration. While SAO focuses on supporting displaced women, the welfare of their children is monitored, behavioural changes and parental issues are addressed where necessary (e.g. in parenting workshops).*

SAO clients are registered individually based on the **UNHCR's vulnerability classification list**. Otherwise, they do not have to fulfil a long list of requirements to qualify as a member; the only common criterion is that they actively participate in the Amina or Bashira community. A client is defined as active if she engages with a frequency that best suits her needs and particular circumstances (single with children, working, with or without a community support network, threatened by a violent partner or in an intact relationship, etc.). Still, she must commit to any activity or part of internal community life that she considers important.

She can

- request an interview with a social worker or psychologist

- express their interest in leading an activity
- attend the informal Greek programme
- see the centre exclusively as a meeting place to socialise with other clients in a protected environment, for example
- use the services of the launderette, the beauty parlour or the shower
- take part in workshops

She is free to choose from a combination of services and is free to make as many choices as she wishes.

Children are welcome at the centre provided their mother does not refuse to engage with them while on the premises and takes full legal responsibility (SAO will only provide childcare if the mother has an appointment with the psychologist or social worker or attends classes/workshops). SAO accepts girls of all ages and boys up to the age of 12. During school holidays, clients can spend all or part of the day with their children at the centre. During the summer months and on special holidays, child-centred activities are offered in the mornings, allowing mothers to spend quality time with their children in a creative, enjoyable, and educational way.

## **2.4 Quality over quantity**

SAO's programme is unique in that it focuses on the quality of service, allowing staff to deal with each case in depth. The high quality of individualised support is not neglected in the pursuit of numbers, but a healthy balance between the two is maintained under the supervision of management. A one-month experiment conducted in the past, which required staff to record all individual interventions, highlighted potential dangers such as unnecessary competition among staff, the automation of services, and the suffocation of clients due to 'over-monitoring' of their behaviour and mental health.

Monthly PSS reports, based on UNHCR vulnerability criteria, weekly staff meetings (including case management and staff supervision), and reports to the Board ensure strict compliance with IASC (Inter-Agency Standing Committee) standards and alignment with SAO's strategy and objectives.

## **3. Weaknesses and measures**

### **3.1 Compliance with rules**

SAO clients' perceptions of their prospects, especially in the initial stages of displacement, are influenced by a variety of factors that often create false expectations. Misinformation from the community, connections to people in legal grey to black areas and disappointment due to existing immigration policies are some of the influencing factors. In the face of these challenges, staff are expected to continue their efforts to provide women with the tools and techniques to become independent gradually. Experienced professionals can balance the individual needs of each client with the long-term goal of inclusion, addressing these issues and resolving problems without creating ethical conflicts or tension in the relationships they build with clients.

Less experienced staff sometimes struggle to recognise the value of rules and regulations aimed at preventing any attempts to favour or encourage expectations that cannot be met.

More experienced carers who understand the importance of adhering to strict rules report that the training process for their less experienced colleagues can be both time-consuming and mentally exhausting.

#### Measure

In response, SAO is funding a clinical supervision programme that promotes professional development, clarifies roles and responsibilities, and aligns staff goals with the organisation's vision. In addition, the Field Director reviews case management to ensure quality and fair time allocation for all clients and to determine whether existing processes are being implemented appropriately (risk management).

### 3.2 Support to meet basic needs

Assistance for more practical needs, such as supermarket vouchers, hygiene products for women and children, and public transport costs, relies heavily on cash donations. Partner organisations or local communities mainly procure clothing, household, and school items; however, over the last two years, the availability of such items has become increasingly scarce. However, the cost of transporting these items, especially from non-EU countries, is prohibitive.

*If basic needs are not met, neither PSS nor integration processes can be initiated.*

#### Measure

SAO finances supermarket coupons to help clients cover their basic needs.

### 3.3 Local labour market

The staff often encounter the rather cynical expectation that displaced people should be able to survive on extremely low wages, mainly paid under the table, and with minimal humanitarian support that does not exceed 40 euros per month, regardless of the number of family members. Coupled with the fact that **state support in the form of cash and accommodation is stopped one month after the decision on the asylum application**, the employees are faced with a paradox: they train the displaced women to learn the Greek language, European customs and employers' expectations, but are aware that most employment opportunities come at a high price: cheap wages, no social security contributions, a non-existent track record of employment that affects the application for a residence permit, and no access to legal remedies in case employers withhold payment.

