

FONDAZIONE INTERNATIONAL RESCUE COMMITTEE ITALIA ETS

SOCIAL IMPACT REPORT 2025



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LETTER FROM THE PRESIDENT

2025 represented a year of particular significance for International Rescue Committee in Italy, the third since our establishment as a Third Sector Foundation. In a context marked by unprecedented challenges for refugees and migrants, particularly women and children, and by an institutional landscape characterised by increasingly restrictive asylum policies, our commitment has grown stronger with determination and responsibility.

Despite the general uncertainty, our teams achieved **significant results, providing support to over 114,800 people**. We **ensured access to essential information and basic necessities for nearly 78,000** migrants, asylum seekers, and refugees, **both adults and minors; trained over 300 workers engaged in reception and socio-economic integration services**, both within and outside the reception system, reaching more than **62,000 indirect beneficiaries**. We also **supported training and employment pathways for 350 young people and refugee women**, and provided **mental health and psychosocial support to nearly 900 people**, including case management and group activities. Finally, in addition to school inclusion and civic education activities aimed at promoting active participation in society, which involved nearly **400 minors and young adults**, we contributed to the **professional development of over 200 educators and social workers** to foster the inclusion of children with a migration background.

2025 was also a year of consolidation and growth for IRC Italy: we launched **nine new projects**, supported by the European Union, the Municipalities of Milan and Trieste, private foundations such as Villum and Intesa San Paolo, as well as private donors and global fundraising initiatives. These interventions addressed the **reception of new arrivals, education, socio-economic inclusion, and the fight against trafficking and labour exploitation**.

At the same time, our emergency response continued in landing areas across southern Italy, in collaboration with the United Nations High Commissioner for Refugees. Through this effort, we **supported over 52,000 asylum seekers at disembarkation points in Sicily and Calabria, and more than 15,000 people in reception centres**, providing essential information about the Italian system and the asylum procedure, conducting vulnerability identification activities, and facilitating access to basic services for **over 12,000 people with specific needs**.

All of this was made possible by the invaluable contribution of all of you—supporters, partners, and donors—who have offered your expertise, resources, trust, and vision.

Together, we have demonstrated that targeted interventions can generate real impact, that even the most complex challenges can be faced, and that refugees represent a precious resource for the communities that welcome them. The value of our work (innovative, sustainable, and built in collaboration with all stakeholders) will continue to guide everything we do.

Today more than ever, it is necessary to strengthen cooperation and focus on effective solutions to support the most vulnerable people. This is the principle that guides IRC, in Italy and around the world: when people receive the support they need to overcome crisis, they can begin to rebuild their future. This is our mission, this is our promise.

Thank you for your continued support and for the trust you place in our work. Without you, none of this would be possible.



SUSANNA ZANFRINI
Managing Director & President of
Fondazione IRC Italia

METHODOLOGY

This Social Report has been prepared by Fondazione International Rescue Committee Italia ETS with the aim of providing a clear, accurate, and transparent account of the activities carried out and the results achieved during 2025, while reinforcing the principle of accountability towards all stakeholders.

Active in Italy since 2017 and part of an international network operating in over 40 countries since 1942, the Foundation carries out interventions at local, national, and international level, in collaboration with public bodies, institutional partners, and international organisations.

In this context, the Social Report is not merely a formal requirement for reporting on financial and economic results, but serves **as a tool for dialogue, designed to share the value and impact of the activities carried out in an accessible and transparent way**, with the aim of strengthening the trust of the stakeholders involved.

The document has been prepared in accordance with the applicable regulations governing Third Sector entities, with particular reference to the provisions of Article 14 of Legislative Decree No. 117 of 3 July 2017 (the Third Sector Code) and in accordance with the Guidelines for the preparation of the social report of Third Sector entities, adopted by Decree of the Ministry of Labour and Social Policies of 4 July 2019.

In this regard, this Social Report has been drawn up in compliance with the principles of relevance, completeness, transparency, neutrality, period competence, comparability, clarity, truthfulness and verifiability, reliability, and independence of third parties, with the intention of providing a faithful yet accessible representation of the organisation's activities and results.

The document aims to:

- transparently report on the activities carried out and the results achieved by IRC Italy during the 2025 financial year;
- illustrate the use of financial resources in relation to the mission and statutory purposes;
- highlight the social impact generated and the relationships with stakeholders;
- strengthen accountability processes and the continuous improvement of the organisation.

The information and data contained in the Social Report refer to the period 1 January–31 December 2025, unless otherwise indicated. The reporting scope encompasses all activities carried out by Fondazione International Rescue Committee Italia ETS at national and international level, as well as actions undertaken in collaboration with institutional partners, civil society organisations, and members of the international IRC network, within its areas of intervention.

METHODOLOGY AND DATA COLLECTION PROCESS

The contents of the Social Report were developed through the collection, analysis, and systematisation of qualitative and quantitative information from the various areas of intervention and programmes of IRC Italy.

Specifically:

- information relating to the institutional structure, governance, and organisational setup derives from the Statute, internal regulations, and official documentation of the entity;
- financial and economic information is drawn from the 2025 financial statements, approved by the competent governing bodies;
- data on activities and results were collected from operational teams and programme managers, according to shared and uniform criteria;

A central role in this process, particularly with regard to the last point, is played by the MEAL department (Monitoring, Evaluation, Accountability and Learning), which ensures a rigorous and systematic approach to measuring results through the definition of indicators, continuous monitoring of activities, and assessment of the impact generated. This is guaranteed both by the presence of dedicated MEAL staff at national level and by the support of Headquarters (HQ), through the coordination and guidance of the RAL (Research, Analysis and Learning) team within the international IRC network.

In particular, the process involved:

- The **systematic collection of data relating to project activities**, beneficiaries reached, and resources deployed, broken down by each project active during 2025;
- The use of **internal monitoring and evaluation tools**, developed in line with the standards and reporting requirements of major institutional donors, including programmes funded by the European Union and United Nations agencies, ensuring alignment with leading international monitoring and evaluation frameworks; for some projects, these processes were further complemented by independent external evaluations, aimed at strengthening the analysis of the effectiveness, impact, and quality of the interventions carried out;



- The **collection, management, and analysis of data in compliance with applicable personal data protection legislation (EU Regulation 2016/679–GDPR) and the principles of protection and safeguarding of the individuals involved**, with particular attention to confidentiality, information security, and the "do no harm" principle. Monitoring and reporting activities were conducted in an ethical and responsible manner, in line with IRC's code of conduct (The IRC Way) on Child Protection, Safeguarding, fraud and corruption, so as to ensure that data belonging to beneficiaries and stakeholders is processed exclusively for legitimate purposes, in full respect of people's rights, dignity, and safety. In line with the principles of Accountability to Affected Populations, IRC Italy has also ensured access to feedback and complaints-handling mechanisms, designed to be safe, accessible, and confidential, in order to promote the informed participation of beneficiaries and strengthen the quality and accountability of the interventions carried out.
- The **elaboration and analysis of results**, in keeping with the Foundation's strategic objectives and intervention priorities, including at global level;
- The **active involvement of the various operational units and project teams**, so as to ensure the accuracy and completeness of the information provided; the reporting process was carried out in close collaboration with the finance and administration team, which is responsible for the collection, validation, and presentation of financial and economic information, ensuring alignment between resources deployed, activities carried out, and results achieved, as well as consistency with the annual financial statements.

OUR ROOTS AND OUR HISTORY



In 1956, the IRC launched relief and resettlement efforts for thousands of Hungarian refugees after the Red Army suppressed the uprising against Soviet rule

The history of the International Rescue Committee has its roots in one of the most dramatic moments of the twentieth century. It was 1933 when, at the initiative of Albert Einstein, an organisation was founded in the United States with a clear and urgent mission: to support people persecuted by totalitarian regimes in Europe.

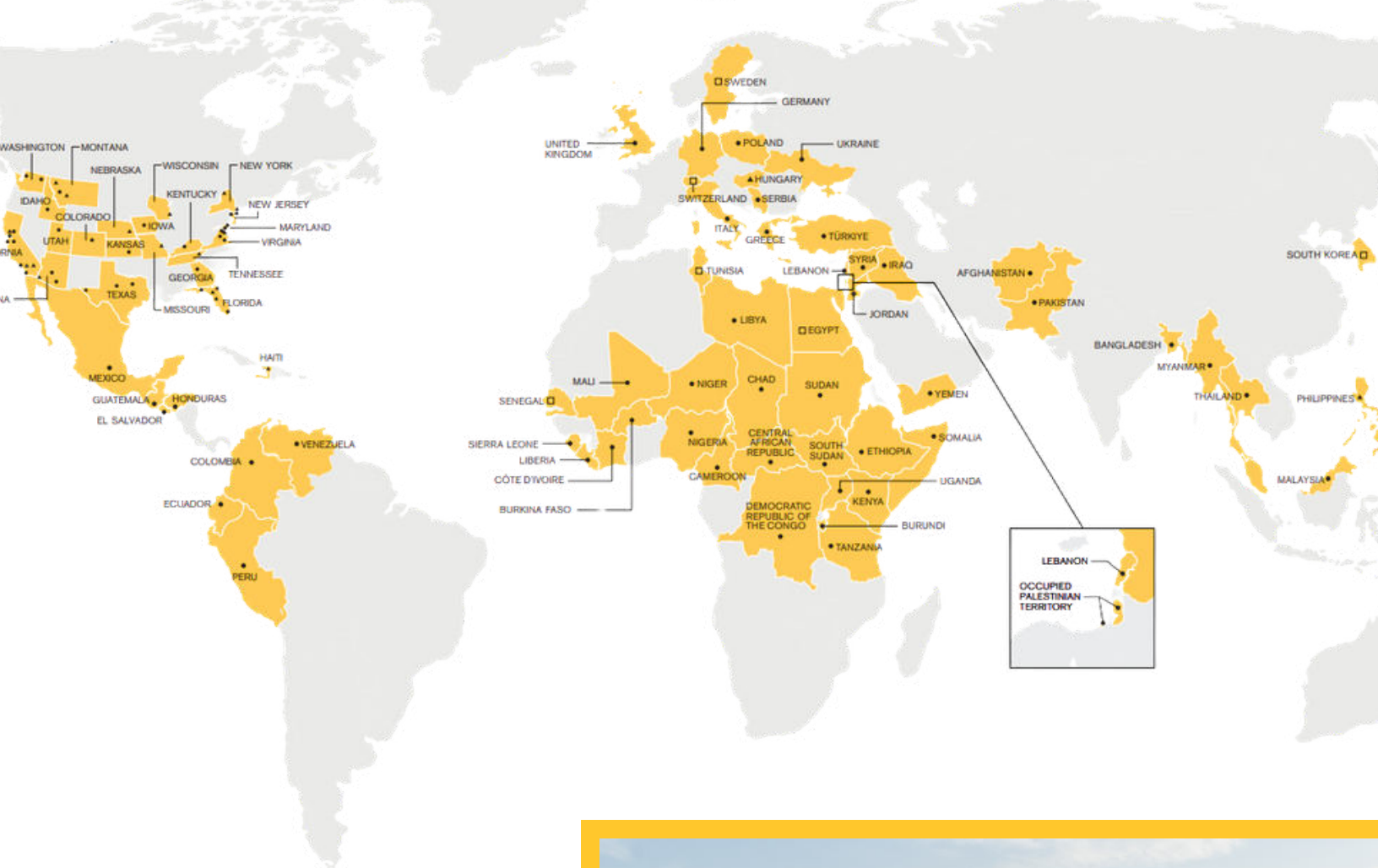
From the very beginning, the organisation's work became intertwined with the great crises of contemporary history. During the Second World War, through the Emergency Rescue Committee, hundreds of humanitarian workers organised escape networks and assistance programmes that enabled thousands of people to escape Nazi persecution.

In 1942, the International Rescue Committee was officially established through the merger of several humanitarian initiatives, marking the beginning of a journey that would evolve alongside the transformations of the global context.

From the end of the war onwards, IRC has been present in the major global crisis settings: from **assistance to European populations** in the post-war period, to **resettlement programmes during the Cold War**, through to interventions in the conflicts and humanitarian emergencies that have defined recent decades.

Over time, the organisation has progressively expanded its scope of action, moving from emergency response to the development of increasingly integrated interventions in the areas of **health, education, protection, economic empowerment, and community strengthening.**

An approach that supports people not only in meeting their immediate needs, but also in **rebuilding their lives.**



Today, the International Rescue Committee operates in over 40 countries and stands as one of the leading humanitarian organisations worldwide, responding to the most complex crises, from armed conflicts and health emergencies to those caused by climate change, with the aim of supporting millions of people, particularly migrants and refugees, in restoring safety, dignity, and autonomy.

What remains unchanged, across more than ninety years of history, is the principle that guides every intervention: even in the most difficult circumstances, every person must have the opportunity not only to survive, but to build a future.



OUR COMMITMENT IN ITALY: AN EVOLVING PRESENCE

It is within this broader global history that the commitment of Fondazione International Rescue Committee Italia ETS takes shape.

2017

In **2017**, the IRC began its first activities in Italy by conducting needs assessments on the needs of migrants and refugees in various Italian cities, through consultation with third sector organisations and local authorities, as well as initial registration activities, laying the groundwork for an operational presence rooted in Italian territory and oriented towards a direct understanding of the needs of the people it serves.

2018

In **2018**, the organisation launched its information and support role, including through the creation of the **Refugee.Info** platform, which provides access to reliable information on essential services for refugees and migrants. Projects were also initiated in collaboration with the Municipalities of Milan and Palermo and local partners, focusing on mental health and education.

2020

In **2020**, the IRC implemented its first European Union-funded project in Palermo, ACT (Alternative Care for unaccompanied children), marking a significant step towards more structured and integrated programming, in line with leading international standards. In the years that followed, the organisation demonstrated its ability to respond to international crises within Italy as well.

2021

In **2021**, it mobilised to support Afghan refugees arriving in Italy via the Balkan Route, deploying a multilingual street outreach unit in Trieste. In **2022**, the IRC put in place numerous interventions, both direct and through partners, in support of people fleeing the conflict in Ukraine, covering psychosocial and legal assistance. The in-person activities delivered by IRC staff enabled the organisation to establish a presence in several Italian cities and to grow its workforce from 7 to 27 employees and collaborators.

2023

In March **2023**, the IRC's registration in Italy as a Foundation enrolled in the Register of Third Sector Entities represented a key milestone in its consolidation, as it enabled the organisation to access a significantly broader range of funding sources.

2024

In **2024**, IRC Italy became an operational partner of UNHCR, further strengthening its positioning within the Italian humanitarian system and expanding its capacity to intervene on behalf of refugees and asylum seekers arriving by sea along the Central and Eastern Mediterranean route, with particular attention, from **2025** onwards, to women survivors of gender-based violence.

2025



Over the years, IRC Italy has progressively strengthened not only its presence in a number of cities and territories where it is developing interventions in collaboration with local authorities and building relationships of trust with national institutions, but also its network of international partners, integrating evidence-based approaches and impact measurement.

Today, the organisation stands as an actor capable of combining the strength of a global network with an increasingly embedded local presence, in the service of the most vulnerable people.

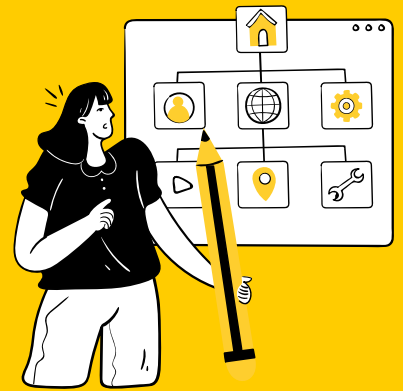
MISSION AND STRATEGY

IRC Italy works to ensure that migrants and refugees are able to fully exercise their rights, starting with access to territory and the asylum procedure. Through timely and integrated interventions, the organisation supports people in meeting their essential needs, strengthening their knowledge and skills, and accessing fair and inclusive services and opportunities, accompanying them on a journey towards autonomy and inclusion.

In the implementation of its activities, the Foundation is guided by three core values

Respond rapidly

In the contexts where we carry out protection programmes, particularly for people who have just arrived in Italy, we **intervene promptly to respond to primary needs** and ensure continuity of assistance until the handover to other services or organisations. This approach is fundamental above all for the most vulnerable people, in order to prevent gaps in support and reduce the risks of marginalisation.



Listen to people

Our actions are based on the **real needs of communities**, ensuring that every intervention is relevant and effective.



Remain for the long term

Although operating primarily through projects with a defined duration, the organisation is committed to **ensuring continuity both in its presence on the ground and in the services it provides**. Through strategic planning, the consolidation of local partnerships, and the integration of successive interventions, we ensure that support to people is not interrupted, maintaining stable points of reference across the various areas of intervention and preserving the quality and consistency of services delivered over time.



The programming and strategy of the IRC in Italy are grounded in **Strategy100 (S100)**, the global strategic plan that guides the organisation's work as it approaches the centenary of its founding in 1933. S100 defines the priorities for best fulfilling the IRC's mission in a complex and constantly changing external environment. It sets out where to focus time, resources, and voice, orienting the entire organisation towards shared objectives and lasting impact.

Beneficiaries are at the heart of IRC Italy's strategy. Their needs drive every programmatic decision: they are the first and most important point of reference in every choice.

IRC Italy aims for their active involvement so that they can contribute to defining, evaluating, and improving the services it offers. This approach also represents a concrete opportunity to strengthen their capacity to influence decisions concerning the services they use.

A Strategic Vision for 100 Years of Action

Excellence in programme quality is central to the IRC's commitment to its beneficiaries. IRC Italy adopts materials and approaches developed by international experts and tested in the field, carefully adapting them to the local context to ensure interventions that are sustainable, relevant, and tailored.

In support of this commitment, the IRC can draw on a network of specialists across its various areas of intervention, who work alongside local teams to ensure high standards and consistency in the quality of implementation.



