



Annual Report 2024

Introduction: 8 years of SAO

SAO has been active in Greece since 2016 and has rapidly transformed itself from a voluntary organisation into an organisation 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 to the present, 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 have been fully complied with. At the same time, we have explicitly refrained from forming new alliances that would change our holistic programme and the organisation's vision.

SAO's unique approach, which allows displaced women to freely decide how they want to be involved in our centres, while providing them with tools and techniques for empowerment and integration, has proven to be a success. We have learned that consistency, trust and respect for the dignity of each individual client can take the organisation, its employees and its members a long way. This is also evident in the fact that, unfortunately, many of the grassroots organisations founded at the same time as SAO and that have not professionalised themselves had to cease their activities last year due to a lack of funds.

We continue to face significant challenges, such as dependence 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.

Among the positive experiences is the recognition of 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.

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SAO in Greece

1. Total figures for 2024

The SAO day centres were **visited 6,534 times** by displaced women and **3,199 times** by their children.

The small teams at the SAO day centres arranged more than **3,610 medical appointments** and supported women who had difficulty 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** for 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 sessions** with various actors, including hospitals and local public services that do not typically accept referrals.

2. Strengths

2.1 Unique combination of PSS (psychosocial services) and inclusion

The maintenance and constant development of a PSS programme that reflects a commitment to enabling women to integrate despite changes in the broader refugee context is one of the main strengths of the SAO programme. The focus on integration, primarily developed at the Amina Centre in Athens and to a lesser extent at the Bashira Centre on Lesbos under the Back on Track umbrella, 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 dropouts 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 literacy level, existing Greek language skills and the express intention to take official/state Greek language proficiency tests. To track clients' progress, individual participation and progress logs are maintained, and any challenges that arise are categorised and delegated for appropriate handling.

- **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 progress in participation in external activities unless the client wishes to discuss her experiences.

- Approximately 70% are looking for work or gainful employment (Athens and Lesbos)

The majority of SAO clients express interest, are actively seeking employment, or are already employed (on Lesbos, this applies only to clients who do not reside in the camp). Although the above percentage exceeds expectations, it should be noted that, on an analytical level, job seeking is only a positive outcome if applicants have a realistic understanding of their rights and obligations, as well as the challenges and working conditions to be expected. The parallel support provided by SAO (partly remote) and the connection with suitable 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, are in a position to explore other options, but who nevertheless return to Bashira and Amina because they know that the path to independence requires dedication and personal growth. Visits by women who are partially or fully integrated into Greek society, often with the support of their respective communities, tend to be more needs-based: psychological sessions, consultations with social workers on specific issues, complex bureaucratic challenges, advice on employment opportunities, and rights and obligations 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 a different 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 Lesbos are automatically admitted to the Amina Centre as they are already SAO members. Their files are forwarded to the relevant PSS team with their consent.*
- Women who move on and no longer visit one of the centres can return at any time. A case is only closed in the event of death or if a client requests that SAO delete her files.*
- The number of children cared for varies, as the number of children our clients have is not an obstacle to registration. While SAO focuses on supporting displaced women, the well-being of their children is monitored, behavioural changes are addressed, and, if necessary, parenting issues are addressed (e.g., in parenting workshops).*

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

She may

- request a meeting with a social worker or psychologist

- express her interest in leading an activity
- attend the informal Greek programme
- view the centre exclusively as a meeting place to interact with other clients in a protected environment
- use the services of the laundrette, beauty salon or shower facilities
- take part in workshops

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

Children are welcome at the centre, provided that their mothers do not refuse to look after them. At the same time, they are on the premises and assume full legal responsibility (SAO only provides childcare if the mother has an appointment with the psychologist or social worker or is attending 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-friendly activities are offered in the mornings, allowing mothers to engage 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 services, allowing staff to deal with each case in depth. The high quality of individual support is not neglected in the pursuit of numbers; instead, 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, revealed potential dangers such as unnecessary competition among staff, the automation of services, and the suffocation of clients due to "over-observation" 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

The SAO clients' perception of their prospects, especially in the early stages of displacement, is influenced by a variety of factors that often raise false expectations. Misinformation within the community, connections to individuals operating in legal grey or black areas, and disappointment with existing immigration policies are some of the influencing factors. In view of these challenges, staff are expected to continue their efforts to provide women with the tools and techniques they need to become independent gradually. Experienced professionals can balance the individual needs of each client with the long-term goal of integration, addressing these issues and resolving problems without creating ethical conflicts or tensions in the relationships they build with clients.