*The latter is a systemic, not an organisational, weakness, but it is mentioned as it affects the provision of assistance in terms of legal support and labour rights.*

## 4. Prospects of the programme given the unstable political situation in Greece

Socio-economic challenges, increasing anti-immigrant sentiment, deterrence measures and a rise in conservatism can be observed in many, if not all, European countries. In 2024, the situation in Greece was less unstable than in previous years, but the trend of a new cycle of hostile behaviour and institutional oppression cannot be ignored.

#### **4.1 External appearance**

The Board of SAO believes that the organisation's size and purpose do not permit broad-based lobbying, as the possibility of repercussions, including the criminalisation of humanitarian aid in Greece, would be detrimental to the programme's survival and, consequently, to its clients. The organisation therefore refrains from generalisations and public statements that could jeopardise the project. (The Field Director has the prerogative to participate in more sensitive meetings actively, provided the Board is informed.)

Instead, staff in Greece are instructed to advocate for the individual rights of all their clients by helping to create opportunities for inclusion. Group and personal interventions, such as skill building, psychosocial interventions, and counselling, maintaining referral pathways, and enabling access to healthcare and education, are some examples of measures that may not appear as a direct challenge to the status quo, yet contribute to creating a favourable environment for SAO clients and, by extension, their families.

In the area of social media, SAO also pursues the principle of "hope-based communication". In other words, the focus is primarily on the positive effects of SAO's work, rather than on the grievances for which the work is needed in the first place.

#### **4.2 Size of the organisation**

Medium-sized organisations such as SAOs are indispensable partners for local humanitarian efforts. They can respond more efficiently and quickly in emergencies and are more resilient when addressing longer-term financial and political challenges. They are therefore not seen as a threat, but rather as sought-after allies that can implement programmes based on the delivery of quality services.

Ultimately, SAO operates in a country where resources are scarce and infrastructure is under strain. Our clients are supported in becoming self-employed workers who no longer carry the unfair label of "being a burden on the system" (an untrue claim, as Greece receives funding from the EU and Switzerland to alleviate the disproportionate financial burden of immigration problems).

#### **4.3 Economic aspects**

At the same time, SAO creates middle- and higher-level jobs for locals and contributes to the local economy's income in Athens and Lesbos (e.g., through the purchase of supermarket coupons).

In addition, independent auditors in both Switzerland and Greece certify that the organisation's finances are managed responsibly.

#### **4.4 Exit strategy**

To summarise, SAO has shielded its activities as well as possible against risks. If, contrary to expectations, the plans could no longer be realised, SAO has an exit strategy that envisages handing over both the know-how and the infrastructure to local partners who would dedicate themselves to creating projects for local marginalised groups. This would be achieved through close collaboration between the organisation's board, local management and allied organisations and institutions.

## 5. Space for local capacity building

In both locations, SAO works closely with grassroots, medium and large organisations and institutions (municipalities, ministries of education, asylum authorities and international humanitarian organisations). Local capacity building is carried out either through the provision of long-term training courses with certification by professional experts or in the form of short-term workshops such as sewing courses, instruction in the use of technology, preparation for job interviews and CV preparation, both internally and in collaboration with other organisations, depending on the level and employability needs of the clients.

As there are further opportunities for capacity building at the local level, SAO is exploring the possibility of hospitality training in collaboration with hotels in Athens' city centre. The project is still in its early stages of development. The last three months of 2025 will be dedicated to forming alliances, enabling the project to be launched as a pilot in early 2026. The applicants are clients who are currently employed seasonally on the islands but have expressed interest in longer-term work opportunities near their permanent residence and existing networks.

## 6. Information about the clients (nationalities, background)

In 2024, SAO has supported single women (with and without children), heads of households (divorced, widowed, partners unable to work), young women and teenage girls, survivors of gender-based violence (active and past), women who have suffered from torture (VoT) and female genital mutilation (FGM), who are survivors of human trafficking, who have chronic illnesses (diabetes, epilepsy and HIV are the most common) or who have been forced into early marriages (child brides).

Educational, social and economic backgrounds vary, but generally, with few exceptions, they are financially vulnerable displaced women from Afghanistan, Syria and Iran who have had a low level of education. Only an estimated 3-5% of our clients in Greece are financially independent, and the same percentage applies to women who have obtained or completed a university degree.

The countries/regions of origin of the women who are active SAO clients are:

Afghanistan	Guinea	Lebanon
Egypt	Iraq	Morocco
Algeria	Iran	Palestine
Burkina Faso,	Cameroon, Sierra Leone	
Eritrea	Congo	Syria
Gambia	Kurdistan	

In exceptional cases, we accept women from additional countries who are particularly vulnerable, provided they speak a language in which we offer our services (e.g., Haitian Creole).

