

Annual Report 2023

Introduction

HIA's activities are both professionally and geographically diverse but have a common basis and source. The mission of our community, which has remained unchanged since 1991 is to help those in need and in trouble through the power of solidarity. Like all our annual reports, this one is inspired by that power, the power of solidarity. A strength that is evident in extraordinary situations and in everyday life.

Our international humanitarian work continues to be driven by the need to help those affected by the Russian-Ukrainian war that broke out in 2022, both in Ukraine and for the refugees who come to our country. In 2024, the number of beneficiaries reached 500,000 and the total cost of the aid programme exceeded HUF 13.5 billion.

During the year, we launched solidarity actions in response to several international humanitarian disasters, such as the flash floods in Spain and Afghanistan, and to help refugees from the Middle East war in Lebanon. In 2024, our country has not spared emergencies, with the Danube flooding in the autumn affecting many of our towns and villages. We supported flood victims with food and relief points, as well as being actively involved in the fight with our volunteer community. We also played an important role in the repair of properties affected by the flooding after it had subsided.



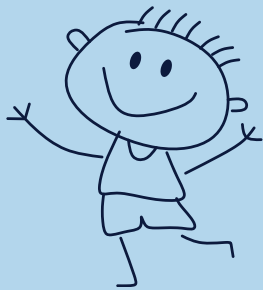
Our social and development work in Hungary has been characterised by a diversity of activities and long-term step-by-step phases. The difficult economic situation continued to hit families living in difficult circumstances the most. The staff of our 50 centres in our national network provide around 100 services to help people in need. Children continue to be a priority: we now help more than 3,600 children in 30 institutions not to fall behind in their studies through our Catch-up programme, which focuses on childhood experiences as well as catching up. We have further strengthened our participation in the 'Catching-up Settlements' programme where we now provide catch-up services to families in need through 19 Presence Points. We now work with a number of corporate partners to achieve our goals. Some of them have joined our objectives by fundraising, others have supported our work by providing support linked to their company profile.

We continue to place a strong emphasis on helping people affected by relationship violence, through several crisis centres, shelters and crisis drop-in centers. Apart from these, our organisation also operates the National Crisis Management and Information Helpline from 2024.



Another important milestone in our regional development programme in Kastélyosdombó has been reached. Thanks to the support of partners committed to saving value and creating opportunities, the village centre of Kastélyosdombó and its jewel, the Dombó Pajta (Dombó Barn), have been reborn in a unique way. With the support of the State Secretariat for Public Education of the Ministry of the Interior, the 9th Digital Theme Week organised by the 'Hungarian Interchurch Aid for Education' Foundation was held, with hundreds of public education and vocational training institutions from across the border and beyond, and more than 100,000 students joining this school year.

In 2024, we continued our traditional fundraising and awareness-raising campaigns. In the spring, we launched our Catch-up programme, and in the summer our 'Starting School Together' campaign, which helped 2,000 pupils to start the school-year. We were present in several running races with our motto "Don't just cheer, help!" and at the end of the year we successfully launched our 29th Advent Fundraising campaign. Our staff and volunteers appeared in person at a number of events, church, corporate and community events, showcasing our work and our aims.



Catch up programme

30

Locations in Hungary

3600

Children participated in developmental sessions through the 'Catch-up' programme

**Learn more about
HIA's work in
Hungary**



Domestic assistance in 2024

Assistance to children & families

In designing services, HIA aims to fill the gaps that can effectively help disadvantaged groups to promote their reintegration efforts. The organisation separates in its work crisis assistance and long-term care processes. In providing support, the objective is to end long-term dependency and develop targeted, flexible, personalized, and rapid support systems.

Together for Children - Catch-up programme

In 2024, HIA continued its child development programmes. Thanks to the Catching Up Settlements programme, the number of municipalities where the Catching Up programme was implemented has been increased by 6 municipalities. The programmes in Miskolc, Szendrő, Olaszliszka, Szolnok, Orosháza, Kastélyosdombó, Budapest, Kürtöspuszta, Debrecen, Lakócsa, Somogyfajsz, Kázsmárk, Rásonysápberenc, Léhe, Nagykinizs, Görgeteg, Rinyaszentkirály, Iharos and Iharosberény continued.