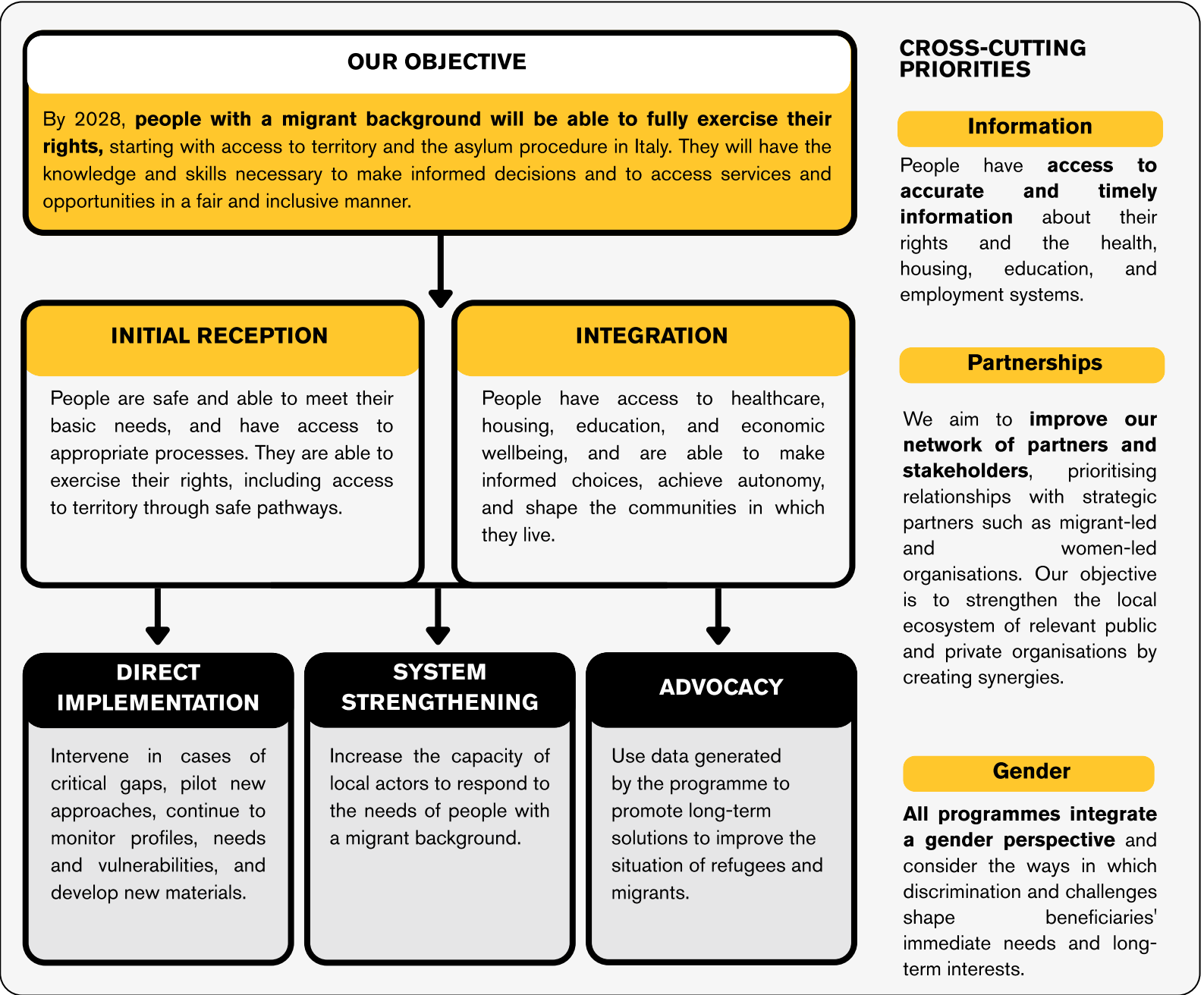
OUR VISION

2025-2028

In 2024, the development of IRC Italy's new strategy for the period 2025–2028 was launched, based on an in-depth **analysis of the needs, priorities, and challenges faced by our beneficiaries**, as well as on the evidence gathered in the field from previous projects.

The evidence and insights gathered through various listening tools, from questionnaires and focus groups to partner feedback, as well as the feedback and input from all IRC Italy staff, collected through an anonymous questionnaire and in-person workshops, represented a key element in defining IRC Italy's new strategic priorities.

These inputs informed the development of the new strategic plan for the period 2025–2028, a summary of which is presented in the box below:



To give concrete form to this vision, IRC Italy has defined **specific objectives**:

Clients

Ensure that beneficiaries are systematically listened to and placed at the centre of IRC Italy's programmatic strategy.



Data

Implement and consolidate a data collection and tracking system to measure performance, integrating the regular administration of questionnaires to gather direct feedback from beneficiaries.



Partners

Define and implement a partnership strategy at national and European level, with programmatic and advocacy objectives.



Diversity

Promote and strengthen an inclusive and diversity-conscious working and operational environment, both internally and in relations with beneficiaries and partners.



GENERAL INFORMATION ABOUT THE ORGANISATION

Fondazione International Rescue Committee Italia ETS

Registered office: Via Giulio e Corrado Venini 57, 20127 Milan, Italy

Tax code: 97941860153

Foundation registered with the RUNTS from 20 March 2023, with repertory number: 104691

President: Susanna Zanfrini

The Foundation, which is **non-profit, pursues civic, solidarity-based, and social purposes**. In particular, the Foundation aims to support victims of oppression, people persecuted for political, racial, or religious reasons, refugees, displaced persons, victims of war and disasters, and to carry out rescue and relief operations in the event of calamities.

The Foundation pursues its purposes primarily through the following activities of general interest, as referred to in Article 5, paragraph 1, of Legislative Decree No. 117/2017, specifically under letters: d) education, instruction, and vocational training, pursuant to Law No. 53 of 28 March 2003 and subsequent amendments, as well as cultural activities of social interest with an educational purpose; l) non-formal education, aimed at preventing school dropout and promoting educational and training success, preventing bullying, and combating educational poverty; n) development cooperation; r) humanitarian reception and social integration of migrants; u) charitable giving and the provision of money, goods, or services in support of disadvantaged people or activities of general interest; w) promotion and protection of human, civil, social, and political rights; y) civil protection.

These activities include:

- *Assisting victims of oppression, persecution, and immigration, and ensuring measures for reception, integration, and protection from violence, guaranteeing them—by way of example and without limitation—access to education and means of subsistence, without discrimination on grounds of race, nationality, or religion;*
- *Implementing humanitarian assistance programmes in areas of need, regardless of the race, nationality, or religion of the beneficiaries;*
- *Implementing awareness-raising and public education programmes concerning the situation, circumstances, needs, and conditions of victims of oppression and persecution, with the aim of mobilising assistance on their behalf;*
- *Supporting, including through financial contributions, charitable and educational activities and any other activity of general interest that is functional to the achievement of the Foundation's purposes.*

GOVERNANCE AND INTERNAL ORGANISATION

The founder of IRC Italy is International Rescue Committee, Inc., headquartered in the United States of America. The Founder has the authority to appoint and remove members of the Board of Directors, the President of the Foundation, and the Supervisory Body.

The governing bodies of the Foundation are the **Board of Directors**, the **President of the Foundation**, the **Supervisory Body**, and, in the event that the thresholds set out in Article 31 of the Third Sector Code are exceeded, the **Statutory Auditor**.

THE BOARD OF DIRECTORS



**Johannes Van
De Weerd**

Chairman of the Board
of Directors



**Jeannie
Annan**

Board Member



**Chiara
Trincia**

Board Member

The Foundation is administered by a Board of Directors composed of three members. The Board appoints its Chairman from among its own members. The Board holds all powers for both ordinary and extraordinary administration.

The Board:

- approves the financial statements for the preceding financial year and files them by 30 June of each year with the competent office of the National Single Register of Third Sector Entities;
- resolves on the acceptance of inheritances, legacies, and donations, as well as on the acquisition and disposal of immovable property;

- resolves on any amendments to the statute, with the written consent of the Founder;
- resolves on the dissolution of the Foundation and the devolution of its assets, with the written consent of the Founder.

The Board of Directors may delegate, in whole or in part, its powers of ordinary administration to the President and/or to one or more of its members.

THE PRESIDENT



**Susanna
Zanfrini**

President

The President of the Foundation is appointed by the Founder and remains in office until the Founder decides to remove them.

The President holds the legal representation of the Foundation and manages relations with institutions, businesses, and public and private bodies, including with a view to establishing collaborative relationships and supporting the Foundation's initiatives.

The Founder may appoint a Vice-President to stand in for the President in the event of absence or impediment.

SUPERVISORY BODY AND STATUTORY AUDIT



**Silvio
Formenti**

Supervisory Body

The Founder appoints a supervisory body—which may consist of a single member—that serves a five-year term and may be reappointed.

The supervisory body oversees compliance with the law and the statute, and adherence to the principles of sound administration, including with reference to the provisions of Legislative Decree No. 231 of 8 June 2001, where applicable, as well as the adequacy of the organisational, administrative, and accounting structure and its effective functioning.

The members of the supervisory body may at any time, including individually, carry out acts of inspection and control and, to that end, may request information from the directors on the progress of organisational activities or on specific matters. The supervisory body may also exercise the statutory audit function upon exceeding the thresholds referred to in Article 31, paragraph 1, of the Third Sector Code. In such cases, the supervisory body shall be composed of statutory auditors registered in the relevant register.

OUR STAFF

The IRC applies its mission of care and protection to its own staff as well, committing to ensure a safe, respectful, and welfare-conscious working environment for all. All IRC staff members are responsible for promoting human rights, social justice, equality, and dignity, without any discrimination based on race, gender, religion, sexual orientation, ethnicity, age, marital status, or disability.

The IRC is firmly committed to the core values of its Code of Conduct (The IRC Way): **Accountability, Equality, Integrity, and Service.** In this spirit, it has developed specific regulations and procedures to prevent and address exploitation and abuse, safeguard children, prevent workplace harassment, ensure fiscal integrity, and protect against retaliation.

All IRC employees, volunteers, interns, and partners are required to be familiar with and abide by these regulations. The IRC's recruitment process is designed to be fair, transparent, and competitive, in compliance with applicable legislation, with the aim of offering a positive experience to candidates and preventing any form of discrimination or bias.

Responsibility

We are responsible, individually and collectively, for our conduct, our actions, and the results we achieve.

Integrity

We are open, honest, and trustworthy in our relationships with beneficiaries, partners, colleagues, donors, and the communities with whom we engage.

Service

We have a responsibility towards the people to whom we provide our services and towards the donors who make those services possible.

Equality

We are committed to ensuring fair outcomes for all clients and colleagues, promoting equitable access to opportunities and services.



50

People working with IRC*



18+

Languages spoken
by IRC staff



6

Regions in which
IRC operates

STAFF PROFILE AND COMPOSITION

As of 31 December 2025: 43 staff members, 6 consultants, and 1 intern. 34 women and 16 men.

Staff are based across several locations, including Milan, Turin, Trieste, Rome, Reggio Calabria, Catania, Agrigento, and Lampedusa.

In addition, a portion of staff work on a fully remote basis, ensuring flexibility and operational continuity across the country.



Employees and Collaborators

*As of December 31 2025

** This figure does not include hosted staff

	Women	Men	Total
Employees	24	8	32
Quasi-subordinate workers	8	3	11
Self-employed workers (VAT number holders)	2	4	6
Interns		1	1

Employees by contract type

	Women	Men	Total
Permanent contract	20	7	27
Fixed-term contract	4	1	5

Employees by type of employment

	Women	Men	Total
Full-time	23	6	29
Part-time	1	2	3

Internal employees and hosted staff*

	Women	Men	Total
Hosted staff	3	2	5
Internal employees	21	6	27

**Employees on Italian contracts working operationally for the region or for other country programmes*

Employees by functional area (excluding hosted staff)

	Women	Men	Total
Support Functions	3	2	5
Direct Implementation	18	4	22

Employees and quasi-subordinate workers by age group

	Women	Men	Total
>60	0	0	0
50-59	1	0	1
40-49	5	2	7
30-39	18	6	24
<30	8	4	12

ACTIVITIES CARRIED OUT BY VOLUNTEERS

During 2025, the Foundation engaged approximately **20 volunteers**. The Foundation's volunteers played a fundamental role in the activities of the Safe Spaces operating in Rome, Milan, Trieste, and Turin.

In **Trieste**, their contribution focused in particular on the **co-management of the safe space for women and girls**, taking part in weekly activities and fostering interaction among participants through the delivery of Italian language courses, hands-on creative workshops, and wellbeing-oriented movement sessions such as mindfulness.

In the **Safe Spaces in Rome, Milan, and Turin**, volunteers primarily supported **childcare activities**, working alongside staff to **facilitate educational and recreational initiatives**, including yoga sessions and art workshops.

Alongside their frontline work, in 2025 some volunteers also **contributed to the Foundation's research and back-office activities**, supporting analysis, data collection, and operational management, thereby strengthening the overall effectiveness of the projects and services provided.

REMUNERATION AND PAY

Employed staff are engaged under the National Collective Labour Agreement for the Commercial Sector (CCNL Commercio). With regard to staff remuneration, the Foundation complies with the provisions of Article 16 of Legislative Decree No. 117/2017, under which the pay differential between employees may not exceed a ratio of 1 to 8, calculated on the basis of gross annual salary.

Median gender pay gap (full-time employees, annual salary): 10%
Mean gender pay gap (full-time employees, annual salary): 12%

RAL (EURO)	N. Employees	% of total
70.000 – 79.999	1	3.12%
60.000 – 69.999	0	0.00%
50.000 – 59.999	4	12.50%
40.000 – 49.999	3	9.38%
30.000 – 39.999	10	31.25%
20.000 – 29.999	14	43.75%
10.000 – 19.999	0	0.00%

STAFF WELLBEING

Staff wellbeing is a priority for the IRC, which **promotes a healthy, inclusive, and flexible working environment**. The organisation adopts an objectives-oriented approach, ensuring **broad working flexibility** to support a healthy work-life balance.

Among the benefits provided, staff are entitled to **monthly meal vouchers** and **free access to a psychological support service** managed by the Duty of Care (DoC) department.

The DoC, part of the global People and Culture department, is a multidisciplinary team that promotes the physical and emotional health of staff through awareness-raising activities. It provides support to managers and team leaders in managing team wellbeing, including in critical situations, ensuring the adoption of best practices.



As part of the IRC's commitment to the psychosocial wellbeing of its staff, all individuals working with IRC can **access the Konterra psychological support service**, which offers an initial cycle of at least six free sessions, extendable depending on the specific situation and individual needs, providing a confidential and professional space to address stress, personal difficulties, or work-related challenges.

At local level, IRC Italy organises **two team-building and training days** each year involving all staff. These occasions are dedicated not only to sharing and strengthening internal relationships, but also to **discussing the organisation's strategy and participatory planning of future actions**, with the aim of building a cohesive, mission-aware, and engaged team.



PROFESSIONAL DEVELOPMENT AND GROWTH

IRC regards **training as a central element in the development and growth of its staff**. Following recruitment, every new employee is required to complete mandatory courses (e.g. Fundamentals of Safeguarding, IRC Code of Conduct, Anti-Sexual Harassment, Safety and Security, Gender Equality, Data Protection), alongside additional personalised learning pathways offered through the internal Kaya platform.

The organisation also promotes talent management programmes (e.g. Compass Training, Navigator, Navigator Foundation, Talent Development Workshops) and learning opportunities, some of which are delivered in collaboration with external universities, with the aim of supporting the development of individual potential.

Each year, staff recruited by 30 June of the current year take part in a **structured performance review process**.

This process involves the setting of professional objectives, a self-assessment of activities carried out, the collection of feedback from colleagues, and a final appraisal meeting with the line manager. Based on the outcome of the review (e.g. met some expectations, met expectations, exceeded expectations) **a percentage salary increase is awarded** from the following year. The process also includes a mid-year check-in, aimed at promoting continuous professional development in line with the organisation's values

OUR STAKEHOLDERS

IRC Italy engages on a daily basis with a wide range of **stakeholders**, among whom, in keeping with the organisation's mandate, a central role is played by the **people and communities that the IRC supports**.

FOUNDER (IRC INC.)



Sharing of strategic direction; joint definition of mission, values, and global priorities; alignment of national programmes with international strategy; technical and methodological support; use of the brand; shared definition of policies, ethical standards, compliance requirements, and reporting and accountability systems.



DONORS

Provision of financial resources; dialogue on the definition of intervention priorities; periodic reporting; monitoring and evaluation activities.

BENEFICIARIES



Direct involvement in programmes; consultation activities; feedback collection; participation in impact assessment processes; centrality in the design of interventions.



THIRD SECTOR ORGANISATIONS

Non-financial collaborations on shared initiatives; participation in workshops and thematic working groups; exchange of good practices; establishment of Memoranda of Understanding.

PROJECT PARTNERS



Co-design and implementation of interventions; operational coordination; sharing of responsibilities and results; shared accountability.



INSTITUTIONS

Participation in working groups; co-design processes; support and collaboration within programmes and initiatives of shared interest.

SCHOOLS AND UNIVERSITIES



Implementation of interventions and training activities aimed at improving educational provision and student wellbeing, as well as strengthening the competencies of educators and teachers; conclusion of collaboration agreements.

STAKEHOLDERS AND METHODS OF ENGAGEMENT

The Foundation identifies and engages its stakeholders as **key actors in the pursuit of its institutional mission**, recognising that structured and ongoing dialogue with those who have a stake in its work is an essential factor in ensuring the effectiveness, quality, transparency, and sustainability of the activities carried out.

Stakeholders are identified on the basis of their role in relation to the Foundation's activities and engaged through differentiated methods, consistent with their respective functions and responsibilities, throughout the entire cycle of planning, implementation, monitoring, and evaluation of interventions.

VALUES, ETHICS, AND INTEGRITY IN RELATIONSHIPS

All relationships with stakeholders are guided by principles of **fairness, integrity, accountability, and respect for people**, in keeping with the values and policy framework of the International Rescue Committee.