## 7. Impact of the activities on the clients

### 7.1 Psychosocial and medical support

Psychosocial support is fully utilised by clients at both locations. As already mentioned, individual counselling offered by the psychologists or social workers, training, workshops, referrals and other measures such as arranging appointments with other organisations (referrals to psychiatrists, housing search, legal or accounting support, health appointments, accompaniment to hospitals, banks, municipal or state offices or appointments with the asylum offices) are an integral part of the SAO programme.

In the area of health, it is about ensuring medical support through appointment bookings and referrals, either to the public sector or to medical facilities. SAO covers the cost of prescribed medication as a last resort. In other words, medical expenses for private appointments, especially those for convenience (especially on Lesbos, where there is only one hospital for the entire island), or medicines that are not available in community or NGO pharmacies are covered when all else fails. There is a reasoning behind this guideline: Our clients are trained to know their rights and are taught how to secure their medical care so that they do not have to rely on charity for their health. At the same time, they know that they will not be left without medication if conventional options are not available.

### 7.2 Inclusion through education (Back on Track )

The Back on Track programme serves as the framework for developing all activities and measures aimed at integrating or improving employability and skills. The basis of Back on Track is the informal Greek language programme offered by a professional teacher at the Amina day centre. Through individualised support, needs can be met, from placement tests to fluency in the language.



In 2024, 18-36 women took part in the lessons each week.  
A total of 880 lessons were offered.

Each client can take the official exam (according to the European Framework of Reference) twice for each level with financial support from SAO. The support includes the exam fees, transport and catering on the day of the exam. Last year, four students took the exam and three passed. The successful candidates completed the A2 level.

#### Work and employability

A successful job search requires not only support from SAO (empowerment, building networks with other working women, learning languages, information on job vacancies, and support with CVs and job interviews) but also personal initiatives. Once employed, SAO continues to support clients:

- Referrals to specialised services for the preparation of tax returns
- Monitoring job satisfaction
- Contact person during the employment relationship

Last year, the team in Athens also dealt with a case in which the employer employed the client legally but did not pay part of her salary. The case was still ongoing when the client left the country for unrelated reasons.

Below is the number of women who worked according to SAO's records. Most of the clients who work are employed in hotels, restaurants, cleaning companies, and handicraft businesses, or work in strawberry and olive-picking teams. They also care for older people, provide babysitting services, or work as cleaners in private households. Some women in non-formal employment may not share this information with our staff and other members of their community. Women who work for Christian churches that provide accommodation in return are reluctant to give details. Our records do not contain any evidence of such arrangements. One-day income-generating activities (extras in films or advertising) are classified as casual jobs.

#### Amina, Athens

7 Full-time - formal

6 Full-time/seasonal - formal

3 Part-time - formal

1 Full-time - non-formal

8 Part-time - non-formal

3 - occasional - non-formal

#### Bashira, Lesvos

2 Full-time - formal

2 Part-time - non-formal

### 8. Time commitment of such support programmes and insurmountable obstacles

The full-time SAO staff responsible for PSS (social workers, psychologists, and case managers) spend approximately 90% of their time on PSS measures. The rest of their time is spent on reporting and more informal contact with clients.

Managers spend around 50% of their time on PSS-related issues, such as reporting, monitoring the programme, and contributing ideas for new services or developing existing ones. Translators divide their time between PSS needs and other projects (communicating with their respective communities, special events, supporting activities, outreach messages and translations, logistics and other operational tasks).

There are no insurmountable obstacles. Experienced professionals follow up on the implementation of a measure until it is successful or refer to other organisations if the need cannot be met internally. However, finding accommodation for those clients who are not yet self-sufficient is a very time-consuming task, as the options are far fewer than they were a few years ago.

## 8.1 Referrals

SAO routinely makes and receives referrals. To ensure and maintain access to cross-sector services, it is essential to establish efficient and responsible referral pathways. By correctly utilising referral pathways, case management ensures that clients receive the best possible care from the most appropriate service providers. Without this optimisation of services, each organisation would work in isolation, depriving clients of holistic solutions.

As successful humanitarian programmes require consistent and continuous collaboration and communication with other stakeholders, SAO is continuously updating the tools used to track external services. In addition, it is crucial to know the eligibility and prioritisation criteria of individual organisations so that referral pathways can be correctly maintained and used efficiently. If no feedback is repeatedly received from an organisation, it is mentioned in the meetings and subsequently discontinued. Some examples of measures mentioned by clients as individual needs include protection, requests for subsistence, requests for basic support, requests for accommodation, and legal or accounting support.



