

QUARTELY NEWSLETTER

April-May-June 2026



OVERALL OVERVIEW

During the second quarter of 2026, the Multifunctional Refugee Centers (MFCs) in Athens and Thessaloniki continued to provide integrated protection, humanitarian assistance and inclusion services to refugees, asylum seekers and migrants living in urban areas across Greece.

A total of **14,524** individuals were supported through a wide range of coordinated services aimed at addressing urgent needs while strengthening pathways to inclusion and autonomy.



14,524

**PEOPLE SUPPORTED
ACROSS ATHENS & THESSALONIKI**



10,588

HOTLINE COMMUNICATIONS

Information provision, orientation, referrals and multilingual support nationwide.



8,038

**INTERPRETATION &
TRANSLATION ACTIONS**

Provided in multiple languages for access to healthcare, legal procedures and public services.



1,208

**SOCIAL SERVICE &
CASE MANAGEMENT
INTERVENTIONS**

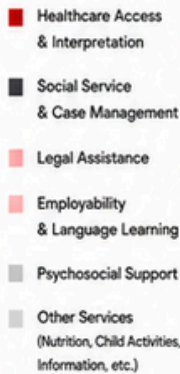
Addressing protection risks, housing, documentation, basic needs and urgent support.



SERVICE DEMAND OVERVIEW

DISTRIBUTION OF MAIN SERVICE AREAS

(Percentage %)



150

**LEGAL COUNSELLING
CASES HANDLED**

Individual legal advice and representation for refugees and migrants on complex legal issues.



510

**BENEFICIARIES SUPPORTED
THROUGH EMPLOYABILITY
SERVICES**

Including counselling, CV preparation, job matching, workshops and employer networking.



204

**ADULT LEARNERS IN
LANGUAGE COURSES**

Participated in Greek, English and other language courses to enhance communication and integration.



421

**CHILDREN IN KINDERGARTEN
& CHILD PROTECTION
ACTIVITIES**

Benefiting from early childhood education, creative, educational and psychosocial activities.



265

**PSYCHOLOGICAL SUPPORT
SESSIONS PROVIDED**

Including individual and group counselling for adults and children.



5,260

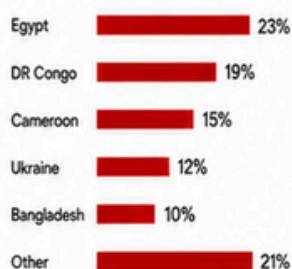
**VISITS IN SOCIAL AREA
& RECEPTION**

Providing frontline information, orientation, referrals and new registrations.

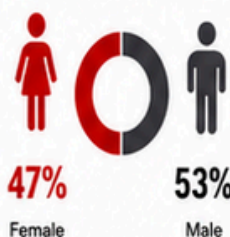


BENEFICIARIES PROFILE

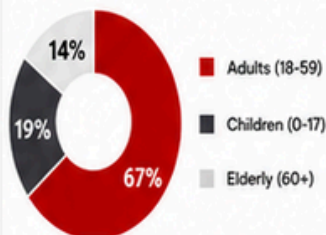
TOP NATIONALITIES



GENDER



AGE GROUPS



OPERATIONAL RESPONSE ACROSS TWO MULTIFUNCTIONAL REFUGEE CENTERS



**MFC ATHENS –
NATIONAL COORDINATION HUB**

- ✓ National access point through the Hotline
- ✓ Multilingual information, orientation and referrals
- ✓ Legal counselling and case management
- ✓ Employability, education and PSS services
- ✓ Monitoring, case management and inter-agency coordination



**MFC THESSALONIKI –
REGIONAL PROTECTION RESPONSE**

- ✓ Regional access and protection hub
- ✓ Healthcare access and medical mediation
- ✓ Interpretation and information services
- ✓ Social support and case management
- ✓ Referral pathways and local coordination

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MFC ATHENS

The Multifunctional Refugee Center of **Athens** continued to serve as a key protection and support hub for refugees and migrants in the capital area.



