



Mushkila Kabira Foundation

Annual Report 2024

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1. Board Report

1.1 Organisational Developments

In 2023, the Italian consultancy MAPS conducted a systems analysis of both Mobile Info Team (MIT) and the Mushkila Kabira Foundation. In 2024, we implemented most of its recommendations, resulting in several key developments.

First, the board was expanded from three to five members after a careful selection and interview process. This expansion increased our organisational capacity and ensured continuity.

Second, the relationship between the board and MIT was strengthened. Following MAPS's recommendations, the board now plays a larger role in strategic decision-making, while maintaining respect for the operational independence of the MIT team.

To deepen the knowledge of the board and support the onboarding of new members, each board member received an extensive information package followed by tailored sessions. These were structured around five organisational pillars, or 'cornerstones':

- Governance: roles, responsibilities, decision-making, and communication between the board and MIT.
- Finance & Fundraising: budgeting, legal compliance, and resource development.
- HR & Recruitment: workload management, team support, and safeguarding.
- Communications & Advocacy: strategic outreach and public engagement.
- Casework: direct refugee support processes.

For each cornerstone, an online session was held to review its context, objectives, and current priorities. This process allowed MIT to refine its objectives—specifically to create clear organisational structures, establish transparent decision-making processes, and define distinct role descriptions. This phased approach laid a solid foundation for a board that is both strategically engaged and effective in supporting MIT's daily operations.

1.2 Financial Reporting

Financial reporting continued as in previous years. The compilation statement and annual accounts were again prepared by Adriaan Sleurink (Lentink de Jonge Accountants). In compliance with ANBI regulations, a separate financial report accompanies this annual report. The board continues to oversee MIT's monthly income and expenditure, maintaining full access to underlying documentation.

2. Mobile Info Team

2.1 Results 2024

In 2024, Mobile Info Team remained focused on providing reliable information and direct support to asylum seekers and refugees in Greece. Despite mounting pressure on the Greek asylum system, the team maintained—and in some areas expanded—its reach.

By the end of 2024, MIT had 69,364 followers on its Facebook page, gaining nearly 1,500 new followers during the year. It published 38 posts reaching over 850,000 people and generating more than 125,000 interactions. Its digital presence and hotline service were vital information channels for people seeking asylum.

Through its helpdesks, MIT provided individual guidance on specific cases. In 2024, caseworkers and interpreters responded to 8,342 enquiries—an average of 695 per month via WhatsApp and Facebook. Additionally, MIT organised 68 in-person information sessions that reached 415 participants, improving access to information and support across various stages of the asylum procedure.

The casework team handled dozens of complex cases, particularly involving vulnerable individuals such as families and people with health or psychological challenges. Collaboration with local lawyers prevented wrongful detentions and ensured access to legal support.

MIT's legal support team, in partnership with other legal organisations, resolved

40 individual cases successfully in 2024. It also contributed to addressing systemic deficiencies—such as the lack of interpretation services—by raising these issues with international monitoring bodies.

In the area of advocacy and research, MIT published six statements, one major report (Voices from the Camps), and contributed to multiple international initiatives. The organisation's publications were featured 37 times in Greek and international media. MIT also made two submissions to the Committee for the Prevention of Torture, co-signed 13 joint statements, and provided input to four external reports, including the AIDA Report Greece 2023. Its work shed light on the human rights situation of asylum seekers in Greece and called for better living conditions, fairer asylum processes, and an end to arbitrary detention.

MIT continued its collaborations within networks such as the Border Violence Monitoring Network and the Northern Greece Coordination Network. It also participated in a joint fundraising campaign with partner organisations to strengthen access to legal aid across Greece.

3. Objectives and Future (2025)

For 2025, we aim to build on the progress achieved in 2024:

1. Finalise the board induction process, solidifying governance structures and decision-making frameworks.
2. Strengthen coordination between the board and MIT through clearer role definitions and improved communication channels.
3. Deepen expertise across all cornerstones through regular reviews and reporting.
4. Continue to prioritise HR processes, feedback mechanisms, and trauma-informed approaches.
5. Maintain focus on advocacy areas such as interpretation services, asylum access, detention conditions, and pushbacks.
6. Broaden our fundraising base and enhance compliance and transparency.
7. Integrate the Greek foundation more effectively within the organisational structure to strengthen collaboration between the Greek and Dutch entities.

The Board
Mushkila Kabira Foundation