This year, 3,600 children participated in some kind of institutional service, child development activity or leisure programme. Of these, 1,500 participated in multi-session development activities.

In 2024, the programme continued to provide the following types of community and development activities:

- Community programmes based on experiential education methods, playroom activities
- Individual and group development activities and other development opportunities (tutoring, socialisation groups, health promotion)
- Skills development activities
- Social and information counselling
- Running prevention programmes (on gambling addiction, relationship violence)
- Individual case management
- Summer camps and day camps
- Digital learning workshops
- Mother-and-Baby club
- Salt therapy room
- Sports activities
- Animal-assisted activities

HIA takes a complex approach to tackling the difficulties encountered in its programmes. It is important to provide assistance from several angles when needed, thus helping children and families. To this end, our community-type work has been supported by HIA's National Help Centre, which has been able to respond quickly and effectively to requests from different locations.

The priority of the programme is to break the cycle of deprivation for disadvantaged families through the development of children, so that they have a better chance of a better quality of life. In line with the National Strategy "Make things better for children", the aim of HIA's institutions was to help children from different backgrounds to develop their potential, to identify possible problems as early as possible, to provide early and targeted skills development, to avoid developmental delays due to their vulnerable situation, to reduce disadvantages and to prevent exclusion.



Catching up Settlements Programme - Fight against poverty

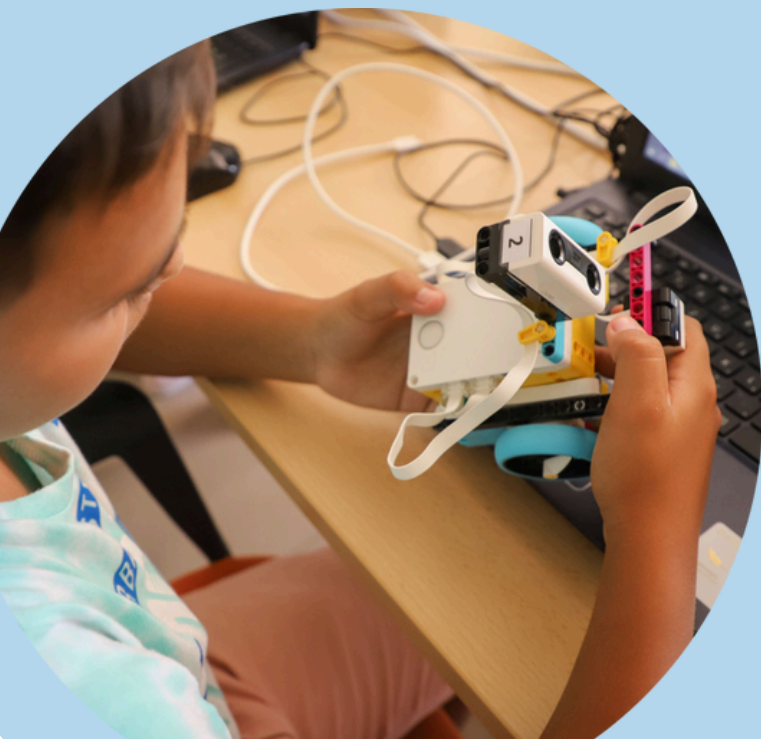
The EU programme titled 'Children in Focus', which complements the Catching-up Settlements programme and focuses on children aged 0-3 and their families, was launched in 2020. In the 13 municipalities concerned, family mentors provide intensive social work for expectant mothers and families with 0-3-year-old children, with the help of equipment (toys, medical aids, vitamins) and development specialists.

The aim of the 'presence' is to create a community in these socially atomized places in order to initiate small and large-scale improvements adapted to the situation of the particular segregated area. It also aims to create a bridge between the mainstream society and the people living in the segregation and to enable the community of the segregation to face the challenges independently.

The Catching Up Settlements programme was launched in 4 settlements in 2019 (Kastélyosdombó, Lakócsa, Boldogkőújfalu, Vizsoly).