APRIL – MAY – JUNE
2026



ATHENS



13,000+

**INDIVIDUALS
SUPPORTED**

over three months



10,000+

**HOTLINE
COMMUNICATIONS
HANDLED**



2,000+

**BENEFICIARIES
RECEIVED
INTERPRETATION
SUPPORT**



DOZENS

**OF CASE MANAGEMENT
INTERVENTIONS
ADDRESSING
VULNERABILITIES**

FOCUS AREAS



Facilitating access to
healthcare services
and hospital accompaniment



Supporting **elderly beneficiaries**
and single-parent households



Delivering targeted **psychosocial**
and **educational activities**



Strengthening **collaboration** with
local authorities and regional
Red Cross structures



ATHENS



Despite structural challenges, **Athens** maintained consistent, protection-oriented service-delivery and played a critical role in extending the national MFC response at the local level.

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MFC ATHENS

Refugee Week 2026: Celebrating Courage, Diversity and Inclusion



Throughout Refugee Week 2026, the Athens Multifunctional Refugee Center of the Hellenic Red Cross organized a series of activities promoting inclusion, community participation, and intercultural dialogue. Educational, creative, psychosocial, and family-oriented initiatives were implemented throughout the week, providing beneficiaries and members of the local community with opportunities to connect, collaborate, and celebrate diversity.

The week's highlight was the "Celebration of Cultures", held under the international Refugee Week theme "Courage." Refugees, migrants, volunteers, partners, and local community members came together through music, traditional dance, artistic exhibitions, interactive workshops, children's activities, storytelling, and international cuisine, transforming the Center into a vibrant space of dialogue, creativity, and shared experiences.

The event also showcased beneficiaries' artistic work, including sewing, crochet, and decoupage creations, while the Social and Legal Services provided information on available protection and support services. The strong participation of beneficiaries, partners, and visitors reflected the Hellenic Red Cross' continued commitment to promoting dignity, social cohesion, active participation, and the meaningful inclusion of refugees and migrants within the local community.

Legal Awareness Session on the Protection of Moving Populations

As part of Refugee Week 2026, the Legal Advice Service of the Athens Multifunctional Refugee Center delivered an informative presentation entitled "Moving Populations: The Legal Framework of Protection", aiming to enhance beneficiaries' understanding of the rights and legal safeguards available to refugees, asylum seekers, migrants, and other moving populations. The session provided a comprehensive overview of the international, European, and Greek legal frameworks governing migration and international protection, while clarifying the distinctions between refugees, migrants, asylum seekers, and beneficiaries of subsidiary and temporary protection. The presentation also examined the asylum procedure in Greece, the rights and obligations of applicants for international protection, recent developments in European migration and asylum policy, and the legal challenges affecting access to protection, integration, and social inclusion. By strengthening legal awareness and promoting informed decision-making, the session empowered participants to better understand their rights and available pathways to protection, reaffirming the Hellenic Red Cross' commitment to safeguarding human dignity, access to justice, and the effective protection of moving populations.



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MFC ATHENS



Building Bridges at the Inclusion @ Work Festival



Creativity, collaboration, and meaningful connections took center stage at the Inclusion @ Work Festival, where the Hellenic Red Cross participated with a dynamic programme of activities promoting inclusion, employability, and community engagement. Visitors of all ages and backgrounds joined interactive decoupage and jewellery-making workshops, creating together in an environment that celebrated diversity, participation, and equal opportunities. The overwhelming response highlighted the power of creative expression in bringing people together and fostering social cohesion.

Beyond the workshops, the festival provided an important platform for networking with employers, organizations, and institutional partners, strengthening opportunities for future collaboration and the labour market integration of refugees and migrants. The event also showcased the work of the Athens Multifunctional Refugee Center, while promoting the core humanitarian values of the Hellenic Red Cross—solidarity, respect, care, volunteerism, and inclusion—through every activity and interaction.