Less experienced staff sometimes find it challenging to recognise the value of rules and regulations designed to prevent any attempts to favour or encourage expectations that cannot be met.

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

Action

In response, SAO funds 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 cover basic needs

Assistance with more practical needs, such as supermarket vouchers, hygiene items for women and children, and public transport costs, is heavily dependent on monetary donations. Clothing, household items, and school supplies are mainly procured from partner organisations or local communities; however, in the last two years, the availability of such items has become increasingly scarce. However, the cost of transporting the relevant 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 vouchers to help clients meet their basic needs.

3.3 Local labour market

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

The latter is a systemic rather than an organisational weakness, but it is mentioned because it affects the provision of assistance in relation to legal support and labour rights.

4. Prospects for the programme given the unstable political situation in Greece

Socio-economic challenges, increasingly hostile attitudes towards immigration, deterrent 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 towards a new cycle of hostile behaviour and institutional oppression cannot be ignored.

4.1 External presence

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

Instead, staff in Greece are instructed to advocate for the individual rights of all their clients by contributing to the creation of integration opportunities. Group and individual interventions such as skills development, psychosocial interventions and counselling, maintaining referral pathways, and facilitating access to healthcare and education are some examples of measures that may not appear to challenge the status quo directly, but contribute to creating a favourable environment for SAO clients and, in a broader sense, for their families.

In the area of social media, SAO also follows the principle of "hope-based communication" – i.e., it focuses primarily on the positive effects of SAO's work and less on the injustices that necessitate the work in the first place.

4.2 Organisational size

Medium-sized organisations such as SAO 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 who can implement programmes based on the provision of high-quality services.

Finally, SAO operates in a country with limited resources and infrastructure under pressure. 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 funds from the EU and Switzerland to alleviate a disproportionate financial burden associated with immigration issues).

4.3 Economic aspects

At the same time, SAO creates mid-level and senior jobs for locals and contributes to the local economy in Athens and Lesbos (e.g., by purchasing supermarket vouchers).

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

4.4 Exit strategy

In summary, SAO has mitigated risks to its activities as effectively as possible. In the unlikely event that the plans become unworkable, SAO has an exit strategy in place that involves transferring both its expertise and infrastructure to local partners who would be dedicated to creating projects for marginalised local groups. This would be achieved through close cooperation

between the organisation's board, regional management and allied organisations and institutions.

5. Room for local capacity building

At both locations, SAO works closely with grassroots organisations, medium-sized and large organisations and institutions (local authorities, the Ministry of Education, asylum authorities and international humanitarian organisations). Local capacity building takes place either through 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 writing, both internally and in collaboration with other organisations, depending on the level and needs of the clients in terms of employability.

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 devoted to forming alliances so that the project can be launched as a pilot project in early 2025. The applicants are clients who currently find seasonal employment 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 will target single women (with and without children), female 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 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).

Their educational, social and economic backgrounds vary, but with few exceptions, they are financially disadvantaged displaced women from Afghanistan, Syria and Iran who have had little education. Only an estimated 3 to 5% of our clients in Greece are economically 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., Haiti).

7. Impact of activities on clients

7.1 Psychosocial and medical care

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

In the area of health, the focus is on ensuring medical support with appointment bookings/referrals, either to the public sector or to medical facilities. SAO covers the costs of prescribed medication as a last resort. In other words, medical expenses for private appointments for reasons of expediency (especially on Lesbos, where there is only one hospital for the entire island) or medicines that are not available in community/NGO pharmacies are covered when all else fails. There is a rationale behind this guideline: our clients are trained to understand their rights and are taught how to secure their medical care, so 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 is the framework under which all activities and measures for integration or for improving employability and qualifications are developed. The basis of Back on Track is the informal Greek language programme offered by a professional teacher at the Amina Day Centre. Individual support means that needs ranging from placement tests to fluency can be met.



In 2024, 18-36 women attended classes each week.
A total of 880 lessons were offered.