In 2020 further two settlements (Felsődobsza and Pusztakovács) joined the programme, Somogyfajsz, Drávaságardony, Zádor, Pere and Novajidrány joined in 2021. In 2023 the presence programme was launched in Rinyaszentkriály and Nagykinizs and further six settlements joined in 2024.

The services provided by the "**Presence Points**" were used by **1,800 people** in 2024. Based on the diagnoses and action plans prepared during the previous period, the design and implementation of the services provided by the project continued and have been strengthened.



Over the past year, HIA has become an important actor in the local social care system in the municipalities mentioned above. **Child development sessions** - involving development teachers, physiotherapists, speech and language therapists and movement therapists - are ongoing, with more than **1,000 children who had attended these in 2024**. Strengthening employment and improving housing conditions remains an important priority.

Main activities:

- Complex operation of services to improve the quality of life of the local community
- Developing the competencies of social workers
- Services to address crisis situations
- Complex skills and capacity development for children
- Provision of mobile child development activities
- Complex labour market development for parents
- Organisation of community and leisure programmes
- Prevention programmes for young people in primary and secondary schools
- Development of social skills and abilities,
- Implementation of programmes to reduce prejudices for the civil population and professionals from various sectors, local decision-makers, entrepreneurs, social enterprises, representatives of civil society organisations
- Establishment and operation of a District Service Round Table, District Development Forum
- Making a social diagnosis

Our work against gender-based violence

500

Victims received shelter

12812

Consultations

Complex treatment of gender-based violence

HIA is one of the largest Hungarian organisations providing a range of support services for victims of relationship violence. Its care services for victims of relationship violence include **3 Crisis Centres, 2 Halfway Houses, 3 Secret Shelters, 1 Online Counselling Service and 4 Crisis Drop-in Centres**. This year, a new service element has been added to the range of services as from 01 April 2024 HIA has been operating the **National Crisis and Information Call Centre**, and will also be responsible for methodological tasks in this area with national competence.

The website www.aszeretetnemart.hu created by HIA, offers anonymous counselling and a wealth of useful information for victims and the professionals who help them. The organisation's specialised services for victims of relationship violence are evolving year by year and its range of services is expanding. In the year 2024, we provided victims with 2,800 counselling sessions through our centres on the subject of abuse. The National Crisis and Information Helpline received 9,700 calls, 312 cases were counselled anonymously online, and in our Secret Shelters and Crisis Centres we provided a safe home for nearly 150 families, i.e. more than 500 individuals fleeing abuse. In 2024, the organisation continued to run interactive workshops with the National Police Headquarters, training more than 600 police officers with Avon's priority support.



Helping the most vulnerable

HIA has been running homeless shelters in 3 cities, Budapest, Debrecen and Gyula. In addition to providing warming and bathing facilities and meals, HIA's institutions offered more: personalised help and advice in case management, job search; a chance to integrate into society. Our street and community outreach services regularly helped people seeking shelter not only on the streets, but also in remote farms and even in tent-like shelters on the outskirts of the city. In 2024, nearly **1,000 homeless people** received some form of assistance (housing, meals, cleaning, counselling) through HIA's services.

HIA maintains Day Care Shelters for Psychiatric Patients over the age of 18 in two cities: Szolnok and Eger. The primary aim is to create a supportive environment that can help to alleviate the feelings of isolation that are typical of psychiatric problems, to reduce the effects of hospitalisation and to reduce the frequency and duration of hospital relapses. By restoring lost social and communication skills, clients' self-esteem and problem-solving skills and ability to assert their own interests can be strengthened. Community orientation is a key aspect of care. In this environment, new contacts and acquaintances can be made, which can help to make the institution a stopover in the daily/weekly programme. The long-term aim is to help patients reintegrate into society.

Support, empowerment and counselling services for our fellow human beings struggling with addiction are a key help for them. HIA's social workers have helped people and their families in difficulty due to **alcohol, drug or gambling addiction** in **5 different locations** across the country.



In addition to corrective services, there is a growing emphasis on prevention programmes. 840 people have benefited from a range of support services in addiction day centres and programmes, and **more than 1,000 people** sought help.