## SAO in Switzerland

### 1. Major financial challenge

In the summer of 2023, we unfortunately learnt during an inspection visit in connection with SEM support that no more state funding was to be expected in 2024. Not that the SEM was dissatisfied with our work - on the contrary, the report by the responsible project monitor, Mr Tobias Schläpfer, was very positive. The reason for the loss of funds is that the Swiss State supports Greece with 10 million per year (2022-2026) in the area of migration as part of the cohesion contribution; therefore, no additional grants will be awarded to organisations by government agencies or departments.

**This meant that we had to find a whopping 20% of our annual budget elsewhere in 2024.**

This fact demanded a great deal from us and is unfortunately also reflected in the negative annual result of CHF 48,695.36.

### 2. Events

The situation, as mentioned above, also meant that we did not organise any events this year. The only exception was the **General Meeting**, which we regretted was very poorly attended. We were able to hold this event at the shop of our partners, Oliven & Oel, on Zollstrasse in Zurich, where we were treated to Greek and Turkish delicacies prepared for us by **Maja and Ümit Altintas** after the formal part of the meeting.

In October and November, we were able to organise and successfully complete another **crowdfunding campaign**, thanks to the support of numerous supporters. The CHF 50,000 will be allocated towards financing the supermarket coupons that we provide to our clients in 2025 to cover their basic needs. This support is more urgent than ever because, as mentioned above, recognised refugees are entirely left without financial support just one month after receiving a positive asylum decision.

### 3. Office

Last February, with the departure of Jelscha Dietrich (Head of Administration), the three-person management team was dissolved, and a person was sought to take over the sole management of the SAO Switzerland office. Unfortunately, we were unable to find a successor, so **Eva Hammesfahr** offered us her support. Eva was already our honorary auditor from 2016 to 2018 and has accompanied SAO as a long-time friend of Raquel and a member since its founding. She is a finance and HR specialist at and was able to support us immediately for two days a week in addition to her part-time training as a federally certified financial expert. Special thanks go to her, as she supported us **voluntarily** from May until the end of the year.

**Zoé Roth** remains responsible for foundation fundraising on a 60% basis. She was also a particularly great support to us in this challenging year: not only did she achieve record figures in foundation fundraising this year, but she also helped us through the personnel changeover phases with her internal knowledge, excellent written expression, and skills as our "research queen".

In 2024, we welcomed two new faces to the team:

Since January, **Sarah Zbinden** has been responsible for social media and communication on a 20% workload. We met Sarah in 2016 when she volunteered with her organisation, KUNE, which she had founded with other students, to support people stranded in the port of Piraeus after the EU-Turkey deal came into force. In 2018, she volunteered at the Bashira Centre. Sarah lived with her partner on a sailing boat (mainly in Greece) until October 2024 and worked online.

In May 2024, we welcomed our first male employee, **Simon Herzog**. Simon is responsible for bookkeeping on a 40% workload and serves as the SAO's primary point of contact via email and telephone.

#### 4. Board of Directors

The composition of the Board of Directors remained unchanged in 2024.

**Michèle Sauvain** visited the two centres for the first time in April and May, using her camera to capture the touching testimonies of our clients, which we shared as an advent calendar on social media in December. One particular challenge was filming the women in a way that remained true to our privacy principles and did not reveal the faces of our clients.



I come to the Centre, because it's one of my most happy places  
Ich komme ins Zentrum, weil es einer meiner glücklichsten Orte ist



It was really great for me to start with the Greek language lessons here  
Es war grossartig für mich, hier mit dem Griechischunterricht zu beginnen.

## 5. Supporters

### Companies and institutions 2024

Accordeo Foundation  
Anne Frank Fund  
BPW Club Glarnerland  
Caritatis Foundation  
Däster-Schild Foundation  
Salem Diaconal Organisation  
Dr Ernst-Günther Bröder Foundation  
Dr Georg and Josi Guggenheim Foundation  
Protestant Church of the Canton of St. Gallen  
Protestant parish of Binningen  
Protestant parish. Trogen  
Protestant parish of Uitikon  
Protestant parish of Zurich, district 11  
FAIRster Foundation  
Fivetolife Foundation  
Fondation Smartpeace  
Municipality of Baar  
Municipality of Freienbach  
Irene Foundation  
Karl Mayer Foundation  
Lions Club Tösstal  
Lottery Prize Fund Canton Schaffhausen  
Mother Bernarda Foundation  
Olive and Oil Trading House  
Otto Erich Heynau Foundation  
Pads 4 Refugees, INC.