Each client can take the official exam (based on the European Framework of Reference) twice for each level with financial support from SAO. The support covers the exam fees, transport and meals 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 securing a livelihood (employability)

A successful job search requires not only support from SAO (empowerment, networking with other working women, language learning, information about job vacancies, assistance with CVs and interviews), but also personal initiative. After hiring, SAO continues to support its clients:

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

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

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

Amina, Athens

7 Full-time – formal
6 full-time/seasonal – formal
3 part-time – formal
1 full-time – informal
8 part-time – informal
3 - occasional - informal

Bashira, Lesbos

2 Full-time – formal
2 part-time – informal

8. Time required for such support programmes and insurmountable obstacles

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

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

There are no insurmountable obstacles. Experienced professionals pursue 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 clients who are not yet able to support themselves is a very time-consuming task, as the options are far fewer than they were a few years ago.

8.1 Transfers

SAO routinely makes and receives referrals. To secure and maintain access to cross-sector services, it is essential to establish efficient and responsible referral pathways. Case management ensures that clients receive the best possible care from the most suitable service providers through the correct use of referral pathways. Without this optimisation of services, each organisation would work in isolation, thereby depriving clients of holistic solutions.

Since successful humanitarian programmes require consistent and continuous cooperation and communication with other actors, SAO continuously updates the tools for recording external services. Additionally, it is essential to understand the eligibility criteria and priorities of individual institutions, allowing referral pathways to be maintained and utilised efficiently. If an organisation repeatedly fails to respond, it is mentioned in meetings and is subsequently discontinued. Some examples of measures cited by clients as individual needs are: protection, applications for subsistence, applications for basic support, applications for accommodation, and legal or accounting support.



SAO in Switzerland

1. Major financial challenge

In the summer of 2023, during an inspection visit in connection with SEM support, we unfortunately learned that no more government funding could be expected in 2024. It was 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 funding is that the Swiss government is providing Greece with 10 million Swiss francs per year (2022-2026) in migration-related **cohesion funding** ⁽¹⁾ and therefore no additional subsidies will be granted to organisations by government agencies/departments.

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

This fact placed a significant strain on us and is unfortunately also reflected in the negative annual result of CHF 48,695.36.

2. Events

The above situation also meant that we did not hold any events this year. The only exception was the **general meeting**, which, to our regret, was very poorly attended. We were able to host this event at the premises of our partners, Oliven & Oel, on Zollstrasse in Zurich. After the formal part was over, we were treated to Greek and Turkish delicacies prepared for us by **Maja and Ümit Altintas**.

In October and November, thanks to numerous donations, we successfully carried out another crowdfunding campaign and brought it to a successful conclusion. In 2025, the CHF 50,000 will be allocated towards financing the supermarket vouchers we provide to our clients 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 (Administration Manager), the three-member management team was dissolved, and a search began for someone to take over sole responsibility for managing the SAO Switzerland office. Unfortunately, no successor was found, but **Eva Hammesfahr** offered us her support. Eva was already our volunteer auditor from 2016 to 2018 and has been supporting SAO as a long-time friend of Raquel and a member since its foundation. She is a finance and HR specialist who was able to help us immediately, two days a

¹ Generic term for the financial contributions made autonomously by Switzerland to certain Member States of the European Union (EU). These financial contributions were agreed with the EU in return for extensive access to the EU internal market. (Source: Wikipedia)

week, alongside her part-time training as a certified financial expert. We owe her a special debt of gratitude, as she supported us **voluntarily** from May until the end of the year.

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

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

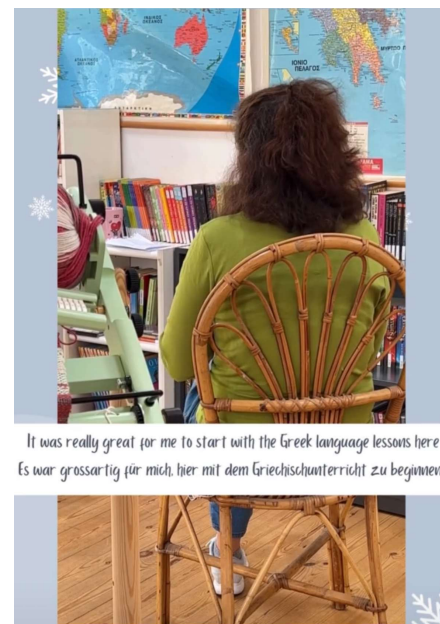
Since January, **Sarah Zbinden** has been responsible for social media and communication on a 20% basis. We met Sarah in 2016 when she and other students founded their own organisation, KUNE, to volunteer and support people stranded in the port of Piraeus after the EU-Turkey deal came into force. In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

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

4. Executive Board

The composition of the board remained unchanged in 2024.