In 2024 HIA continued to operate the 'Playing with Boundaries' programme launched in 2012 in partnership with Szerencsejáték Zrt. and Humánium Kft. The aim of the activity is on the one hand to implement a preventive series of educational, school-based programmes for young people and young adults at risk, and on the other hand to raise awareness of the dangers of gambling addiction and the possibilities of treating addiction that has already developed.

Playing with Boundaries continues to include prevention, integration and dissemination elements and has been operating for 10 years as a niche, complex programme for the prevention and treatment of gambling addiction.

The objectives of the 'Playing with Boundaries' programme for the year 2024 were as follows:

- To involve schools in the prevention programme through a national tender
- Involvement of schools by HIA staffs
- Involvement of Tanodas (after-school education centres) in the prevention programme
- Organisation of accredited training courses for teachers of the involved schools and Tanodas
- Running information points in 7 locations
- Groups, individual case management for gambling addicts and their relatives



Operation of the National Help Centre

HIA's National Helpline received more than **66,000 requests for help** in 2024. Staff were able to provide some form of assistance to individuals and families in need on more than **23,000 occasions**. The requests are processed by a well-trained team of professionals who then determine how to help. Services include in-kind assistance, debt management, social and information counselling. It is an important principle that the assistance provided by HIA is only complementary to public assistance.

Educational activities

Training and education have also become a key value in the national and international development work of HIA. The expanding national training activities are brought together by HIA's Foundation for Education. The Foundation's mission is to provide a solid community of values, a cross-sectoral professional community and a background for the **Biatorbágy Innovative Technical School and Grammar School**. The Foundation also has taken on the coordination tasks of the **Digital Theme Week** since 2022.

Biatorbágy Innovative Technical School and Grammar School

The Biatorbágy Innovative Technical School and Grammar School (hereinafter referred to as BIT) started teaching in September 2022 at a temporary site in Bicske. The school year 2023/24 started already in the new Biatorbágy school building with 6 classes and 195 students. In the 2024/25 school year, the number of pupils was increased by another 130, to **325**.



BIT aims to apply innovative methods in many aspects of its pedagogical culture. Integration of these methods has been both a challenge and a new experience in 2024. To achieve this goal, staff have done considerable work in the following areas:

1. Selection and training of staff, development of a digital methodological culture
The training courses delivered in 2024 covered the following topics:

- Training courses related to the operation of the Microsoft 365 educational framework
- Training courses to learn about digital publications and digital backend for teaching science and mathematics
- Training courses on the use of digital technologies and AI in education
- Training in methodology for teaching with digital tools
- Training courses related to a system to support student well-being
- Project-based training in educational methodology



2. Implementation of a "student well-being" measurement system

The development of the so-called "Student Wellbeing Measurement System" has been completed in the institution, which is able to monitor the main characteristics of the mental and physical wellbeing of students (monitoring system) and thus to indicate the need for teacher/educator intervention (signalling system). The measurement system is used by the teachers of the school (via a digital interface) from the school year 2024/25 onwards.

3. Use of the school building

In the new school building in Biatorbágy, teaching takes place in 5 classroom blocks and specialized classroom blocks. In the fourth quarter of 2023, a project was launched to utilise the non-teaching and non-used parts of the property - the rental of indoor sports facilities in the 16-22 hours' time slot is almost 100% completed. In 2024, work also started to prepare for further use (focusing on conference facilities and outdoor sports fields). A [website](#) supporting the use of the property was created and a long-term lease agreement was signed with a music school.

4. Developing a corporate partnership + Implementing community events

The institution's priority is to channel corporate knowledge into education. The development of a strategic and supportive BIT partnership started in 2023. The school's partnership was significantly expanded in 2024.

The BIT is committed to community building, with a number of events in 2024. These were created in collaboration with corporate partners and the parent community (BIT Picnic, BIT Coffee Morning, BIT Charity Ball).



Digital Theme Week

The Digital Theme Week (DTH) is a long-established initiative of the Hungarian public education system, which aims to develop the digital competences of pupils and teachers and to disseminate the educational applications of digital technology.