The Foundation adopts and promotes **ethical and conduct standards** that include, amongst other things, measures relating to safeguarding, the prevention of abuse and exploitation, the protection of individuals, and organisational integrity.

Adherence to these principles is considered an **essential prerequisite** for collaboration with partners, suppliers, and other third parties, and contributes to ensuring relationships grounded in trust and mutual accountability.



FOUNDER

The founder, IRC Inc., plays a decisive role in defining the Foundation's overall strategic direction. The relationship is based on the **sharing of mission, values, and global priorities**, and on the alignment of national programmes with international strategy.

It is further characterised by **technical and methodological support**, the joint definition of policies and compliance standards, and the adoption of shared monitoring and reporting systems.



BENEFICIARIES

Beneficiaries represent the **primary point** of reference for the Foundation's work and are **placed at the centre of decision-making and project design processes**.

Their involvement takes place through participation in programmes, consultation activities, feedback and evaluation collection, with the aim of ensuring interventions that respond to the real needs of the people and communities involved, and of continuously improving the quality and impact of activities.

DONORS

Relationships with donors, both public and private, are grounded in **transparency, reliability, and accountability**.

In addition to financial support, donors are engaged in **dialogue on intervention priorities** and are the recipients of structured reporting, monitoring, and evaluation systems, designed to ensure the effective and coherent use of resources.

PROJECT PARTNERS

Partnerships constitute a central element of the Foundation's operational model. The management of partnership relationships is guided by the principles of PEERS (Partnership Excellence for Equality and Results System) which promotes equality, clarity of roles, shared accountability, and an orientation towards results.

Partners are involved in the various phases of the project cycle, from co-design through to implementation, monitoring, and evaluation. The Foundation promotes collaborative approaches based on mutual recognition of competencies, shared governance mechanisms, and accountability practices, with the aim of strengthening partners' capacity and maximising the impact of interventions.

Alongside project partnerships, the Foundation collaborates with other Third Sector organisations through joint initiatives, exchanges of good practices, thematic workshops, and collaboration agreements, contributing to the building of networks and alliances oriented towards social innovation.

Transparency

Reliability

Responsibility

INSTITUTIONS, COORDINATION, AND ADVOCACY

The Foundation maintains structured relationships with institutions through participation in **working groups, co-design processes**, and **collaborative activities on initiatives of shared interest**.

In keeping with the International Rescue Committee's positioning, it also participates in **multi-stakeholder coordination networks** and contributes to advocacy activities and dialogue on public policy, with the aim of promoting systemic and sustainable solutions for the benefit of the most vulnerable people.

SCHOOLS AND UNIVERSITIES

Collaboration with schools and universities is carried out through **partnership agreements aimed at implementing educational and training interventions**, improving student wellbeing, and strengthening the competencies of educators and teachers, thereby contributing to the development of more inclusive and high-quality educational environments.

MONITORING AND IMPROVEMENT OF STAKEHOLDER ENGAGEMENT



In keeping with its mission oriented towards improving the living conditions of people and communities in situations of vulnerability, the Foundation regards **stakeholder engagement as an integral part of its institutional work** and an **essential tool** for maximising the social impact of the activities carried out.

The methods of stakeholder engagement and participation are subject to periodic monitoring, in order to assess their effectiveness, their consistency with the Foundation's values and strategic objectives, and their concrete contribution to the pursuit of its mission. Through structured feedback collection tools, opportunities for dialogue, and analysis of evidence gathered, the Foundation integrates the views and contributions of stakeholders into its decision-making, planning, and continuous improvement processes.

This approach makes it possible to strengthen the quality of relationships, promote greater accountability, and orient organisational and programmatic choices towards interventions that are increasingly relevant, effective, and responsive to the needs of the people and contexts concerned.

OPERATIONAL CONTEXT

In 2025, the **number of people forced to leave their country due to persecution, conflict, or violations of their fundamental rights continued to grow**, reaching unprecedented levels. Nearly 120 million people worldwide were forced to leave their homes, including more than 42 million refugees and over 8 million asylum seekers.

In this global context, **Italy continues to represent a crucial country for people seeking protection**. Despite the fact that since 2015 migration routes and patterns have undergone significant change, every year tens of thousands of people fleeing danger continue to arrive in Italy, with 66,296 arriving by sea in 2025. In this regard, as our country is the main entry point into the European Union, it serves as an important testing ground for the implementation of policies and measures that have profound consequences for the protection of the rights of migrants and refugees.

In 2025, the **operational context** for organisations working with migrants and refugees, such as IRC Italy, became **increasingly complex**. Public debate on migration became further polarised, with the spread of increasingly hostile narratives, whilst anti-immigration rhetoric gained ground in political and media discourse, contributing to a climate in which humanitarian action is frequently politicised and sometimes delegitimised.

On the legislative front, 2025 was marked by a **succession of reforms**, both in Italy and at European level, oriented primarily towards **externalisation** and **deterrence**. The measures adopted aimed to strengthen border controls, accelerate asylum procedures, and restrict access to reception and protection systems, raising concerns about compliance with procedural guarantees and the fundamental rights of people seeking protection.



At the same time, preparations for the implementation of the European Pact on Migration and Asylum and the expansion of externalisation policies through agreements with third countries consolidated a trend towards an increasingly security-driven approach to migration management. Italy played a leading role in this regard, particularly through the implementation of bilateral agreements such as that with Albania, which exposed people on the move to greater risks of human rights violations and further obstacles in accessing protection.

In parallel, however, certain initiatives continued with the aim of **expanding safe access channels**. Italy continued to invest in pathways such as humanitarian corridors and programmes linked to work and education. The country also maintained the **reception of a significant number of people fleeing the war in Ukraine** who benefit from temporary protection, although uncertainties remain regarding future prospects beyond the scheduled expiry date in 2027.



Photo by Ximena Borrazas

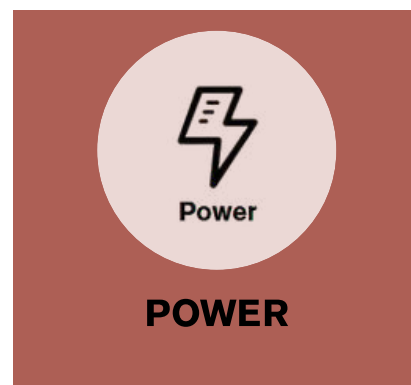
In addition to the ongoing reforms of migration policy at Italian and European level, broader geopolitical factors also affected the operational context in Italy. In particular, the **reduction in funding from major international donors**, including the dismantling of the USAID funding system, had indirect effects on the Italian context as well. Whilst not directly affecting in-country activities, these cuts contributed to increasing competition for ever more limited resources, reducing the overall operational capacity of the sector and heightening financial uncertainty for many organisations.

Overall, 2025 proved to be a year marked by a sharp tightening of migration policies, by the evolution of the Italian and European regulatory framework in a security-oriented direction, and by an increasingly difficult context for organisations working to protect the rights of migrants and refugees, which found themselves operating in an environment shaped by growing regulatory, financial, and political constraints.

ACTIVITIES AND THE IMPACT OF OUR WORK

The Foundation's activities are guided by the methodological approach of the **Outcomes and Evidence Framework (OEF)**, which orients the design and implementation of programmes towards concrete, measurable results with beneficiaries at the centre. This framework is based on validated theories of change and logical frameworks (logframes) that map the pathways to achieving outcomes and serve as the basis for strategic planning and the design of activities. Outcomes represent the change that the IRC seeks to generate in the lives of its beneficiaries and constitute the primary measure for assessing the effectiveness of interventions.

IRC's work focuses on five outcomes: **Safety, Health, Education, Economic Wellbeing, and Power.**



In 2025, IRC Italy's operations developed in full alignment with the **Strategic Action Plan (SAP) 2025–2028**, developed during 2024, which translates the IRC's global strategic priorities into national-level action across five main outcome areas. Within each area, IRC Italy has defined and implemented targeted interventions, adapted to the context and emerging needs, contributing to global strategic objectives through integrated, evidence-based, and impact-oriented actions.

Specifically:

In the **Safety** area, IRC Italy contributed to the strategic objectives aimed at ensuring that people are safe in the communities where they live (S1), receive quality protection services (S1.3), have access to decent housing conditions (S3), and are protected from abuse, violence, exploitation, and trafficking (S4 and S5), with specific attention to women, children, and people in vulnerable situations.

- S.1 **People are safe in their communities.**
- S.3 **People have safe, decent, and stable housing.**
- S.4 **Adults are safe from abuse, neglect, and exploitation**
- S.5 **Children are safe from abuse, neglect, and exploitation.**

In line with these objectives, IRC Italy operated primarily in the areas of **emergency response, protection, and counter-trafficking**, intervening across the full spectrum of protection: from arrival and transit, through the reception system, to contexts of severe marginalization. Activities included in-person legal information provision, vulnerability identification, first-level psychosocial support, referral to specialist services, and distribution of essential goods, accompanied by ongoing work to strengthen local networks.

Through this approach, IRC Italy reached nearly **78,000 people** and contributed to improving access to protection services, reducing the exposure of the people supported to situations of risk, with at least **15,000 referrals to services**. In parallel, capacity-building work (with nearly **300 workers trained**) and collaboration with institutions fostered greater coordination amongst local and national actors within the protection system, promoting more coherent, integrated, and person-centred responses.



In the **Health** area, IRC Italy contributed to the strategic objective of preventing and managing mental health problems (H2), recognising psychosocial wellbeing as a fundamental element for the protection and inclusion of refugees and migrants.

H.2

People prevent or manage mental health conditions or symptoms.

In 2025, **mental health and psychosocial support (MHPSS)** represented a cross-cutting and enabling component of all the main areas of intervention. IRC Italy ensured access to MHPSS services in contexts where such services were lacking or absent, both in the initial reception phase and in integration pathways, adopting a trauma-informed and transcultural approach.

This work contributed to an improvement in the emotional wellbeing and psychosocial stability of the more than **800 people supported**, strengthening their capacity to cope with traumatic events, reduce stress, and participate more actively in social and economic inclusion pathways.

The structural integration of MHPSS support also generated positive effects on the achievement of other outcomes, particularly in the areas of protection and economic inclusion.



HEALTH AREA
IN NUMBERS



848
People supported to improve their emotional well-being and psychosocial stability.

In the Education area, IRC Italy operated in line with the strategic objectives of developing the cognitive, linguistic, and socio-emotional skills of children (E1), adolescents, and young adults (E4), recognising education as a fundamental lever for inclusion, wellbeing, and active participation.

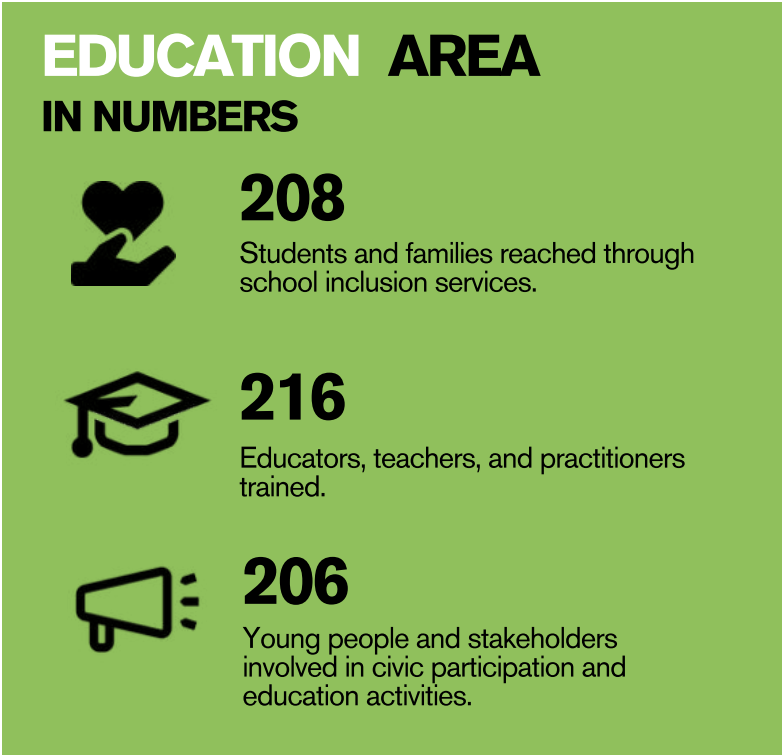
E.1 **Young children develop cognitive, language, and motor skills and strengthen their socio-emotional assets.**

E.4 **Young people and adults possess the basic skills and socio-emotional assets needed to achieve other outcomes.**

In 2025, the IRC continued its work aimed at greater school inclusion of children and young adults with a migrant background and at strengthening their socio-emotional competencies needed to navigate complex educational pathways, reaching **208 students and families**.

It also continued and strengthened interventions aimed at promoting the adoption of more inclusive, safe, and trauma-sensitive educational practices, reaching **216 educators, teachers, and practitioners**, thereby improving the capacity of educational settings to respond to the needs of students in vulnerable situations. During 2025, initiatives dedicated to **Civic Participation and Education** saw significant development.

These activities, which involved **206 young people and representatives of youth organisations or young policymakers**, promoted their agency and democratic awareness, strengthening their capacity to express their voice, engage in dialogue with institutions, and contribute actively to the life of local, national, and European communities.



During 2025, IRC Italy contributed to the strategic objectives of the **Economic Wellbeing** area, aimed at **strengthening the foundational, transferable, and socio-emotional skills of young people and adults**, considered essential for achieving economic autonomy and reducing structural vulnerabilities.

EW.1

EW.2

Adopting a **holistic approach**, IRC Italy worked specifically in the area of employment inclusion and integrated **job orientation, skills development, psychosocial support, and local systems strengthening**. Activities were structured around direct services to individuals, with specific attention to the economic empowerment of women and young people, reaching more than **350 people**, and **capacity-building interventions for 68 staff members** belonging to 17 Employment Services and socio-economic integration organisations, reaching over **62,000 indirect beneficiaries**.

This approach fostered an **improvement in the employability of the people supported** and a greater capacity to pursue sustainable professional pathways consistent with their skills and aspirations.

In parallel, work with institutions, employment services, and local organisations contributed to **making systems more inclusive, trauma-informed, and attentive to the prevention of labour exploitation**, amplifying the impact of interventions beyond direct beneficiaries.

ECONOMIC WELLBEING AREA IN NUMBERS



352

Women and young people supported in career guidance and skills development.



68

Public sector employees trained.



62.000

Indirect beneficiaries reached.

The **Power** outcome cuts across all of IRC Italy's activities and focuses on the strategic objective of improving people's capacity to know, exercise, and claim their rights (P1).

P.1

People claim, protect, and exercise their rights.

In 2025, through the **Refugee.Info** programme, IRC Italy provided **access to reliable, comprehensible, and multilingual information** to over **51,000 people**, contributing significantly to their individual empowerment, the strengthening of their autonomy in decision-making, and their capacity to navigate the protection, reception, and integration systems.



Overall, the outcomes-oriented approach adopted by IRC Italy in 2025 generated significant and measurable changes in the lives of the people supported, shifting the focus of action from the delivery of individual services to the promotion of lasting and transformative results. This approach made it possible to address not only immediate needs, but also the structural factors that affect vulnerability, strengthening individual and collective capacities and promoting pathways towards greater autonomy, safety, and inclusion.

The consistent attention to systems strengthening through advocacy and work with institutions and local organisations, and to processes of continuous learning and capacity building, enabled improvements in the quality, coherence, and effectiveness of interventions, whilst at the same time expanding their reach and sustainability in the medium and long term.

In line with the global IRC Strategy100, this approach strengthened IRC Italy's role as a qualified and trusted actor within the system for responding to the needs of refugees and migrants, consolidating the organisation's capacity to **combine direct interventions, methodological innovation, and systemic change**.