Michèle Sauvain visited the two centres for the first time in April and May, taking the opportunity to capture the touching statements of our clients with her camera. We shared these on social media in December as part of an Advent calendar. A particular challenge was to film the women in a way that remained true to our privacy protection principles and did not reveal the faces of our clients.



5. Supporters

Companies and institutions 2024

Accordeos Foundation
Anne Frank Fund
BPW Club Glarnerland
Caritatis Foundation
Däster-Schild Foundation
Salem Diaconal Work
Dr Ernst-Günther Bröder Foundation
Dr Georg and Josi Guggenheim Foundation
Evangelical Reformed Church of the Canton of St. Gallen
Evangelical Reformed Parish of Binningen
Evangelical Reformed Parish of Trogen
Evangelical Reformed Parish of Uitikon
Evangelical Reformed Church Parish of Zurich, District 11
FAIRster Foundation
Fivetolife Foundation
Smartpeace Foundation
Municipality of Baar
Municipality of Freienbach
Irene Foundation
Karl Mayer Foundation
Tösstal Lions Club
Lottery Prize Fund Canton of Schaffhausen
Mother Bernarda Foundation
Olives and Oil Trading House
Otto Erich Heynau Foundation

Pads 4 Refugees INC.
Plentii
Reformed Church of the Canton of Zug
Reformed Church Murgenthal
Reformed Church Rued
Reformed Church of the City of Lucerne
Reformed Parish of Knonauer Amt
Reformed Parish of Tablat in St. Gallen
Reformed Parish of Weisslingen
Roger Haus Foundation
Rotary Club Dübendorf
Rotary Club Gösigen-Niederamt
Rotary Club Upper Lake Zurich
Rotary Club Üetliberg
Rotary Club Zurich Wine Country
S. Eustachius Foundation
Basel Solidarity Fund
City of Frauenfeld
Town of Wädenswil
Focus on Women Foundation
Fons Margarita Foundation
Kofmel-Schwab Foundation
Temperatio Foundation
Swisslos Fund of the Canton of Solothurn
Inselhof Triemli Association
Kriens Helps People in Need Association

Private donation initiatives

Heidi Frischknecht

g

Olives & Oil, Maja and Ümit Altintas

Donations in kind

Hess Natur (clothing)
Rubi Bahntechnik (IT support)

Crowdfunding

Isabelle Follath
Esther Zimmermann

Nic Kleiber

Carmen Neumayer
Henry Leutwyler

Lazaros Kapageoroglou

Bruno Wolf
Women's City Tour Lucerne
Women's city tour of Zurich

6. Thanks

In a year in which, sadly, many of the organisations that became involved in Greece following the peak of the "refugee crisis" in 2016 have had to cease their activities, we at SAO particularly appreciate the ongoing support we receive.

We can rely on the loyalty of many private donors who support our commitment to women refugees – this touches and motivates us time and again.

We are also supported by many foundations, church communities, service clubs, and others – this demonstrates that professional applications, adherence to deadlines, detailed reporting on the use of funds, public annual reports, and transparent accounting in accordance with GAAP FER 21 pay off.

7. Closing remarks

Another year full of challenges and successes is behind us. Thanks to your generous donations, we have made significant progress together and positively impacted the lives of many women. Your support has enabled us to advance our projects and provide substantial assistance.

The needs in our community remain great, and we face the task of continuing to provide assistance and bring about change in the future. This is because the situation of refugees in Greece has been largely overlooked 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 for your support 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 for a better future for women on the run. We appreciate your trust and support.

Zurich, January 2025 rh/tl

A handwritten signature in blue ink, appearing to be "Antje Heimhalt".

Antje Heimhalt
President

A handwritten signature in blue ink, appearing to be "Raquel Herzog".

Raquel Herzog
Founder / Delegate

Working for SAO in 2024

Board

Claudia Colic	Member
Antje Heimhalt	Chair
Raquel Herzog	Founder / Delegate
Annick Girardier	Member
Michèle Sauvain	Member
Philine Zimmerli	Member

Management

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 Lyssiotis	CEO Greece
Anna Botsoglou	Corporate Manager Greece / Joining 11/2024

Bashira

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

Amina

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

Volunteers Bashira

Ursula Zurlinden	Volunteers Amina
Vera Imhof	Vanessa Rüegg
	Gina Homs
	Barbara Lienhard
	Julia Dellile