In the 2023/2024 academic year, Digital Theme Week was held for the ninth time, with 801 public education and vocational training institutions from across the border and beyond joining the event. On average, institutions implemented three educational projects, involving more than 120,000 pupils.

The Digital Week team's tasks were:

- Update the Digital Week website, launch the registration period;
- Sending regular, professional newsletters to registrants;
- Ongoing professional and technical assistance for teachers and institutions at dth@hia-edu.hu ;
- Organisation of nearly 30 professional webinars and workshops, attended by 2 500 teachers.

This year's Digital Week focused on digital citizenship, digital technology tools and applications in education, algorithmic thinking and programming as tools for creativity, the characteristics, opportunities and threats of artificial intelligence, digital security and digital empowerment.

As last year, the Digital Week 2024 awards ceremony and the conference presenting the successful projects took place on 17 June 2024 at Eötvös Loránd University in Budapest.

Crisis assistance in Hungary

47,259 cases of support provided to people in crisis

1000 homeless people received regular support

135,324 food kits and warm meals distributed to homeless people

Social solidarity campaigns

HIA continued to raise funds through social solidarity campaigns in 2024 to provide assistance for victims of natural disasters and fighting occurred in different parts of the world and also for disadvantaged individuals and families in Hungary.

Heavy floods in Afghanistan caused deaths of hundreds of people, destruction of and damage to homes of thousands of people in May 2024. HIA has launched a solidarity campaign to support the survivors who had lost everything. As a result of the campaign, HIA supported flood victims and flood recovery workers in the most affected districts of Baghlan province – in Baghlani-Jadid and Burka districts – through its field office.

Humanitarian crisis in the Middle East

Fleeing the Israeli ground and air attacks in the fall of 2024, more than a million people left their homes in Lebanon, which has a population of 5.5 million. The social support system of the small country in the Middle East has been severely tested by the crisis, which HIA helped to alleviate through a solidarity campaign with its local Christian partner to help those who left their homes. The Middle East Council of Churches, HIA's local partner, relies heavily on Lebanese Christian communities who have provided frontline care. An extraordinary collaboration to support IDPs has resulted in the distribution of hygiene and dignity kits to those fleeing the bombings.



Flash floods in Spain

On 29 October 2024, torrential rainfall caused very heavy flash floods along the country's Mediterranean coast in Eastern-Spain. A year's rainfall fell in a short time, hitting coastal populated areas simultaneously, killing 232 people and causing significant damage to property including schools, some of which were to reopen until today.

This was also the case for CEIP Orba in Valencia, whose 268 students were hosted by the nearby Colegio Público la FILA.

The host institution became overloaded. Taking into account the young age of the students (2 to 12 years old), and the importance of the developmental function of play, HIA is renovating and extending the playground of the host school in collaboration with its local partner BUSF.

Catch-up Programme

HIA launched a 1-month national fundraising campaign to support its Catch-up programme, which contributes to the catch-up of thousands of children in Hungary. Throughout the month-long campaign, HIA held awareness-raising events to encourage more people to join the national effort. The aim was to raise awareness and funds for children in need in Hungary to give a CHANCE as many children as possible to overcome the disadvantages of poverty through year-round development activities and summer camps. The campaign's message was heard by many in 2024. In addition to several corporate donors, individual donors donated by text/call to the 1353 donation line, online, by cheque or by bank transfer to help raise funds.



This year, our strategic partner Tesco, Hungary's largest fundraising team, also played a key role in the campaign. Thanks to the supermarket chain, more than 200,000 coupons bought at the checkout counters raised HUF 50 million donations.

In 2024, the campaign of the Catch-up Programme raised a total of HUF 80 million in donations, which helped to finance summer camps and year-round development programmes.

Starting school together!

At the beginning of August, HIA launched its 13th national "Starting school together!" campaign, which aims to support children in need in Hungary whose chances would be much worse than their peers even before the first bell rings at school in September because their families cannot provide them with the necessary school supplies. For some, starting school is more about the difficulties of not having the right school supplies than about the opportunities of a new school year.