2025 IN NUMBERS



Safety

77.628

People supported through mobile units	62.075
People supported in reception centres	15.311
Staff trained	242
Advocacy and monitoring reports published	19



Power

56.144

Refugee.Info website users

51.169

People supported individually on Refugee.Info

4.975



Health

848

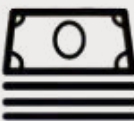
People supported with MHPSS interventions	848
IRC Safe Spaces	4



Education

630

Adolescents and young adults supported with socio-educational support	160
Family units supported with socio-educational support	48
Educators and school heads trained	216
Adolescents involved in civic education activities	206



Economic Wellbeing

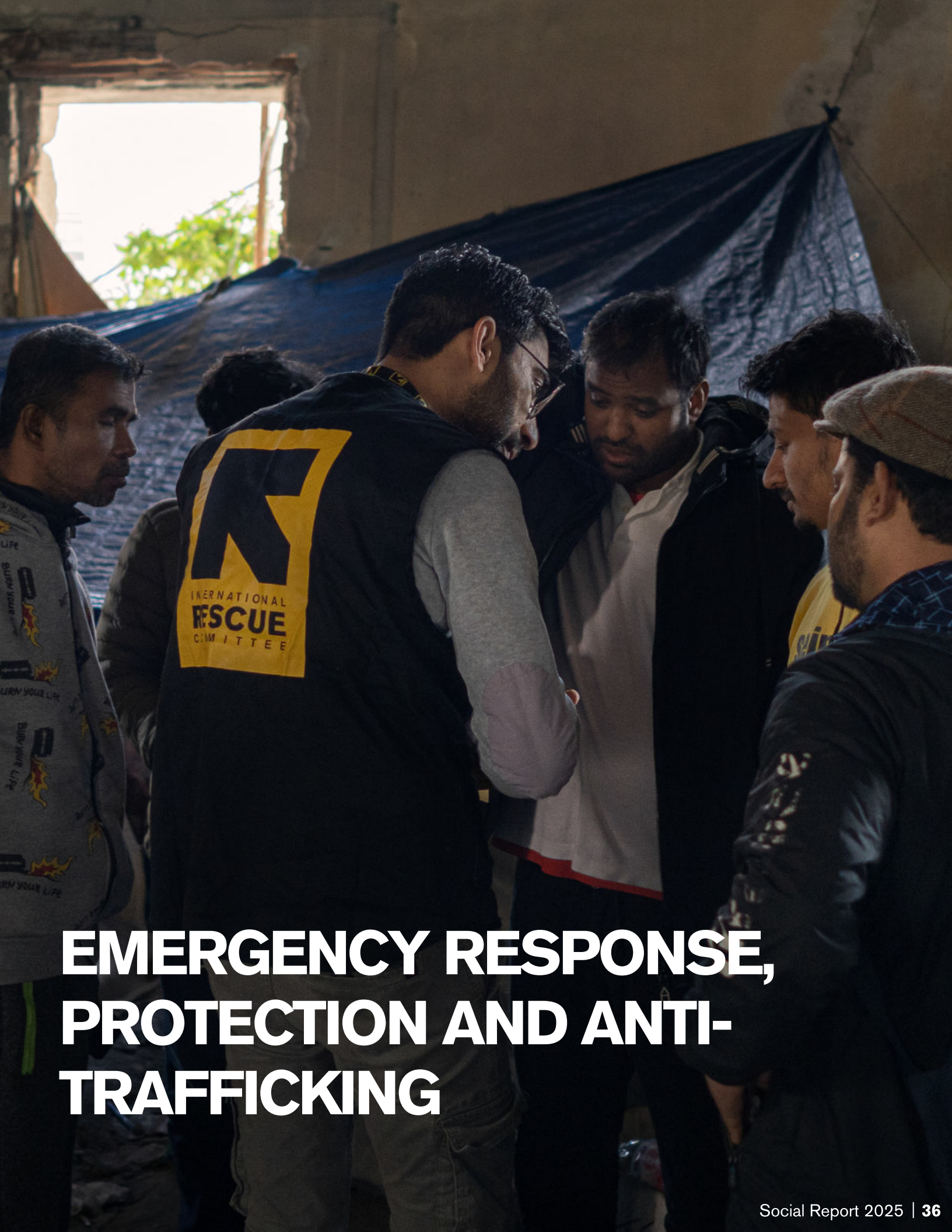
420

People supported by socioeconomic inclusion projects	352
Operators and local actors trained	68
Indirect beneficiaries reached	62.000

THE PEOPLE BEHIND THE NUMBERS

From 1 September to 31 December 2025, Sara Bonfanti, Head of Programs, assumed the role of Managing Director for IRC Italia, and led the Foundation's team with managerial functions across both the strategic components and the day-to-day implementation of projects.





EMERGENCY RESPONSE, PROTECTION AND ANTI- TRAFFICKING

**9**

Areas of intervention:
Emergency Response,
Protection and Anti-
Trafficking

**4**

Geographical areas covered:

- **Sicily and Calabria** (landing points and reception centres)
- **Lombardy** (Milan)
- **Friuli Venezia Giulia** (Trieste)

PROTECTION FROM PHYSICAL, SEXUAL AND PSYCHOLOGICAL HARM AND ABUSE

MOBILE UNITS

In collaboration with other local actors, the IRC supports people in transit, refugees, asylum seekers and refugees through mobile units active at the main arrival and transit points in Italy. Overall, in **2025 the IRC's outreach units provided support to 62,075 people.**

Since the end of 2021, thanks to internal funds, the IRC has operated **a multilingual outreach unit in Trieste, offering support to asylum seekers and people in transit arriving via the Balkan Route.**

The team operates daily, including at weekends, in the areas around the Central Station, the Old Harbour and the Day Centre. Working alongside staff from other local organisations, it provides information on rights, legal guidance, support in accessing essential services and the asylum procedure.

IRC staff also work to identify vulnerabilities and individuals with specific needs, offer initial psychological support and distribute non-food items. Between 2022 and 2025, the IRC met and assisted more than 52,400 individuals, an average of 35 new people per day. In particular, from 1 January to 31 December 2025, the IRC team and Diaconia Valdese staff met and supported a total of **9,761 people**, equating to approximately 27 new people per day.

IN PARTICULAR:

6.448

**SINGLE ADULT
MEN**

1.299

**SINGLE ADULT
WOMEN**

398

**FAMILY
UNITS**

2.561

MINORS

OF WHOM

1.760

WERE
UNACCOMPANIED

WITH

1.760

**FAMILY
MEMBERS**

PRINCIPAL NATIONALITIES



Afghanistan 40% (3,889)



Turchia 13% (1,256)



Bangladesh 11% (1,076)



Nepal 11% (1,070)



Pakistan 11% (1,060)

From January 2024, this work was further strengthened through the IRC's participation in a **co-design process with the Municipality of Trieste** within the framework of services for homeless people and those in conditions of severe marginalisation, together with four other third-sector organisations coordinated by Caritas Trieste. In this context, the IRC's outreach unit became the mobile gateway to the city's low-threshold services during evening hours, in collaboration with the San Martino al Campo Day Centre and the Caritas Listening Centre. In particular, during 2025, **2,739 people were referred by the outreach units to low-threshold shelters.**



In Milan, since October 2023, a mobile team has been active carrying out outreach in the vicinity of the Central Station, with the aim of reaching asylum seekers, people in transit, and migrants or refugees who are homeless or particularly vulnerable. The team provides information on the rights associated with the legal status of the people encountered, identifies specific vulnerabilities and protection needs, distributes essential goods and supports access to local services. It also works to ensure that unaccompanied foreign minors are taken into the care of the competent authorities.

In 2025, the team reached **231 people**, including **23 women and girls** (16 adults and 7 minors) and **208 men and boys** (164 adults and 44 minors). Among the minors reached, **43 were unaccompanied foreign minors** (UAMs) (5 girls and 38 boys), reflecting the high level of vulnerability of the target population reached by the intervention.

From 2025, this initiative, originally launched with emergency internal funding, has been incorporated into the city-wide co-design programme on severe adult marginalisation, which ensures its sustainability and institutionalisation.

Since May 2024, under the technical coordination and operational supervision of UNHCR, the IRC has been providing **multi-sectoral protection services at the main landing and transit areas in Calabria and Sicily, including the island of Lampedusa.**

Activities are carried out through four mobile teams tasked with providing targeted information on international protection, access to the asylum procedure and the Dublin Regulation, adapting content to different groups of people according to their nationality, demographic characteristics and specific needs.

These interventions are conducted through an integrated approach by protection experts who carry out activities both in group settings and in individual sessions, with the participation of cultural mediators who form an integral part of the teams.

Alongside legal information, the IRC undertakes the identification and referral of people with specific needs to the relevant actors present in the operational area and to available services in the territory.

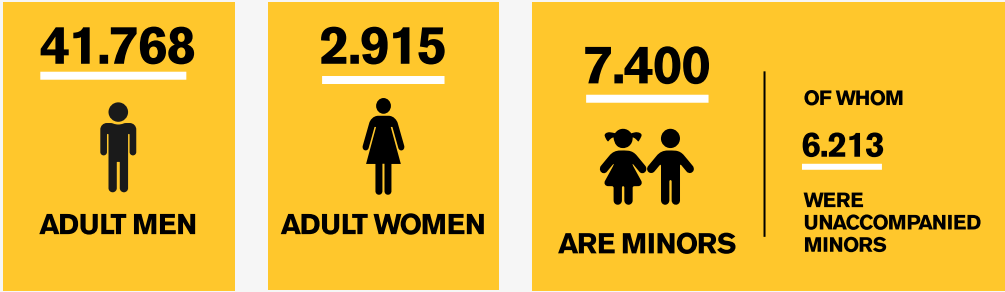


From 2025, the IRC has also taken on a specific role, particularly within the Lampedusa hotspot, **in supporting survivors of gender-based violence**. This takes place through information activities, participatory activities and focus group discussions, aimed at creating safe spaces that encourage the disclosure of potential vulnerabilities and the timely activation of the relevant services for the protection of those involved.

Participants in the discussion groups, who numbered **more than 400 against an initial target of 70**, repeatedly expressed appreciation for the information shared, whilst the high number of cases identified represents a positive indicator of the effectiveness of the methodology adopted.

During 2025, IRC teams in Southern Italy provided protection services to **52,083 people at landing points, carrying out 1,123 border monitoring visits at disembarkation points (ports and hotspots)**, identifying and referring 12,545 individuals with specific needs.

IN PARTICULAR:



Specific GBV information sessions were also held, **reaching approximately 2,000 people**. During these activities, numerous disclosures by gender-based violence survivors came to light, leading to nearly 400 referrals to specialist services for survivor support.



PROTECTION IN RECEPTION CENTRES: DIRECT INTERVENTIONS AND TRAINING ACTIVITIES

IRC also operates within reception systems, intervening both in **direct support** of residents and through **capacity-building and coaching** activities, with the aim of strengthening the system as a whole.

From August 2024, the IRC has been active within the "Enzo Jannacci" Reception House in Milan, a facility offering temporary accommodation to adults, family units and unaccompanied minors who lack alternative housing solutions or the financial means to access them. The facility also accommodates recently arrived family units awaiting placement within the SAI system.

The IRC is present in the facility both as a member of the consortium (consisting of nine third-sector bodies responsible for its co-management) and as part of one of the **co-design processes launched by the Municipality of Milan** from 2023 onwards, involving more than 40 third-sector organisations.



Within this framework, also drawing on residual resources from Law 285, the Municipality requested IRC Italia's support for recently arrived family units seeking international protection, both accommodated in the facility and identified in the territory by organisations involved in the co-design process.

The IRC plays an articulated role that integrates a technical dimension with direct intervention.

On the one hand, it contributes to strengthening service quality through the development and implementation of operational protocols and training pathways, with the aim of responding ever more effectively to the needs of people in vulnerable situations.

Twenty Casa Jannacci staff members were also involved in a series of training sessions focused on a transcultural approach, trauma-informed care, and a specific focus on the risks and protective factors related to children in migration contexts.

To this end, an operational guide was also developed, bringing together the facility's procedures, tools, protocols and guiding principles, providing staff with a shared reference point to ensure consistent and effective interventions.

On the other hand, IRC staff carry out activities aimed at beneficiaries, such as the Speaking Club, which complements the facility's Italian language school and allows participants to practise Italian in a dynamic and informal setting. IRC staff also work alongside Casa Jannacci **operators in handling more complex protection cases, ensuring qualified and continuous support**. Within this context, the IRC also manages the Women and Girls Safe Space at Casa Jannacci, a safe and welcoming space dedicated to women recently arrived in Italy, aimed at surfacing vulnerabilities, strengthening personal stability, and facilitating access to information and support services.

Furthermore, from March 2025, the IRC team, in collaboration with local bodies, has been conducting activities to identify newly arrived family units in the territory or those presenting particular vulnerability situations, promoting their orientation and access to relevant services and institutions. In parallel, guidance and physical accompaniment have been provided to local services dedicated to the wellbeing of children and families, as well as specialist services such as early childhood spaces, educational centres, after-school programmes, diagnostic and therapeutic services for special educational needs and learning difficulties, as well as speech therapy, psychomotor therapy, and services for disability and autism.

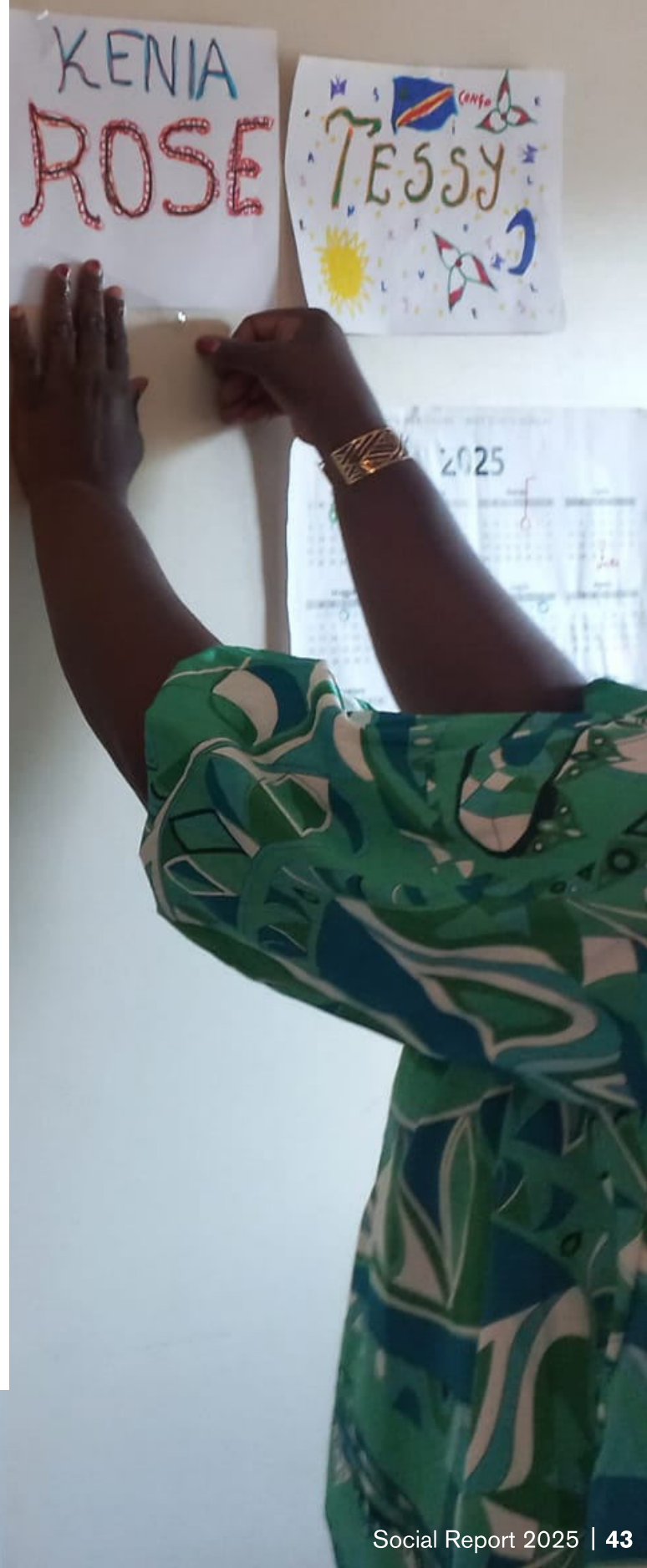


In 2025, the IRC team supported 125 people through individual interventions, whilst more than 90 women and minors participated in Women and Girls Safe Space activities.

Within the framework of the UNHCR partnership described above, since 2024 IRC has been conducting protection and monitoring activities within numerous **reception centres in Sicily and Calabria** (Extraordinary Reception Centres (CAS), hotspots and hubs). In particular, the IRC operates in hubs and hotspots, where it carries out outreach activities targeting people who have recently arrived following disembarkation events or transfers from Lampedusa or other centres in the two regions. Protection activities focus on providing information on access to the international protection procedure, delivering cultural mediation services and identifying specific needs among centre residents. Targeted actions for the prevention of and response to gender-based violence are also provided, through information sessions and the activation of referrals in cases where specific vulnerabilities are identified.

Through **more than 300** visits to reception facilities, monitored to verify compliance with minimum standards, protection activities were provided to **15,095 people**, including information sessions, awareness-raising initiatives and first-level support services. These interventions enabled the teams to engage with a broader population with urgent information and protection needs.

In parallel, the IRC organises protection meetings and on-the-job training activities with the staff of managing organisations, in order to strengthen the protection system, ensure adequate follow-up for identified needs, and guarantee proper access to the international protection procedure. In 2025, these activities involved **more than 200 operators**, including border police, immigration office officials and civil society organisation staff.



IMPACT STORIES: NE(X)TSTEPS AT CASA JANNACCI - ART AS A TOOL FOR WELLBEING FOR CHILDREN AND PARENTS

From 1 March 2025, thanks to the collaboration between IRC Italy, Progetto Integrazione and the Municipality of Milan, **Ne(x)Steps** has been supporting family units with minors who have recently arrived in the city. The IRC has played a fundamental role in building a local network capable of identifying vulnerabilities, activating local resources and offering educational, creative and socialisation pathways. **This story illustrates in concrete terms how integration happens through safe spaces, relationships and real opportunities for growth.**

One of these spaces is the art therapy workshop at Casa Jannacci, which has been running since 2 July 2025 and is led with great care by a practitioner from Tempo per l'Infanzia, the project's service provider. The sessions quickly became a point of reference for participants. Each week, mothers, children, and teenagers from different linguistic, cultural, and age backgrounds come together to share a new common language: the language of art. Even those who do not speak Italian or have never painted before find a welcoming environment where they can express themselves freely and feel seen and heard..

The response was immediate: thanks to the high level of participation, the workshop quickly expanded from one weekly session to two. Each activity is facilitated with sensitivity and professionalism, creating an environment where participants feel safe, valued, and empowered.

The drawings become silent stories—emotions, memories, and hopes taking shape through colour.



After six months of work, the "painting school" produced a remarkable result: **a collective exhibition featuring works created by participants**, displayed on easels alongside decorative elements dedicated to the theme of love.

Because, at its heart, love is what heals through art.

Many participants had never painted before, yet they created works that speak of strength, delicacy and renewal.

Among the most meaningful moments was the **creation of the Ne(x)tSteps logo**. During a special workshop, children and parents drew ideas, symbols, and dreams. The proposals were collected and reworked with the support of a Ukrainian designer.

The chosen logo was that of a five-year-old Senegalese girl who had just arrived in Italy with her family: **a simple heart, not perfect, slightly lopsided—much like life itself.**

A heart that represents love, welcome and hope. A spontaneous gesture that became the symbol of a project built together, step by step.

The workshop continues to grow: Friday mornings are dedicated to mothers and their young children, whilst Monday afternoons welcome teenagers after school. Each session is a small breathing space, a place where people can feel part of something beautiful.

This is a success story because it demonstrates that, **when a safe space and a universal language such as art are offered, people find ways to meet one another, express themselves and build connections.**

And it is an important story for IRC Italy, because it tangibly conveys the project's impact: families who feel seen, children who find a place to grow, and communities built through creativity.