### Private donation initiatives

Heidi Frischknecht

### General Meeting g

Olives & Oil, Maja and Ümit Altintas

### Donations in kind

Hess Natur (clothes)  
Rubi Bahntechnik (IT support)

Plentii  
Ref. Church Canton Zug  
Ref. church Murgenthal  
Ref. church Rued  
Ref. church city of Lucerne  
Ref. parish of Knonauer Amt  
Ref. parish of Tablat in St. Gallen  
Ref. parish of Weisslingen  
Roger Haus Foundation  
Rotary Club Dübendorf  
Rotary Club Gösigen-Niederamt  
Rotary Club Oberer Zürichsee  
Rotary Club Üetliberg  
Rotary Club Zürcher Weinland  
S. Eustachius Foundation  
Basel Solidarity Fund  
City of Frauenfeld  
City of Wädenswil  
Focus Women Foundation  
Fons Margarita Foundation  
Kofmel-Schwab Foundation  
Temperatio Foundation  
Swisslos Fund of the Canton of Solothurn  
Inselhof Triemli Association  
Association "Kriens helps people in need"

### Crowdfunding

Isabelle Follath  
Esther Zimmermann

Nic Kleiber

Carmen Neumayer  
Henry Leutwyler

Lazaros Kapageoroglou

Bruno Wolf  
Women's city tour Lucerne  
Women's city tour Zurich

## 6. Thanks to

In a year in which, unfortunately, many of the organisations involved in Greece following the peak of the "refugee crisis" in 2016 had to discontinue their activities, we at SAO particularly appreciate the continuous support we receive.

We can rely on the loyalty of many private donors who share our commitment to helping women on the move - this always touches and motivates us anew.

Numerous foundations, parishes, service clubs, and other organisations also support us. This demonstrates that professional applications, adherence to deadlines, detailed reporting on the use of funds, a public annual report, and transparent accounting, following GAAP, pay off.

## 7. Closing words

Another year full of challenges and successes lies behind us. Thanks to your generous donations, we made significant progress together and had a positive impact on the lives of many women. Your support has enabled us to drive our projects forward and provide vital support.

The needs in our community remain great, and we face the task of continuing to provide help and bring about change in the future. The situation of refugees in Greece has almost been forgotten due to other geopolitical events.

However, deterrence, containment and exclusion remain the three pillars of immigration policy in Greece, once again dashing hopes for more dignified support for people who have fled war, violence and persecution.

We continue to rely on broad solidarity, which is why we ask you to continue to support us in the coming year. Every contribution, no matter how small, helps us to fulfil our mission.

Together we can make a difference. Let us continue to work together towards a better future for refugee women. Thank you for your trust and support!

Zurich, January 2025 rh/tl



Antje Heimhalt  
President



Raquel Herzog  
Founder / Delegate

## Working for SAO in 2024

### Board of Directors

Claudia Colic	Member of the Board
Antje Heimhalt	President
Raquel Herzog	Founder / Delegate
Annick Girardier	member
Michèle Sauvain	member
Philine Zimmerli	Member of

### Executive Committee

Jelscha Dietrich 2024	Member of the Executive Board (Administration) / resignation 02 /
Eva Hammesfahr	Managing Director (honorary)

### Office

Zoé Roth	Fundraising
Sarah Zbinden	Communications
Simon Herzog	Accounting / Administration

### Greece

Tereza Lysiotis	CEO Greece
Anna Botsoglou	Corporate Manager Greece / Joined 11/2024

### Bashira

Anna Pavlidi	Programme Manager
Olga Moutesidou	Psychologist
Ifigenia Kostourou	Social Assistant
Aggeliki Stroumbou	Activities Coordinator
Parnian Hashemi	Translator Farsi/Arabic
Jessica Mbondo	Translator French

### Amina

Emmanuela Anagnostopoulou	Programme Coordinator / Psychologist
Aloisia Makrionitou	PSS Coordinator / Social Worker
Christina Koumantataki	Social Worker
Eleni Manou	Greek teacher
Fouzieh Davoud	Translator Farsi/Arabic
Malika Benboudjelthia	Translator French

### Volunteers Bashira

Ursula Zurlinden
Vera Imhof

### Volunteers Amina

Vanessa Rüegg
Gina Homs
Barbara Lienhard
Julia Dellile