Promoting Healthy Nutrition for Children and Families

Promoting healthy childhood nutrition was the focus of an awareness and psychoeducational session organized through the collaboration of the Dietetic and Nutrition Service and the Psychological Support Service of the Athens Multifunctional Refugee Center. Addressed to mothers of children attending the Center's kindergarten, the session explored the importance of balanced nutrition for children's physical, cognitive, and emotional development, while providing practical guidance on establishing healthy eating habits, encouraging positive mealtime routines, and supporting children's wellbeing from an early age. Through its multidisciplinary approach, the initiative reinforced the Hellenic Red Cross' commitment to prevention, health promotion, and the holistic support of refugee and migrant families.

New cycles of Greek and English language courses were launched, attracting strong beneficiary participation and supporting their integration into Greek society. Through interactive learning and tailored educational approaches, participants strengthened their language skills, improving their communication, confidence, and everyday independence.

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MFC ATHENS

Kindergarten End-of-Year Celebration

The end of the school year was celebrated with a joyful farewell event, bringing together children from both the morning and afternoon kindergarten groups in a warm and festive atmosphere. Through games, music, and interactive activities led by a professional entertainer, the celebration provided children with an enjoyable opportunity to reflect on a year of learning, creativity, and friendship.

Each child received personalized commemorative gifts, including photographs with their teacher, handwritten messages of encouragement, and specially prepared keepsakes celebrating their participation throughout the school year. The children also received their artwork and creative projects completed during the year, together with small summer gifts, marking the successful completion of another year of educational, social, and emotional development.

The celebration highlighted the Center's child-centred approach, recognizing each child's individual journey while reinforcing a sense of belonging, achievement, and positive memories as they concluded another meaningful year at the Kindergarten.



Mother's Day Celebration

To celebrate Mother's Day, children attending the Kindergarten participated in a series of creative activities dedicated to expressing their love and appreciation for their mothers. Through handmade heart-shaped crafts, personalised greeting cards, and colourful portraits, the children transformed their feelings into unique keepsakes, while also developing their creativity, fine motor skills, and self-expression. Special messages were written in both Greek and the children's mother tongues, celebrating their linguistic and cultural identities. The activity fostered emotional development, strengthened family bonds, and created a warm, inclusive environment where every child had the opportunity to share memories, affection, and gratitude for one of the most important people in their lives.



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MFC ATHENS



Educational Visit to the Benaki Museum of Toys



Beneficiaries of the Athens Multifunctional Refugee Center participated in an educational visit to the Benaki Museum of Toys, where 25 parents and children took part in the interactive workshop "Parents and Children: A Team Through Play." Combining cultural learning with psychosocial support, the activity encouraged families to engage in experiential play that strengthened communication, cooperation, and emotional connections, while highlighting the role of play in children's development, family wellbeing, and positive parenting.

The visit also provided an opportunity for beneficiaries to discover one of Athens' cultural institutions and participate in a shared learning experience beyond their everyday environment. Through interactive activities and collaborative games, parents and children strengthened family bonds, enhanced social interaction, and fostered a greater sense of belonging within the local community. The initiative reflects the Hellenic Red Cross' commitment to promoting psychosocial wellbeing, cultural participation, and the social inclusion of refugee and migrant families through meaningful, family-centred experiences.

Employability Workshop Supporting Labour Market Integration

As part of its ongoing employability programme, the Athens Multifunctional Refugee Center organized a group employability counselling workshop to strengthen beneficiaries' knowledge, skills, and confidence in accessing the Greek labour market. Participants received practical guidance on job-search strategies, CV and cover letter preparation, interview techniques through role-playing exercises, and the administrative requirements for legal employment, including essential documentation and workers' rights. The workshop also addressed common barriers to employment, such as language limitations, recognition of professional qualifications, and the risk of labour exploitation, while highlighting the importance of learning Greek and English to enhance employability and successful integration. The interactive session encouraged participants to share their experiences and concluded with referrals for individualized support through the Center's Legal and Social Services, reinforcing the Hellenic Red Cross' holistic approach to employment and social inclusion.