ANTI-TRAFFICKING AND PROTECTION FROM LABOUR EXPLOITATION

From 2021, IRC Italy has implemented several EU-funded anti-trafficking projects, including [FAST](#), [DIRECT](#) and [SAFE-HUT](#), working with partners in Italy and across Europe to build the capacity of more than 1,100 frontline practitioners and migrant-led organisations in identifying and supporting trafficking survivors, through a trauma-informed approach grounded in the do no harm principle.

Alongside capacity-building activities, the IRC has provided direct services to asylum seekers and refugees in Sicily, promoting social inclusion and reducing exploitation risks through information activities, life skills development initiatives and targeted support for unaccompanied foreign minors and women at risk of trafficking. Complementing these interventions, the IRC has also used its digital platform Refugee.Info Italy to run wide-reaching awareness campaigns within diaspora communities.

Building on this experience, in July 2025 the IRC launched the REACHing project, a two-year initiative aimed at strengthening early identification and protection of asylum seekers at risk of trafficking. Through mobile teams active in Sicily and Calabria, **REACHing provides timely information on rights and available services, raises awareness of trafficking risks, supports referrals to specialist services and strengthens coordination among frontline actors**, contributing to more effective and person-centred protection systems. During 2025, the IRC conducted a needs assessment through an online survey and key informant interviews with principal stakeholders (international organisations, anti-trafficking bodies and frontline practitioners), in order to identify gaps in support for trafficking victims in Sicily and Calabria.

The aim was to adapt the IRC's intervention, making it complementary to existing services and strengthening protection mechanisms in coordination with other actors. On the basis of the needs assessment findings, the IRC subsequently developed a methodology for group information sessions targeting asylum seekers accommodated in reception centres and hotspots, also producing information materials including a multilingual leaflet. Direct activities were officially launched in December in both CAS facilities and hotspots in Calabria and Sicily.



PROTECTION MONITORING

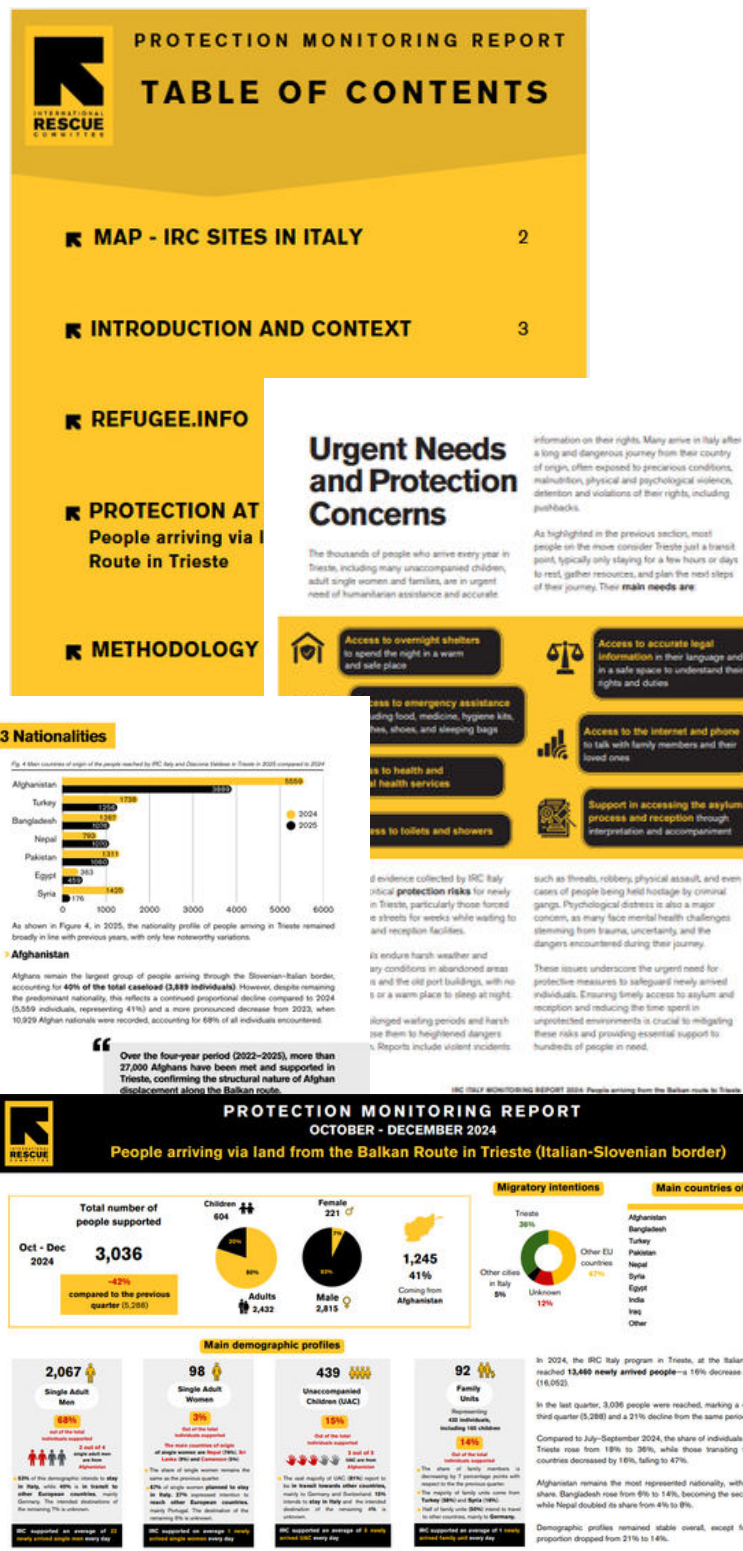
Since the start of its operations, IRC Italy has been committed to the continuous monitoring of the needs and vulnerabilities of the people it supports, in order to strengthen protection programmes and develop increasingly effective, evidence-based interventions.

From 2023, this work has been systematised through the production and publication of periodic monitoring reports. During 2025, IRC Italy produced and published [4 quarterly Protection Monitoring reports](#), integrating data collected at national level, with particular attention to digital information services such as **Refugee.Info**, and to the dynamics relating to people on the move, with a specific focus on **people arriving via the Balkan route in Trieste**.

In addition to the quarterly reports, [12 monthly snapshots](#) were produced in 2025, dedicated to the arrival situation in Trieste. These updates are based on data collected directly in the field by the IRC team in collaboration with Diaconia Valdese staff, and include assessments of the principal protection concerns of the people supported, helping to provide an up-to-date picture of vulnerabilities and risks on the ground.

The information gathered through these activities represents a vital resource for IRC Italy. The data and evidence generated are used to inform advocacy activities, guide the design of project proposals and steer the organisation's overall work. They also serve as a key tool in ongoing dialogue with institutional stakeholders and partners, contributing to coordinated responses grounded in people's real needs.

Through this approach, IRC Italy contributes not only to the collection and analysis of information, but also to its translation into concrete action, in support of more effective protection interventions and more responsive systems.



You can check our report at the following page:
<https://www.rescue.org/eu/country/italy/reports>.



MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS)

**2**

**Areas of intervention:
Mental Health and
Psychosocial Support
(MHPSS)**

**4**

Geographical areas covered:

- **Lombardy** (Milan)
- **Friuli Venezia Giulia** (Trieste)
- **Piedmont** (Turin)
- **Lazio** (Rome)

MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT

The IRC's activities in the field of mental health and psychosocial support (MHPSS) for people in vulnerable situations, particularly women and girls, began in 2022 in the context of the emergency response to the Ukraine crisis. By 2025, these interventions, now well established and open to users of various nationalities, were present in the cities of Milan, Turin, Trieste, and Rome.

In each of these cities, the IRC manages, often in collaboration with local organisations, Women and Girls Safe Spaces: safe spaces where women and girls can participate in recreational activities, information sessions and structured psychosocial activities, and have the opportunity to build social networks and strengthen their autonomy in an environment that is safe for them and their children. Following a bottom-up approach, the activities and environments within each Space are co-designed with the beneficiaries and adapted over time in response to their needs and priorities.

During 2025, more than **700 people benefited from MHPSS interventions**: of these, 175 accessed IRC services for the first time, whilst the others continued pathways begun in previous years. Interventions were developed through integrated modalities, combining work carried out in the Women and Girls Safe Spaces with community outreach.



Within IRC's psychosocial spaces, beneficiaries received **case management services** and **psychological support**, and participated in **group activities** including bachata classes, Speaking Club sessions, Teenagers' groups and recreational activities for children.

In addition to these interventions, the IRC provided **psychosocial support** through mobile teams of social workers and cultural mediators, active across the various communities. Following a careful **assessment of individual needs and resources**, the teams adopted a **holistic care approach**, aimed at promoting the psychophysical wellbeing of beneficiaries and supporting their integration pathways.

In particular, the multidisciplinary team (comprising a caseworker, a psychologist and a cultural mediator) active in Rome provided, until June 2025, individual assistance and psychosocial support not only to Ukrainian women attending the Safe Space, but also to the most vulnerable Ukrainian refugees accommodated at the Capannelle and Mercure West hotels, reaching 97 people in 2025.

The team supported them in accessing documents, healthcare, education and social services, until their transfer to second-level reception centres.

From April 2025, in the spaces in Milan, Turin and Rome, psychosocial activities were complemented by individual and group interventions aimed at employment integration (see section six).

Similarly, case management services were integrated into other IRC Italy programme areas, particularly in protection and emergency response programmes. In these contexts, the approach adopted is adapted to the specific characteristics of the setting and the needs of the people involved, providing either more structured interventions or more targeted forms of support depending on the situation.



Within the protection interventions carried out in **Trieste**, the **SICURI** project launched in October 2025, in collaboration with local partners thanks to funding from the Intesa Sanpaolo Charity Fund, strengthened integrated and personalised support for particularly vulnerable refugees and migrants reached by the outreach units, through MHPSS interventions. Through case management, psychosocial and psychological support services, and the strengthening of local networks, SICURI promotes pathways towards autonomy and inclusion through a person-centred approach.

To date, 104 people have been supported through **structured personalised Case Management pathways and psychosocial support (PSS)** activities (68 women and 36 men; 22 minors and 82 adults); a further **23 people** (7 boys, 1 girl, 13 adult men and 2 adult women) were reached by partner DonK Humanitarian Medicine ODV **through individual psychological support sessions**.

The intervention combines direct assistance with service navigation, aiming to remove barriers to access and support people in moving out of marginalisation. A distinctive feature is the proactive approach, which reaches people in the places where they live or gather, building a bridge with the service system and ensuring coordinated and sustainable care. Activities will continue until September 2026, at the end of which a final impact evaluation will be produced.



EDUCATION AND GLOBAL CITIZENSHIP

YOU LEARNED

collaborate with
sounds and ideas - Eric Dianne

learned different
perspectives &
contents of the
world country

learned different
perspectives &
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learned different
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we have
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we have
some common
issues

SOME POINTS
OF OTHER
COUNTRIES



4

**Areas of intervention:
Education and Global
Citizenship**



2

Geographical areas covered:

- **Lombardy** (Milan, Lodi)
- **Emilia-Romagna** (Parma)

IRC Italy implements educational projects at local, national and European level, aimed at promoting language learning, the development of social and emotional skills, and individualised support in educational pathways and transitions.

IRC's approach draws on **consolidated methodologies tested in the field over the years** in crisis contexts, including the Healing Classrooms approach, Social and Emotional Learning (SEL), and trauma-informed and cross-cultural approaches.



During 2025, the IRC carried out both projects aimed at the direct delivery of services and projects designed to strengthen formal and non-formal education systems. In parallel, it also developed initiatives in the area of civic education for global citizenship.

Through **Let's Grow Smart Together**, funded by Regione Lombardia, and **VI-cini**, supported by Fondazione di Comunità Milano, the IRC supported children and young people in vulnerable situations and with migrant backgrounds, and their families, by offering educational support, guidance in school choices and accompaniment in building their future pathways.

In particular, the Let's Grow Smart Together project made it possible to establish contact with several schools characterised by a high proportion of pupils with migrant backgrounds, enabling IRC staff to develop a deeper understanding of their specific needs and the most effective ways of engaging with them.

Specifically, 30 young people aged between 15 and 34, recently arrived or in conditions of social or legal vulnerability, with varying levels of education and language skills, benefited from the support of the IRC caseworker. Interventions included assistance with documentation regularisation processes, socio-health orientation and accompaniment to medical appointments and local health authority (ASL) services, facilitation of access to legal, educational and employment services, and support in identifying training opportunities. Within the same activities, **10 families of foreign origin received support in their relationship with educational institutions**, with the aim of improving school–family–pupil relations. Interventions included cultural mediation, language support and practical explanations of how the school system and individual schools operate.

In parallel, 63 young people aged between 15 and 34 took part in activities at the Milan Safe Space, participating in workshops on wellbeing and the management of shared spaces, the co-design of a social initiative, the guided viewing and discussion of a documentary on migration, asylum and integration, as well as group games and psychoeducational activities aimed at promoting dialogue and self-reflection. An Expressive Workshop was also launched for a selected group of 8 teenagers, coordinated by an educational psychologist. The pathway comprised three structured sessions focused on personal growth and the development of emotional awareness, individual expression through artistic languages, and sharing within a protected and inclusive setting.

63

Young people aged 15 to 34 involved.

100%

Reported a perceived increase in their sense of belonging to the group.

The improvement in participants' sense of integration, belonging and orientation within their reference context was assessed through unstructured focus groups conducted during sessions with classes at IPS Cavalieri. The students demonstrated a high level of engagement and enthusiasm for the proposed activities, expressing appreciation for the opportunity to address topics they perceived as meaningful and relevant to their own experiences.

At the end of the Expressive Workshop, a satisfaction questionnaire was also administered: **all participants reported, on a scale of 1 to 5, a perceived increase in their sense of belonging to the group, with scores ranging between 4 and 5.** In response to the question "After the activity, do you know the people and places around you better?", responses indicated a general improvement in mutual familiarity and integration within the school and local context.

From September 2025, the **VI-cini** project enabled the strengthening and expansion of the interventions initiated in these schools, ensuring continuity and greater impact. The project actively engaged the school community at multiple levels. A psycho-educational support desk was established at IPS Cavalieri, supporting 37 young people in school guidance and re-orientation pathways. **19 teachers** (15 women and 4 men) took part in **individual and group supervision sessions**, structured around **thematic sessions** within a dedicated space for shared reflection on educational practice, with a focus on the **intercultural approach, risk and protective factors for adolescents with migrant backgrounds**, and the **management of complex situations**. Teacher feedback was very positive: **100% reported satisfaction with the training, and 88% rated it as very or entirely relevant to their professional role**. In terms of skills acquired, all participants reported an increase: 50% considerable and 50% significant.

Among the testimonials collected, teachers highlighted the value of the tools received for engaging with the complexity of their students, and the importance of reflecting on an intercultural approach in their day-to-day work. In parallel, **16 family units** were reached through **two information sessions on the school system**, aimed at fostering greater understanding of available educational pathways and strengthening the dialogue between school and family. In terms of individual and group support for young people, approximately **60 individual sessions** were held at the support desk active in secondary schools, confirming a widespread and ongoing need for psychosocial and educational accompaniment. Overall, 40 family units were supported by the multidisciplinary team: 20 adolescents and 8 parents, supported both in their personal development and in their parenting role. Finally, in response to identified needs and in collaboration with the local network, targeted interventions were carried out within two particularly complex classes at the Capponi lower secondary school in Milan.

36 students were involved in group psychosocial and educational support pathways, with the aim of fostering the development of social and emotional skills and strengthening class cohesion, promoting a more inclusive and collaborative environment.

The work to strengthen formal and non-formal education systems was carried out through two transnational projects funded by the European Union. Within the [Theory of Change](#) project, implemented in collaboration with organisations based in Italy, Greece, Cyprus and Sweden, practical tools were developed including the [ATLAS.EDU Toolkit](#) and the [ATLAS.LAB Game Bank](#), designed to promote language development and social inclusion among adolescents, particularly those recently arrived. Training for teachers, educators and social workers was delivered through a cascade approach: the IRC initially trained 59 practitioners from **partner organisations**, who in turn completed 32 training sessions in each partner country, reaching a total of **287 teachers and educators, of whom 90 were based in Italy**.

19

Teachers who participated in group and individual supervision sessions.

28

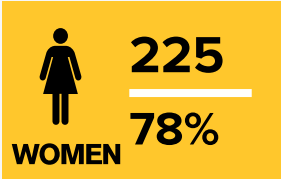
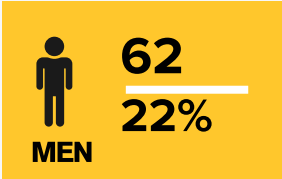
Family units supported by project staff.

36

Students involved in group socio-emotional interventions.

287

Professionals working with children and young people with migrant backgrounds **trained**.



In all five countries involved, the training was widely considered a success. According to questionnaires administered at the end of the training pathway, 88% of participants reported being "satisfied" or "very satisfied" with the overall experience, including the accessibility of the pathway and the facilitation skills of the trainers. The training also produced measurable improvements in intercultural skills and knowledge.

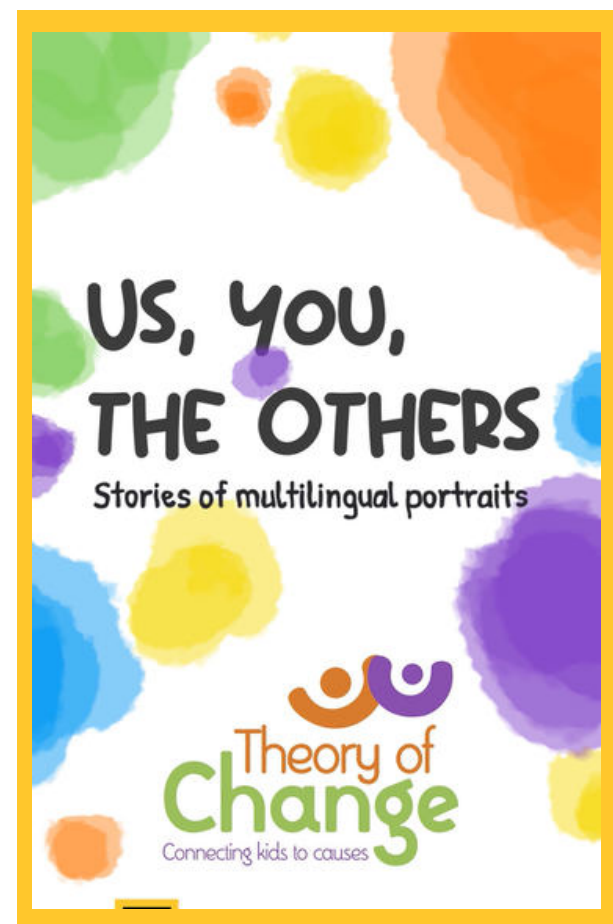
The vast majority of participants (92%) felt that their ability to promote interculturality in their work with minors had improved to a high, significant or moderate degree. In particular, an average increase of 37% in the Intercultural Competence Index was recorded across participants from the five countries.

Furthermore, 92% of participants reported a high, significant or moderate improvement in their knowledge and skills on the topics covered by the training. A further 88% expressed confidence or strong confidence in their ability to apply at least one of the strategies learnt in their daily professional practice.

The increase in knowledge was measured not only through self-assessment, but also through pre- and post-training tests. In total, 185 participants completed both tests with matching codes. Of these, 79% improved their overall level of knowledge; in particular, 79% recorded an improvement in critical thinking skills, with an average increase of 26% in critical thinking capacities across the five countries involved.

The training proved to be an important opportunity not only for promoting the Toolkit and Game Bank, but also for **fostering dialogue, encouraging peer exchange and supporting the development of local networks among professionals working in second language teaching.** The strong interest, high participation and positive feedback received confirm the concrete impact of the initiative, as well as the relevance of the methodologies adopted and the tools made available, which clearly respond to real and pressing needs identified by participants.

In the second half of 2025, the IRC also piloted the developed materials by directly involving a group of **11 recently arrived boys and girls aged between 11 and 14 in Italy.** The results of this pilot will be available in 2026. In parallel, two information sessions were organised for **22 caregivers,** with the aim of fostering greater understanding of the school system and local services, and of strengthening their involvement in children's educational pathways.





Finally, in 2025 the IRC implemented an **Erasmus+ project** aimed at transferring and adapting its educational methodologies to the Estonian context, promoting the exchange of good practices at European level. A total of **48 educators** were trained, including project partner practitioners trained through a Training of Trainers approach and educators from formal and non-formal settings in Italy. Overall, 100% of practitioners expressed satisfaction with the training pathway, whilst 70% of participants, upon completing the training cycle, reported an increase in their ability to create an appropriate environment that takes into account children's life experiences and cultural backgrounds, and to apply at least one of the strategies learnt in their daily professional practice.

IMPACT STORIES: A MULTILINGUAL PORTRAIT FOR SYSTEMIC CHANGE

At the Arcadia Lower Secondary School, IRC launched a teacher training pathway proposed as part of the Theory of Change project. The training triggered a profound and lasting shift in the way teachers read educational situations, work with classes and navigate the cultural complexity present in the school.

Following the training, teachers began to make consistent, practical use of various activities from the Atlas.edu Toolkit, integrating them into their daily teaching. The tools did not remain theoretical; they became living practices, capable of influencing classroom dynamics and student wellbeing.

In parallel, the training also generated systemic changes. Teachers, together with the head teacher, took steps to strengthen school mediation hours, recognising their strategic value. Today, mediation has become a stable tool, activated regularly in meetings and in the management of more complex situations.

Teachers also shared numerous stories of situations that had "unlocked" over time thanks to the content brought into the training sessions.

In many cases, the change came about through a shift in perspective: re-reading students' behaviour in the light of their own stories, working with the support of mediation, or placing greater value on the multicultural dimensions present in the classroom.

One of the most significant tools used was the multilingual portrait, an activity designed to celebrate the different languages spoken by students and to recognise multilingualism as a resource. Through this activity, pupils were able to tell their own stories, highlight aspects of themselves that are often invisible, and build new relationships within the class group.

The experience of Arcadia School demonstrates how targeted training, supported by practical tools and work on the school as a system, can generate real transformation: in teachers, in educational practice, and, above all, in the lives of students.



PARTICIPACTION

During 2025, IRC Italy strengthened its commitment to civic education and the promotion of young people's political participation, drawing on the experience it has built in the field of advocacy.

Through the [ParticipACTION](#) project, the IRC promoted pathways aimed at strengthening the active and informed participation of younger generations, particularly those with migrant backgrounds, in local, national and European democratic contexts.

Through training, discussion and reflection activities, ParticipACTION creates spaces in which young people aged between 16 and 23 become active protagonists of change. Launched in October 2024 and funded by the European Union's CERV programme, the project involves young people from Italy, France, Lithuania and Cyprus. IRC Italy, as lead partner, coordinates implementation within a structured pathway of 14 events.

In 2025, the project developed along three main lines:

1. Understand: listening to young people to start from their needs

The first step was listening. Through **focus group discussions** held in Milan, Turin and Parma, IRC Italy engaged **55 young people** (148 at consortium level), exploring perceptions, expectations and challenges related to civic participation.

Conflicting feelings emerged—including distrust towards institutions and politics—alongside concrete obstacles such as the limited representation of young people, especially those with migrant backgrounds, in institutional settings; barriers related to documentation requirements and legal status, which restrict the ability to vote or stand for election; and information inequalities that affect awareness of civic rights and opportunities for participation.



The discussions enabled in-depth exploration of key themes including political participation, inclusion, the role of social media and the impact of European policies on young people's lives. The findings were compiled in the report "[National Level Assessment Report](#)" on the level of awareness, gaps in knowledge, and barriers to participation amongst young people in civic democratic life and decision-making processes in Italy and Europe", which brings together experiences, ideas and recommendations expressed directly by young people.

2. Connect: creating spaces for dialogue between young people and institutions

From listening, the project moved to dialogue. In 2025, IRC Italy held **3 interactive seminars** involving **60 young people** (139 at consortium level), during which the project's principal themes were addressed: Gender Equality; European Democracy; Values and Rights, the Rule of Law and Security; Migration; and Education, Culture, Youth and Sport. Following the interactive seminars, participants were invited to complete an evaluation questionnaire.

The results show that **89% of young people reported an increase in their knowledge of the project's themes, and that 99% felt heard in the definition of project priorities, confirming the effectiveness of the format in promoting learning and active participation.**

The dialogue was then broadened through in-person **round tables** involving **56 participants** at IRC Italy level (150 at consortium level), bringing together young people and representatives from local institutions, and through a workshop in Verona attended by 34 participants representing the four project countries, with the aim of developing concrete recommendations on the changes young people want to see in Europe. This process led to the drafting of the "[Joint Assessment Report](#)", which includes recommendations for strengthening youth civic participation at national and European level.

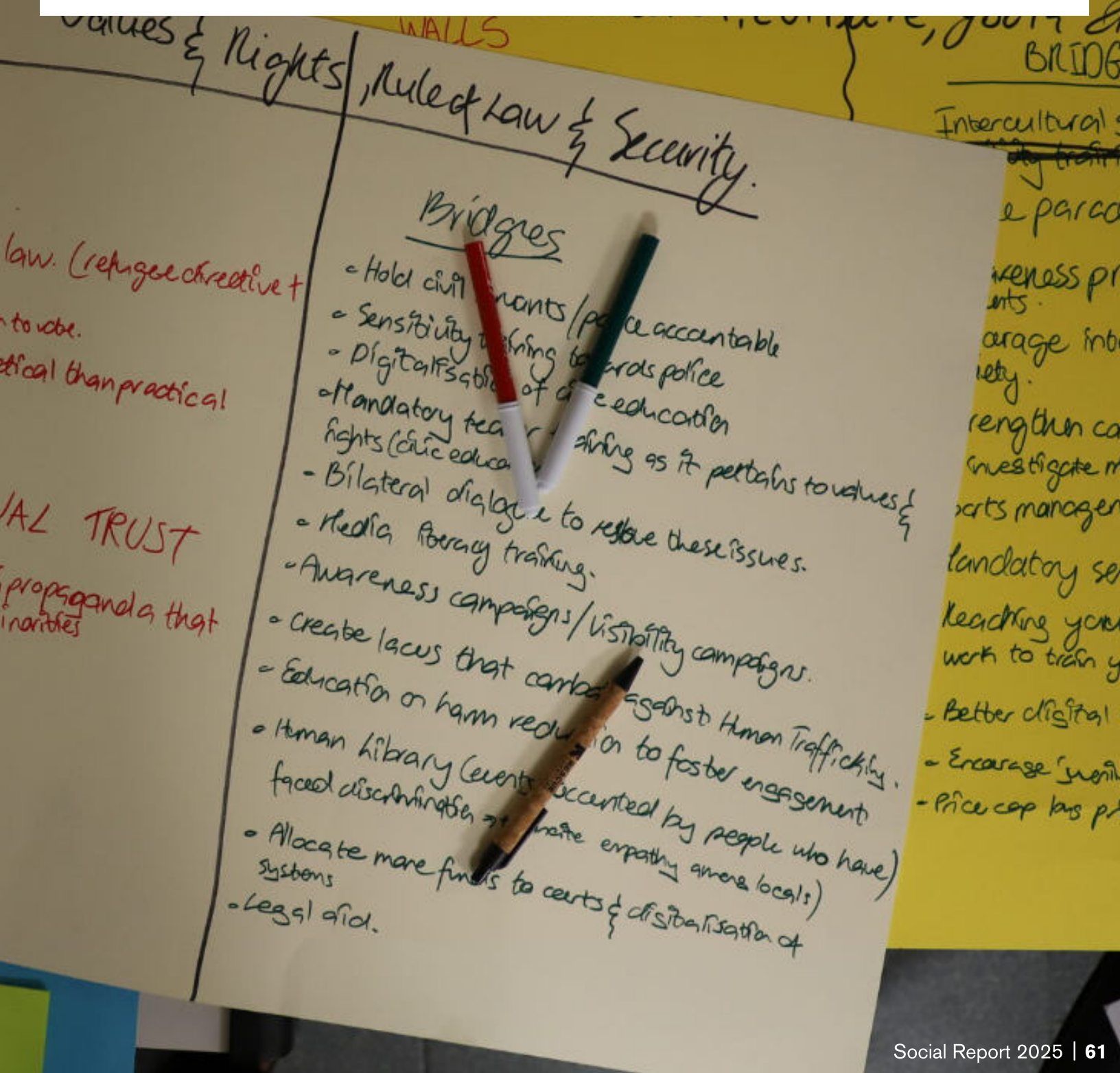
3. Strengthen: developing skills for active participation

With the aim of equipping young people with concrete tools for active engagement in political life rather than merely formal opportunities, the project invested in the development of transversal and technical skills. IRC Italy developed the curriculum "[Supporting youths' public speaking skills by fostering self-esteem and communication skills – An IRC Social Emotional Asset Development Curriculum](#)", which aims to strengthen young people's ability to speak in public through the development of their social and emotional skills. The curriculum guided the implementation of the Social Emotional Asset Development (SEAD) workshops, through which IRC Italy engaged **57 young people** (141 at consortium level). Participants then had the opportunity to put the skills they had acquired into practice through the Coming Across Challenge, an experiential training activity delivered by project partner PLACE Network, aimed at developing concrete action plans and presenting them effectively in public settings, involving **46 young people** (126 at consortium level).

To measure the impact of the training, participants were invited to complete a questionnaire both before and after the workshops, enabling a direct comparison between initial and post-intervention perceptions. The data collected show that **73% of participants reported an improvement in their social and emotional skills**. This result reflects the complexity of such skills (including self-efficacy, sense of belonging, and future orientation) which require a development timeline that exceeds what the project allows for. Qualitative feedback was equally positive: **88% of participants reported satisfaction** with the training sessions, particularly appreciating the group atmosphere, reflective activities and practical public speaking exercises.

The ParticipACTION pathway will continue into 2026 with technical training modules dedicated to advocacy strategies and policy writing, for which IRC Italy and its project partners have developed a specific curriculum aimed at strengthening young people's capacity to engage in a structured and informed manner in decision-making processes and public policy. The pathway will culminate in the presentation of final results at a conference to be held in Brussels.

Overall, in 2025, through the ParticipACTION project, IRC Italy reached 206 people between young women, young men, and stakeholders, as well as hundreds of other young people across various European countries, helping to build skills, confidence and concrete spaces for participation.



SOCIOECONOMIC INCLUSION





4

**Areas of intervention:
Socioeconomic Inclusion**



5

Geographical areas covered:

- **Lombardy** (Milan and the Metropolitan City of Milan),
- **Piedmont** (Turin),
- **Lazio** (Rome),
- **Friuli Venezia Giulia** (Trieste),
- **Eastern Sicily**

Since 2020, IRC has been supporting refugees, migrants and other vulnerable groups, particularly young people and women, in navigating the labour market and achieving economic independence, whilst promoting the value that newcomers bring to local economies.

Over the years, IRC's work has developed along three main lines:

1. **direct delivery of services,**
2. **technical assistance and training for staff at relevant services, and**
3. **strengthening of institutional networks in the territory.**



These three dimensions share a common foundation in a holistic approach that combines psychosocial support, guidance and employment integration, with the aim of addressing the multidimensional needs of individuals, strengthening support networks and fostering connection with the community and local services.

The IRC applies and promotes the adoption of an approach sensitive to traumatic experiences, attentive to the **gender dimension and cross-cultural in nature, and grounded in the recognition of people's skills and interests.**

This approach serves as the starting point for building training and professional pathways oriented towards economic autonomy in Italy.

DIRECT SERVICE DELIVERY

From January 2025, the IRC has been implementing the two-year **IT-Bridge** project as part of a transnational consortium, funded by the European Social Fund (ESF-A). IT-Bridge offers integrated training and personalised support to promote the employability and professional development of **young people with migrant background** in the IT sector. The project adopts an innovative social approach that combines technical training with a range of interventions aimed at overcoming the barriers encountered by beneficiaries in their socioeconomic integration, such as language gaps, limited knowledge of the local context, and fragile social networks.

During the first year of implementation, **the project engaged a total of 26 young people, who took part in a multi-stage pathway**. In the first phase, participants were supported through empowerment activities aimed at strengthening their transversal skills, motivation and awareness of their personal and professional resources.



Subsequently, they gained access to technical IT training, with a specific focus on Networking Essentials and Cybersecurity modules, acquiring foundational skills that are increasingly in demand in the digital labour market.

At the end of the pathway, a speed meeting with companies in the sector was organised, providing an important opportunity for direct contact between participants and the labor market. This event not only facilitated the development of initial professional contacts, but also fostered greater mutual understanding between young people and businesses, thus opening up potential employment opportunities.

In parallel, **focus groups and interviews were conducted to evaluate the effectiveness of the programme**.

The results indicate an **overall positive assessment**, particularly regarding the value of the certifications, the supportive learning environment, the (material) support received, the motivation towards the IT sector, and the relevance of the training content, including Italian language and transversal skills.

PEOPLE AT THE CENTRE: FARES' STORY

Fares arrived in Italy from Egypt in 2023. In his first months, he worked informally in the events sector. He subsequently found employment in logistics at the Milan wholesale market, where he worked nights until December 2025.

At the beginning of 2025, he came across the IT Bridge programme and decided to enrol, with the goal of investing in his own future and changing his professional path. The opportunity represented a concrete attempt at self-improvement, even without any guarantees of success.

During the programme, Fares developed technical IT skills and significantly improved his knowledge of Italian, gaining greater confidence in the use of formal and professional registers as well. In parallel, he strengthened key transversal skills, including communication and self-awareness.

Thanks to the pathway, and in particular the final speed meeting, Fares secured an internship that he is carrying out with satisfaction, in a positive and stimulating working environment.

Fares says that he began the program without expectations, convinced that he was destined for manual and physically demanding work—as he was often told, even by people from his own community.

However, he chose not to accept this vision and challenge himself. Today, he recognizes that he has greater opportunities and a different outlook on his own future.

He also emphasises how opportunities like these can make a real difference, whilst highlighting the importance of individual commitment: projects and practitioners can offer tools and support, but change requires active participation and the willingness to improve.

In his integration journey, Fares has also been supported by the Community of Sant'Egidio, with whom he now collaborates as a volunteer mediator.

Within IT Bridge, the IRC accompanied Fares throughout the entire pathway, supporting him not only in developing technical and transversal skills, but also in building his self-confidence.

Through individual case management sessions, the IRC provided support with CV writing, interview preparation and the search for employment opportunities aligned with his profile.

At the same time, the IRC served as a point of reference during difficult moments, listening to his needs and helping him to identify concrete solutions.



Since February 2025, the IRC has been coordinating the **Digital Horizons (DH) project**, funded by the Villum Foundation and implemented in Friuli Venezia Giulia and Piedmont in collaboration with training providers, third-sector organisations and local Employment Services. The project aims to build professional pathways and access to long-term employment opportunities in the **IT sector for young refugees and migrants**. Working in parallel with **public employment centres, vocational training providers and IT companies**, Digital Horizons aims to strengthen their capacity to create more inclusive opportunities for migrants and refugees.



In particular, the project offers its beneficiaries intensive training in software development, accompanied by employment guidance services, individual psychosocial support, and financial, language and childcare assistance. During the first year, the project engaged with **127 young people. 35 youth joined the intensive program by beginning a 600-hour training pathway**, complemented by Italian language tuition, and received personalised support to access a range of educational, health, transport and documentation services. Project evaluation activities will be carried out in 2026.