New Sewing Workshop Led by Former Beneficiary

A new sewing workshop was launched as part of the Psychosocial Support activities, offering beneficiaries a creative and supportive space to develop practical skills and strengthen social connections. The workshop is led by a former beneficiary who is now a Hellenic Red Cross volunteer, highlighting the positive impact of empowerment, active participation, and successful social inclusion.

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MFC ATHENS

INTERNATIONAL VISITS



UNIVERSITY OF MISSOURI
USA

Students and faculty members learned about our services, social inclusion initiatives and the challenges faced by refugees and migrants.



Knowledge exchange



Dialog & best practices



Humanitarian understanding



UNIVERSITY OF KENTUCKY
USA

Students of Developmental Psychology explored our psychosocial support services, child interventions and our holistic approach to protection and inclusion.



Mental health awareness



Child support & inclusion



Protection matters



OPERAZIONE COLOMBA
ITALY

Representatives explored collaboration opportunities, referral pathways and the support we provide to vulnerable populations.



Stronger partnerships



Referral & support networks



Together for vulnerable people



FRENCH RED CROSS
FRANCE

Volunteers and professionals visited through an Erasmus+ mobility program, sharing experiences and exploring psychosocial and inclusion actions.



People at the center



Inspiration & innovation



International solidarity



4
INTERNATIONAL VISITS



70+
VISITORS



COUNTLESS
CONNECTIONS MADE



STRONGER TOGETHER

“ Every visit **inspires** us. Every connection **empowers** change. ”

QUARTELY NEWSLETTER

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MFC THESSALONIKI

The Multifunctional Refugee Center of **Thessaloniki** continued to serve as a key protection and support hub for refugees and migrants in the broader region.



APRIL – MAY – JUNE
2026



THESSALONIKI



603

INDIVIDUALS
SUPPORTED
over three months



493

INFORMATION
REQUESTS
HANDLED



340

BENEFICIARIES
SUPPORTED THROUGH
INTERPRETATION



141

MEDICAL
APPOINTMENTS
ARRANGED



175

CASE MANAGEMENT
INTERVENTIONS
ADDRESSING
VULNERABILITIES

FOCUS AREAS



Facilitating access to
healthcare services
and hospital accompaniment



Supporting **elderly beneficiaries**
and single-parent households



Delivering targeted **psychosocial**
and **educational activities**



Strengthening **collaboration** with
local authorities and regional
Red Cross structures



THESSALONIKI



Despite structural challenges, **Thessaloniki** maintained consistent, protection-oriented service-delivery and played a critical role in extending the national MFC response at the regional level.

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MFC THESSALONIKI



World Refugee Day: Celebrating Diversity and Inclusion in Thessaloniki

On 19 June, the MFC Thessaloniki marked World Refugee Day with a vibrant community event at Nea Paralia, bringing together beneficiaries from the diverse nationalities supported by the Centre. The celebration created a welcoming and inclusive environment where participants had the opportunity to meet, interact, and strengthen their sense of belonging through shared experiences.

Throughout the event, beneficiaries took part in music and movement performances, interactive activities, and community engagement initiatives that promoted dialogue, mutual understanding, and cultural exchange. The celebration also served as an opportunity to introduce participants to the humanitarian principles and fundamental values of the Red Cross, encouraging solidarity, respect, and active participation within the local community.

Informational flyers about the services provided by MFC Thessaloniki were distributed to visitors, raising awareness of the Centre's work and the support available to refugees and migrants. Through initiatives such as this, the Hellenic Red Cross continues to foster social inclusion, strengthen community connections, and promote peaceful coexistence by bringing people together in a spirit of humanity and respect.



Ms. Tamara, a 79-year-old Ukrainian refugee, celebrated her birthday with the Tandem team and the staff of the Multifunctional Center. With birthday wishes, music from her homeland, an improvised cake, and refreshments she offered to everyone, the celebration brought warmth and joy, making her fourth birthday away from Ukraine a little more special.

A notable development during this reporting period was the increased demand for Restoring Family Links (RFL) services. Three family tracing requests were received, including one concerning an unaccompanied minor, which was managed in coordination with ARSIS NGO and the accommodation facility in Tagarades, ensuring timely and protection-focused support.