Since April 2025, the IRC has been leading a transnational consortium of six partners based in Italy, Bulgaria, Belgium and the Netherlands in the implementation of the **WISE** project, funded by the European Social Fund (ESF-A). WISE combines psychosocial and mental health support services with employment accompaniment pathways, made accessible through technological solutions, with the aim of **strengthening the socioeconomic inclusion and wellbeing of Ukrainian refugee women in Italy and Bulgaria**. Through the piloting of **Holistic Support Centres**, grounded in a trauma-sensitive and gender-responsive approach, the project aims to enhance the employability of Ukrainian women, promote alignment between their skills and the professional opportunities available in the market, encourage continuous learning and facilitate access to the labour market. The project also aims to facilitate access to social and public services, and to promote mental and psychosocial wellbeing.

During 2025, WISE supported **206 beneficiaries across three Centres in Italy (Milan, Turin, Rome) and 156 in Bulgaria (Sofia)**, through its partner Animus Association Foundation. Activities, always accompanied by cultural mediation in Ukrainian or Russian, include group employment orientation sessions and information on the labour market and the local services system, with a focus on employment, education and training services, prevention of labour exploitation, outings and visits to local services or job fairs, and Italian conversation workshops (Speaking Club).

To foster the development of peer support networks and strengthen connections with the local community, during 2025 IRC Italy delivered a wide range of workshops including Pilates, yoga, bachata, art, crochet, cultural outings, museum visits, cookery sessions and film screenings, with **more than 900 activities carried out**, alongside a childcare space to facilitate participation by mothers with young children. Individual support activities include assistance with bureaucratic and administrative matters and access to health and education services, with approximately **400 case management interventions** recorded totalling **239 hours**; personalised psychosocial accompaniment and psychotherapy pathways based on a clinical ethnopsychiatric approach (delivered by Centro PENC and Laboratorio di Gruppoanalisi), **totalling 604 hours**; and employment integration support, with 94 interventions totalling 174 hours, also making use of an AI-powered digital tool (Skilllab). An overall evaluation of the Holistic Support Centre model will be carried out at the end of the project in 2026.

PEOPLE AT THE CENTRE:

OLENA'S STORY

Having arrived in Italy from Mariupol in early 2022 following the war in Ukraine, she was welcomed in Rome at a SAI facility.

Since February 2024, she has been participating in the activities of the Women and Girls Safe Space in Rome, standing out from the outset for her enthusiasm and active engagement: Italian language workshops, creative workshops, cultural outings around the city..

With great generosity, she volunteered to facilitate Pilates and toning classes, disciplines in which she is trained. Today she is the official facilitator of the Pilates workshop, a role she fulfils with professionalism, competence and consistent dedication.

Her journey is also a story of growth and autonomy. Prior to the WISE project, thanks to the IRC's case management and professional guidance, Olena identified and completed a free training course for payroll administration using Zucchetti software (Attal Group), which represented her first concrete step towards professional integration.

Within WISE, Olena participated in:

- more than 30 hours of group activities
- 5 sessions dedicated to employment integration
- 12 individual case management meetings

Together with her integration counselor, Olena worked on defining her professional goal: researching and enrolling on a free training course, creating a LinkedIn profile, requesting an appointment with social services and being placed in a facility affiliated with the Municipality.

She has recently been offered an internship, activated through a new women's empowerment project run by the COL social services of Rome, with the possibility of future permanent employment.

She has also recently requested support in applying for free access to a haute couture training course, and has received confirmation that she will be able to attend at no cost.

Olena's story demonstrates that projects such as WISE can, through targeted individual support, group activities and collaboration with local services, help transform opportunities into concrete pathways and individual experiences into networks of support.



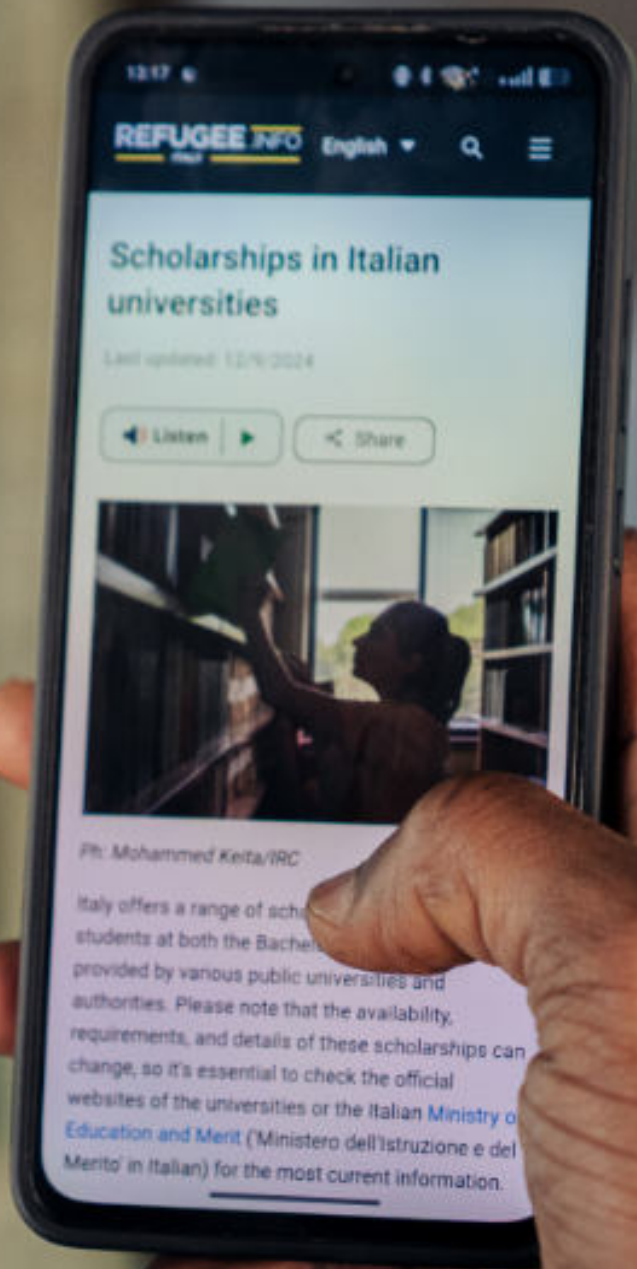
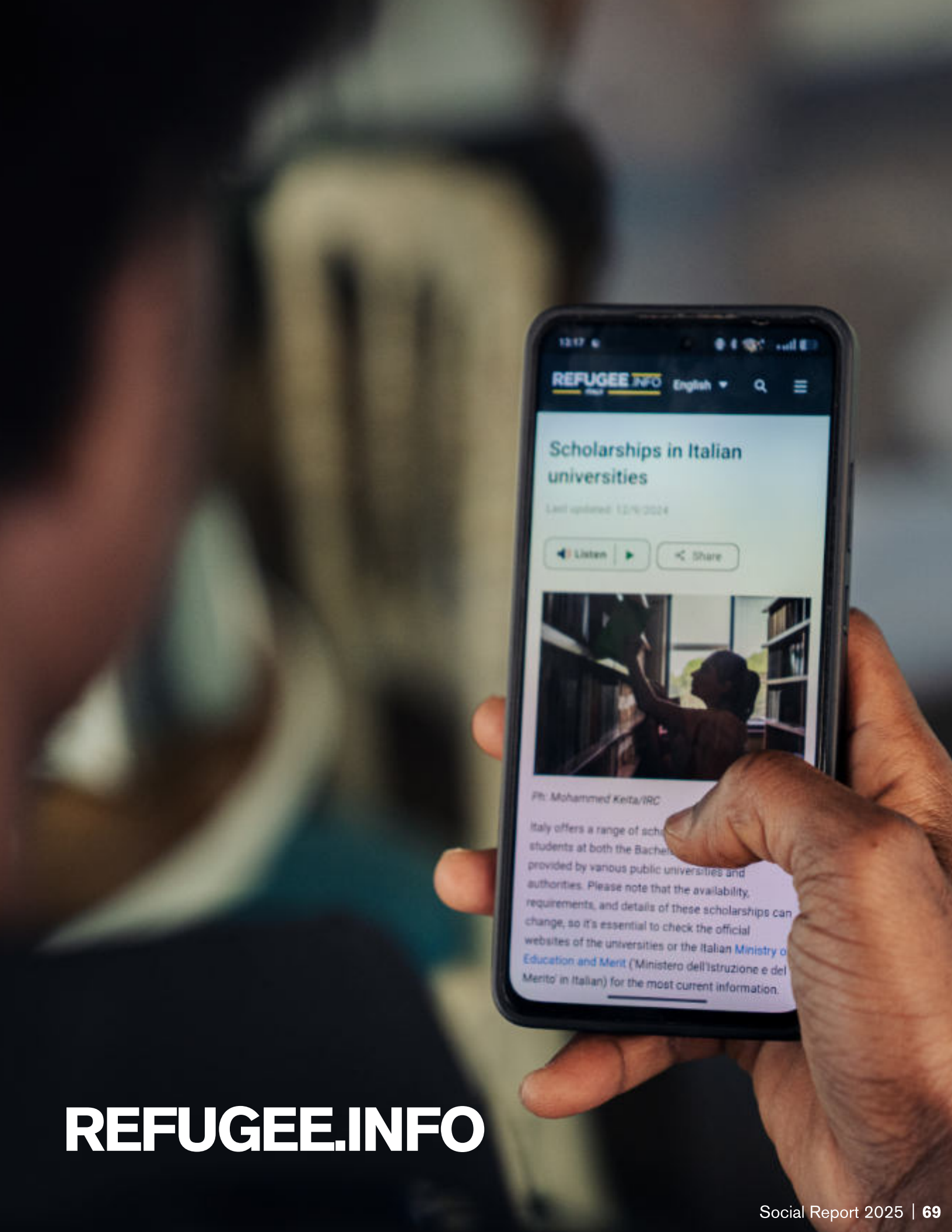
TECHNICAL ASSISTANCE AND TRAINING FOR STAFF OF OTHER ORGANISATIONS

During 2025, the WIN project, funded by American Express and active since 2022, continued its capacity-building and technical assistance activities for staff at employment and socioeconomic integration services in Lombardy and Sicily. Training activities involved **68 members of staff from 17 Employment and Socioeconomic Integration Services, reaching more than 62,000 indirect beneficiaries.**

In Lombardy in particular, WIN continued training activities for staff at AFOL Metropolitana (AFOLMET), the Agency for Training, Guidance and Employment of the Metropolitan City of Milan, providing technical support to the "Antenne Migranti": 22 designated contact points based at each Employment Centre in the metropolitan area, responsible for supporting migrants and refugees into employment. Support includes ongoing training on regulatory updates and the revision of the jointly developed Vademecum with the AFOLMET team, which serves as an operational reference tool for all staff.

Furthermore, through WIN, the IRC contributes to the strengthening of local networks, promoting a coordinated and integrated response to the employment needs of migrants and refugees. In particular, the IRC participates to the Area 3 Employment Working Group, coordinated by the Municipality of Milan and comprising 19 bodies, including employment centres, trade union organisations, employment agencies and third-sector organisations active in employment integration, as well as to the Employment Working Group of the Integrated Reception Network (RAI), which brings together more than 30 third-sector organisations and public bodies operating in the Rome area.



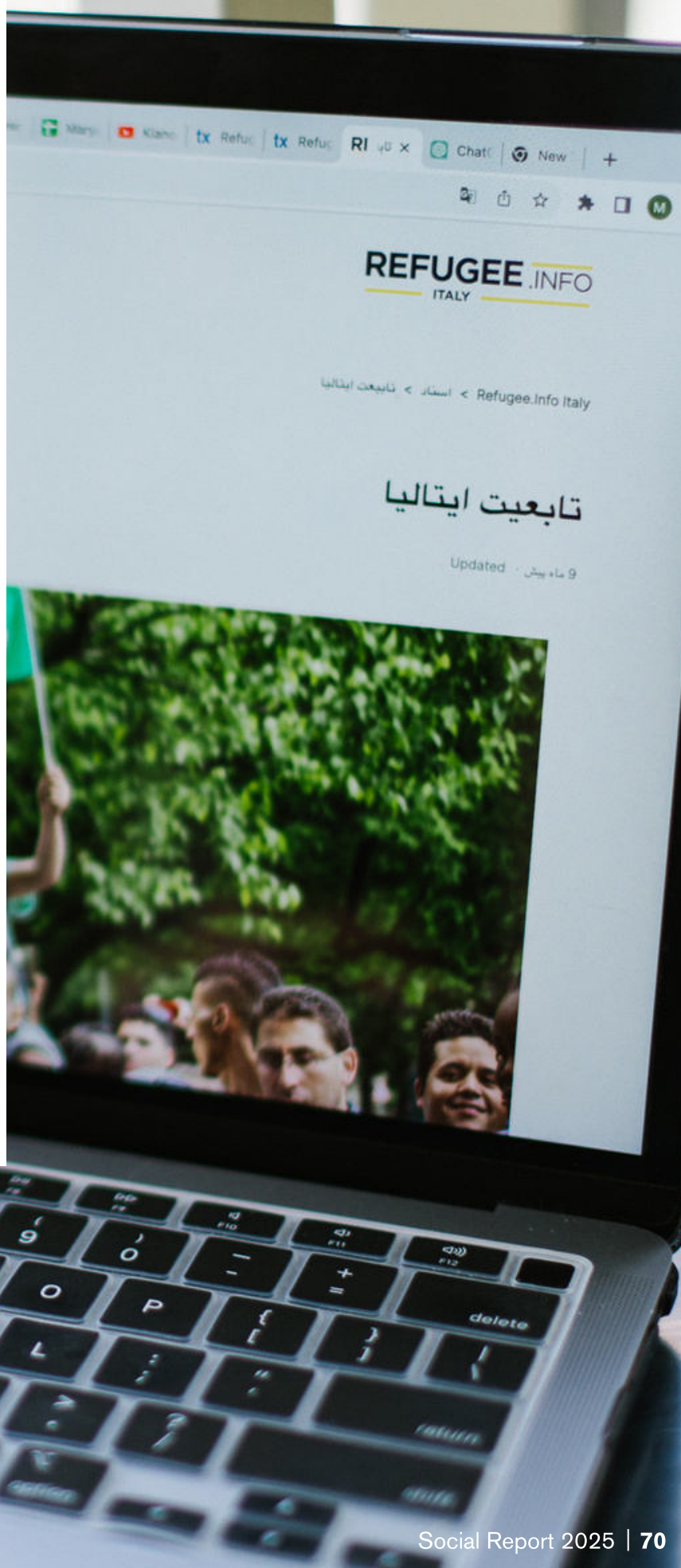


Since 2018, IRC's digital information service, [Refugee.Info](#) (RI), part of the transnational [Signpost](#) project, has provided refugees and migrants with multilingual, accessible, practical and accurate information at national level.

Through instant messaging applications, social media, a website and a peer-to-peer approach, it responds to the information needs of beneficiaries regarding their rights, documents, safety, support services and integration into their new communities. The service is currently available in English, French, Dari/Farsi, Pashto, Arabic and Ukrainian.

Between September 2024 and February 2025, Refugee.Info participated in the Signpost AI pilot to evaluate its impact on the individual assistance service. Integrated into the work of the moderators, the chatbot improved efficiency and reduced response times, supporting communication with users. The final evaluation indicates that the tool can be used safely within a Human-in-the-Loop model (an artificial intelligence approach that integrates human oversight into the training and operational cycles of systems) but requires further training and human review.

The chatbot proved to be complementary to the moderators, useful above all for enriching responses with trauma-informed language and additional resources, whilst moderators continue to play an essential role in providing contextual expertise and managing situations of vulnerability.



During 2025, IRC Italy and RI strengthened collaborations with other digital information services, becoming a member of the Community of Practice coordinated by UNICEF and UNHCR, which connects remote listening and support services operating at national level, including the National Freephone Helpline for Victims of Trafficking and Severe Exploitation, the National Freephone Helpline against Violence and Stalking, the Migrant Children Helpline (Save the Children), the Gay Helpline, the Intercultural Support Desk (ARCI Nazionale), the Freephone Helpline for Asylum Seekers and Refugees (ARCI Nazionale) and Here4You (ARCI, UNICEF, Approdi).

DICONO DEL SERVIZIO

At the end of 2025, the RI team circulated a survey among users, sending it via private messages and publishing it on its Facebook page and in the community group, with the aim of gathering feedback on the quality, accessibility and usefulness of the information provided. **96% of respondents found the information useful and 92% considered it accurate.**

Furthermore, 92% stated that RI had helped them to better understand the services available and how to access them, whilst 90% reported a greater awareness of their own rights.

84% of users said that, thanks to the information received, they were able to handle an important and sensitive matter, such as requesting documents, contacting public authorities or accessing services. Overall satisfaction was also high, with 86% rating RI between 4 and 5 on a scale of 1 to 5.



96%

Found the information useful

92%

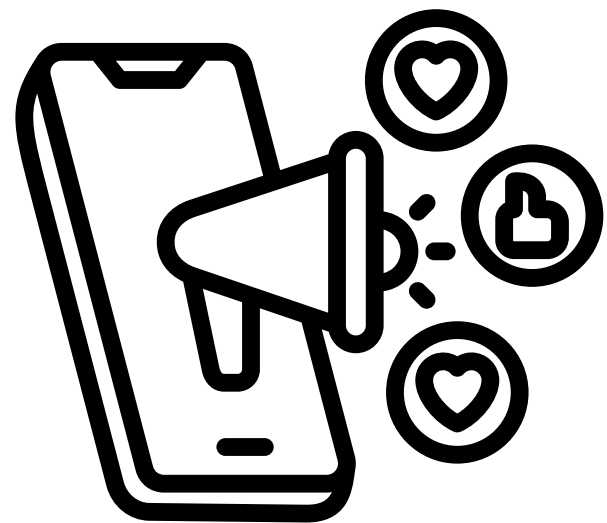
Considered information accurate

90%

Reported increased knowledge of their rights.

SOCIAL PERFORMANCE

**As at 31 December 2025*



2.187.913

PAGE VISITS

49.552

**PEOPLE REACHED BY THE
SIGNPOST PROJECT IN
ITALY***

28.316

**FACEBOOK GROUP
MEMBERS***

4.323

**SHARES POSTS
FACEBOOK**

54.546

**FACEBOOK PAGE
FOLLOWERS***

5.109

**COMMENTS POSTS
FACEBOOK**

51.169

**ACTIVE WEBSITE
USERS***

*Please note that data for the October–November period are missing due to a technical issue on the platform

Sul fronte del **supporto personalizzato**
(assistenza 1:1):

6.697

**TOTAL TICKETS
MANAGED**

4.975

**PEOPLE ASSISTED
INDIVIDUALLY**

ADVOCACY



IRC's approach is grounded in the understanding that addressing people's immediate needs is necessary, but not sufficient to achieve sustainable change. Equally important is contributing to the **transformation of the structural conditions and systems** that generate and perpetuate those needs.

For this reason, activities are not limited to the delivery of services, but are founded on **ongoing listening and analysis of the needs of the people involved**, aimed at surfacing structural challenges and promoting change at the level of policies and systems, through advocacy actions informed by programmatic experience.

The adopted approach values people's voices, expertise and needs, with the aim of **influencing decision-making processes and contributing to the building of systems that are more equitable, more inclusive and better able to respond effectively to people's needs**. In this framework, ongoing dialogue between communities, partners and institutions represents a key element in fostering structural changes that go beyond individual project interventions and are sustainable over time.

IRC Italy is committed to advancing the **rights and protection of migrants, refugees, and asylum seekers**. Through its field presence, the organisation monitors the barriers individuals face in accessing and formalising asylum claims, while also supporting their access to asylum procedures and reception services.

The evidence generated through these activities helps shape and inform IRC Italy's advocacy priorities. In parallel, IRC Italy engages in dialogue with institutional stakeholders at both **local and national levels**, contributing to efforts to strengthen reception and integration systems. Its advocacy work focuses on key issues affecting people on the move, including developments in migration and international protection policies, the externalisation of migration management, and the use of administrative detention.



At local level, IRC Italy carries out intensive advocacy work in Trieste, where it collaborates with other civil society organisations and engages with local institutions to protect the rights of migrants, asylum seekers and refugees.

In 2025, our work focused on difficulties in accessing the asylum application procedure at the local Questura, an issue we analysed in the report "Accesso Negato" ("[Access Denied](#)"), published in December 2025.

At national level, we advance our advocacy work through active participation in the Tavolo Asilo Immigrazione, the Working Group on the Convention on the Rights of the Child and Adolescent (Gruppo CRC), the Road Map for the Right to Asylum, and the advocacy group of the Integrated Reception Network (Tavolo RAI).

IRC Italy is also a partner in several EU-funded transnational projects with a strong advocacy component. Through [INNOVATE](#), the IRC supports the rights of migrant children in Greece, Italy and Serbia, using data collected in the field to develop recommendations addressed to institutions responsible for child protection.

Launched in January 2024 and coordinated by the Migration Policy Centre of the European University Institute, the project aims to reduce the gap between research and policy on migration, promoting dialogue between researchers, practitioners and public decision-makers.



The objective is to ensure that the evidence produced is practically usable in addressing the sector's principal challenges, supporting the development of policies grounded in data and evidence rather than in perceptions or ideological positions. In 2025, the IRC conducted consultation sessions with experts on migrant children in Italy, Greece and Serbia in order to identify the areas where the need for evidence-based recommendations to be presented to institutional stakeholders is most urgent.

Through **GROWTH**, the IRC supports the expansion of community sponsorship programmes in Italy, Ireland and Germany, integrating innovative data- and research-based approaches with policy and advocacy actions. Launched in 2024 and coordinated by the Consorzio Comunitas, the project involves a network of organisations across the three countries and aims both to broaden the number and diversity of actors involved, and to strengthen support mechanisms through the creation of sponsor networks and knowledge-sharing platforms at national and transnational level. In this context, GROWTH contributes to policy debate and the development of evidence-based recommendations, promoting effective sponsorship models and identifying the regulatory adjustments needed to encourage sustainable and scalable responses. The project aims to strengthen communities' capacity to welcome and integrate refugees, whilst at the same time influencing public policy to consolidate community sponsorship as a structural and lasting tool.

As part of the two-year **LGNET3 project**, launched at the beginning of 2025 thanks to funding linked to the AMIF programme, the IRC contributes to advocacy activities aimed at addressing housing insecurity among people with migrant backgrounds living in Trieste, in a context where third-sector organisations working in reception are also encountering growing difficulties in finding suitable accommodation. Within this framework, the IRC supports Lybra, the consortium lead, in the development and implementation of a local awareness-raising campaign against discrimination and stereotyping in access to housing, as well as information activities targeting migrant communities and the development of tools for responsible housing education.

During the first year of implementation, the IRC conducted a mapping of the principal foreign communities present in the territory, identifying relevant community leaders and presenting the project and its opportunities to them. Focus groups were also organised with representatives of the various communities to identify the main needs and obstacles in accessing housing, followed by a series of workshops on responsible housing education attended by approximately 55 people. In parallel, the IRC is responsible for the project's cultural mediation service and has translated the responsible housing toolkit developed by Lybra into 6 languages.



FINANCIAL RESOURCES AND FUNDRAISING

IRC Italy's fundraising activities are grounded in the **IRC Way**, a robust ethical and transparent culture which encompasses core values such as integrity, accountability and equality.

Communication with donors is always **clear and transparent**, ensuring respect for privacy and the protection of personal data.

The IRC also establishes precise guidelines for fundraising activities organised by third parties, requiring clarity on the use of funds and the role of the organiser.

Finally, it adopts a stewardship model aimed at building lasting relationships with supporters, offering recognition, personalised communications and updates on the impact of donations.

Integrity

Responsibility

Equality

OUR DONORS

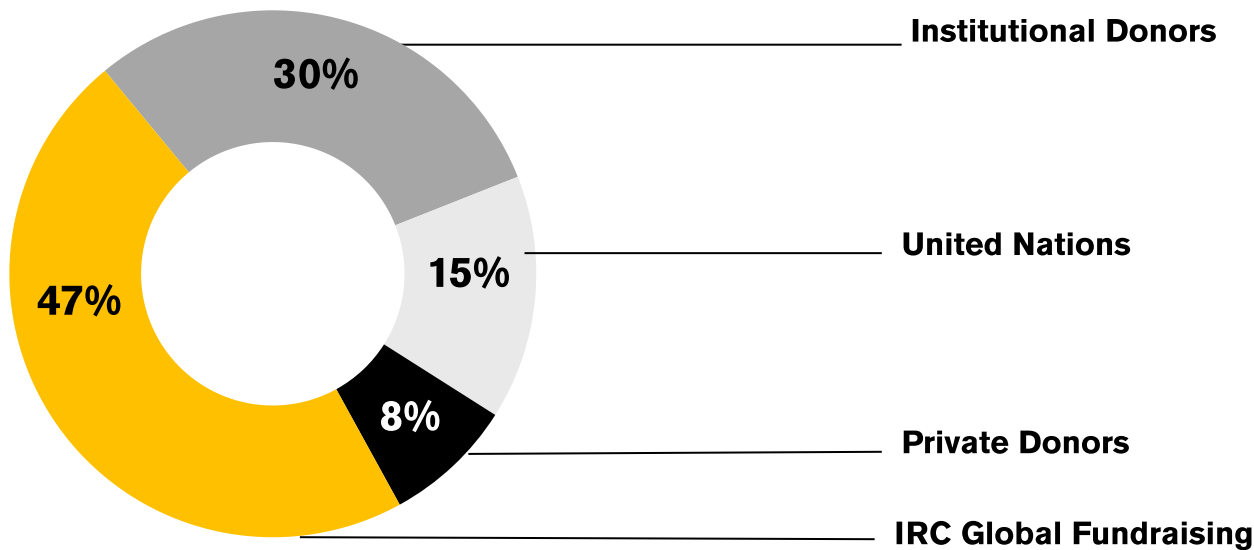
Approximately 30% of fundraising revenues for 2025 came from institutional donors, including the European Union through funds such as AMIF, CERV, HORIZON and ERASMUS, and the Italian Government. An increase compared to the same figure for 2024 (11%).

15% of revenues derive from the partnership between IRC Italy and the **United Nations High Commissioner for Refugees (UNHCR)** for protection activities in the landing zones of southern Italy.

During 2025, IRC Italy successfully expanded its fundraising from private donors, in particular the Villum Foundation and the Intesa Sanpaolo Foundation, with this type of funding covering **8% of the current portfolio**. These funds enable us to plan interventions on a larger scale, responding strategically to complex or systemic needs and managing them in an effective and sustainable way.

The remaining **47% of funds comes from global-level fundraising**, which allows IRC's Italy office greater independence in its strategic decision-making.

IN DETAILS:



2.956.302,58

OUR TOTAL INCOME IN 2025

We wish to express our sincere gratitude to all our donors, who represent the beating heart of our work and a vital resource without whom we could not operate.

It is thanks to their generous support that we are able to keep our services running, develop new initiatives, extend our reach and respond promptly to situations of need and emergency, both humanitarian and social.

HOW THE SOCIAL REPORT IS APPROVED AND PUBLISHED

The financial statements and mission report are approved by the Board of Directors, following review and certification by the Supervisory Body, an extract of whose report follows. They are filed with the RUNTS together with the social report, which is made accessible to stakeholders through publication on the IRC Italy website.

MONITORING CARRIED OUT BY THE SUPERVISORY BODY

4) Attestation of compliance of the Social Report with the Guidelines referred to in the Decree of 4 July 2019 of the Ministry of Labour and Social Policies

Pursuant to Article 30, paragraph 7, of the Third Sector Code, during the 2025 financial year we carried out the activity of verifying the compliance of the social report with the Guidelines for the preparation of the social report of third-sector entities, issued by the Ministry of Labour and Social Policies by Ministerial Decree of 4 July 2019, in accordance with the provisions of Article 14 of the Third Sector Code.

Without prejudice to the responsibilities of the governing body for preparing the social report in the manner and within the timeframes set out in the relevant regulations, the Supervisory Body is responsible for attesting, as required by law, the compliance of the social report with the Guidelines of the Ministry of Labour and Social Policies.

The Supervisory Body is also responsible for identifying whether the content of the social report is manifestly inconsistent with the data reported in the financial statements and/or with the information and data in its possession.

To this end, we verified that the information contained in the social report faithfully represents the activities carried out by the Association and is consistent with the reporting requirements set out in the relevant Ministerial Guidelines. Our conduct was guided by the provisions of the Rules of conduct for supervisory bodies of third-sector entities, published by the CNDCEC in December 2020. In this regard, we also verified the following aspects:

- compliance of the structure of the social report with the section-by-section breakdown set out in paragraph 6 of the Guidelines;
- presence in the social report of the information referred to in the specific sub-sections explicitly provided for in paragraph 6 of the Guidelines, except where adequate explanation has been provided for the omission of specific information;
- compliance with the principles for the preparation of the social report set out in paragraph 5 of the Guidelines, including the principles of materiality and completeness, which may require the integration of information beyond that explicitly required by the Guidelines.

On the basis of the work carried out, it is hereby attested that the social report of the "International Rescue Committee Italia ETS" Foundation has been prepared, in all material respects, in compliance with the provisions of the Guidelines referred to in Ministerial Decree of 4 July 2019.

L'organo di controllo

dr. Silvio Formenti

Milano, 20 aprile 2026

Components from activities of general interest

A) Costs and expenses from activities of general interest			A) Revenues, income, and proceeds from activities of general interest		
	31/12/2025	31/12/2024		31/12/2025	31/12/2024
1) Raw materials, auxiliary materials, consumables and goods	38.862	16.126	1) Income from membership fees and founders' contributions	2.597.328	2.724.692
2) Services	776.712	372.832	2) Income from members for mutual activities	0	0
3) Use of third-party assets	54.663	78.194	3) Revenues from services provided and goods sold to members and founders	0	0
4) Personnel	2.011.260	2.024.248	4) Donations	0	0
5) Amortisation	0	0	5) Income from the 5 per mille scheme	0	0
5-bis) Impairment losses on tangible fixed assets	0	0	6) Contributions from private entities	0	0
6) Provisions for risks and charges	0	0	7) Revenues from services provided and goods sold to third parties	0	0
7) Other operating expenses	29.360	18.061	8) Contributions from public entities	0	0
8) Opening inventories	0	0	9) Income from contracts with public entities	0	0
9) Allocation to restricted reserves by decision of institutional bodies	0	0	10) Other revenues, income and proceeds	2.998	0
10) Use of restricted reserves by decision of institutional bodies	0	0	11) Closing inventories	0	0
Total	2.910.857	2.509.461	Totale	2.600.326	2.724.692
			Surplus/(deficit) from activities of general interest (+/-)	-310.531	215.231

Components from activities of general interest

D) Costs and expenses from financial and asset management activities			D) Revenues, income and proceeds from financial and asset management activities		
	31/12/2025	31/12/2024		31/12/2025	31/12/2024
1) On bank accounts	0	0	1) From bank accounts	0	0
2) On loans	0	0	2) From other financial investments	0	0
3) On real estate assets	0	0	3) From real estate assets	0	0
4) On other assets	0	0	4) From other assets	0	0
5) Provisions for risks and charges	0	0	5) Other income	0	0
6) Other expenses	7.195	4.806			
Total	7.195	4.806	Total	0	0
			Surplus/(deficit) from financial and asset management activities (+/-)	-7.195	-4.806



FUTURE PROSPECTS

In the coming years, we intend to **strengthen and expand, in an integrated manner, our work in the areas of protection, socioeconomic inclusion, education and the empowerment of people in vulnerable situations**, with particular attention to migrants, refugees, young NEETs and women.

We will operate in Trieste, Milan, Turin, Rome and Southern Italy, consolidating a presence that is already well established and embedded in local contexts, and drawing on a combination of national and European public funding, private donors and institutional partnerships.

In the area of **protection and primary needs, we will strengthen reception, guidance and support activities for people arriving in Italy**, responding to a growing need for timely information, temporary housing assistance and prevention of risks related to labour exploitation and trafficking.

In Trieste, we will continue to serve as a point of reference for access to information and basic services, whilst in the southern arrival points we intend to continue our protection work in synergy with institutional partners. In Milan, our activities will be supported by a well-established third-sector network and multi-year public funding streams.



In parallel, we will continue to **invest in legal empowerment and access to information through digital tools and specialist services such as Refugee.Info and the ARCO project**. In a context marked by continuous regulatory changes at European level, these tools represent an essential reference point for ensuring reliable, clear and accessible information.

The objective is to significantly expand coverage, reaching up to 200,000 online users by 2027, and to strengthen helpdesk and direct assistance services, with an enhanced indirect impact through practitioner training.



A further strategic area concerns the socioeconomic **inclusion and skills development of our beneficiaries**. We will continue to **promote employment integration and professional development pathways for people in vulnerable situations**, through employment guidance activities, training, individual accompaniment and career programmes in high-demand sectors. We will also **strengthen collaboration with public employment services**, including through technical assistance activities, with the aim of improving the quality of guidance and job placement, particularly for young NEETs in complex urban contexts such as Milan and Rome. We will complement these interventions with the strengthening of beneficiaries' transversal skills, including financial literacy and income management, to foster greater economic autonomy and long-term sustainability.

In the area of **women's protection and empowerment**, we will intensify activities for the prevention of and response to gender-based violence, including online, through awareness-raising interventions in schools, support services in dedicated centres and psychosocial empowerment pathways.

We will also strengthen the training of practitioners, educators and caregivers, with the aim of improving the capacity of protection systems to identify and manage situations of vulnerability. Our approach will integrate protection, mental health and psychosocial support, with particular attention to multicultural and emergency contexts.



Overall, we expect to reach more than 60,000 direct beneficiaries across protection and inclusion programmes, train more than 1,000 professionals (including social workers, educators and public service staff) and generate an indirect impact on tens of thousands of additional people through the strengthening of local systems and service networks.

We aim to ensure the sustainability of our activities through diversified funding sources, including European resources, national public funds, private contributions and strategic partnerships.

In this context, we position ourselves as a key actor in strengthening protection and inclusion systems in Italy, contributing to making services more accessible, integrated and effective, and promoting concrete pathways of autonomy, dignity and inclusion for the most vulnerable people.

OTHER INFORMATION

During 2025, IRC Italy maintained a consistent focus on reducing its environmental impact, adopting practices oriented towards the responsible use of resources and the promotion of sustainable behaviours within its workplaces.

IRC's work is guided by the principles set out in its Environmental Policy (2017, updated in 2020), which commits the organisation to managing natural resources responsibly, minimising the environmental impacts associated with its activities, and ensuring a safe and healthy working environment. In keeping with this policy, the organisation pursues a continuous improvement approach to environmental management, aimed at preventing and reducing the negative effects of its operations on the environment.

The principal types of environmental impact associated with the organisation's activities relate to the consumption of materials (in particular paper and plastic) and the generation of waste. Specific management measures have been adopted in relation to these areas.



waste sorting is in place across the offices, aimed at promoting the correct disposal of waste and the recovery of resources;



a drinking water fountain has been installed, with the aim of reducing the consumption of single-use plastic bottles and promoting more efficient use of water resources;



limited use of **paper documentation** is encouraged, with a preference for digital tools and recourse to printing only where strictly necessary, in order to reduce the consumption of raw materials.

In keeping with the principles of the policy, IRC Italy is also committed to preventing and, where possible, reducing the indirect environmental impacts of its activities. This commitment is reflected in the initiative to **collect and redistribute second-hand clothing**, which contributes to reducing textile waste, promoting reuse and supporting people in need.

Overall, the actions taken represent a first structured level of environmental impact management, in line with IRC's commitment to operating responsibly towards the environment and the communities it serves, with the aim of progressively strengthening these practices in the years ahead.



**By supporting IRC Italy,
you provide concrete help
to refugees, especially
women and children, to
rebuild their lives.**

Make a donation to

Fondazione International Rescue Committee ETS

IBAN

IT60T0306909606100000195017

Contribute with your

5x1000

Tax code

97941860153

Visit our website:

rescue.org/eu/country/italy

To contact us, you can email to:

ircitalia.info@rescue.org

Rescue.org 