However, this is not only a time that takes its toll on parents, but it can also have a serious mental impact on children in difficult circumstances if they start the school year at a spectacular disadvantage compared to their peers. As well as being less able to perform well in class because they lack the right tools, they may experience social anxiety as a result of exclusion, and possibly ridicule and contempt from others.

The high-quality school supplies packages composed from donations received during HIA's fundraising campaign meant more than just a gift to the poorest children: a good-quality pencil case, a set of notebooks, gym bag, or festive outfit gave them the chance to sit proudly and happily at their school desks.



The 1353 donation line received more than 50,000 calls/sms, i.e. nearly 27 million forints, and online donations of 9 million forints were offered by enthusiastic donors.

Joining forces against the floods - extraordinary fundraising

In September 2024, the Danube and its tributaries were on high alert. In several countries in central Europe, the sudden surge of water caused rivers to burst their banks and flooded houses. As a result of the floods that hit our country, HIA launched an emergency fundraising campaign to help the victims and those in need, as it has done during previous floods in our country.

Donors were able to support the special collection by dialling the 1353 donation line, donating online and making a bank transfer.

E.ON Hungária Group, HIA's strategic partner, was the first to join the flood relief efforts. The group, which operates the electricity network in Transdanubia, Budapest and Pest county, donated food and drinks to the volunteers involved in the protection work. Szerencsejáték Zrt. made a significant contribution to support the municipalities involved in the flood protection. The national lottery company donated a week's proceeds from one of its products and the proceeds from sales at the Super Concert, totalling some HUF 150 million, to help alleviate flood damage. Hundreds of flood-affected families have received donations of cleaning and disinfecting products and cleaning tools from the fundraising campaign in Dunabogdány, Kismaros and Szob.



In addition to the packages, those affected received further support in the form of vouchers, enabling HIA to assist more than 100 flood-hit families and several local authorities with restoration work.

The vouchers, worth HUF 250,000 and HUF 500,000 respectively, were redeemable in three categories: for the purchase of building materials, household appliances, and for the replacement of damaged furniture.

Owners of the most damaged properties received assistance in a value of HUF 1-3 million depending on the the amount of work needed.

HIA also provided HUF 2 million to support community protection, damage repairs and recovery in several municipalities affected by the floods. In total, this phase of the flood relief has supported the affected families and communities with HUF 62 million.

Advent Fundraising

In 2024 HIA launched its 29th Advent Fundraising, which has become Hungary's largest festive fundraising in nearly three decades. The Advent Fundraising is launched with the same goal every year: in addition to making the holidays brighter for as many families as possible - with food aid parcels, hot food distributions, firewood, or Christmas children's programmes - the main goal is to ensure that beyond the holidays, throughout the year, HIA's staff members are there for the destitute and the needy through its social institutions and opportunity-creating programmes.

Joining the campaign was easy; one could donate by calling and texting the 1353 donation line, donate online, by bank transfer, by cheque, or in person.



During the fundraising period, several relief activities and awareness-raising events were organised. In addition to the distribution of hundreds of donation packages of durable food, HIA helped families by distributing firewood for the winter months.

The fundraising was supported by several companies through various cooperations. The Libri Book Trade Ltd. also joined the donation through their customers who could contribute to supporting children and families by purchasing limited edition Christmas commemorative volumes.

Tesco Hungary supported HIA's collection with 95 million forints collected during its store coupon donation campaign. In 2024 the MBH Bank, HIA's strategic partner, and Mastercard, a major supporter of the organisation, were also contributing to the fundraising. Thanks to the cooperation of corporate partners, the MBH bank donated a total of 50 million forints and the Mastercard 16 million forints to the outstanding final result of the fundraising campaign following credit card purchases made between December 2 and 31.

There were many ways to join the effort, but the most popular way to donate was once again the 1353 donation line, which was dialled 196,477 times nationwide during the Advent period, donating HUF 500 per call/SMS to HIA. With donations of HUF 98,238,500 received on the donation line, HUF 95,108,500 collected during the Tesco store donation coupon collection, and HUF 186,762,920 donated by private and corporate donations, a total of HUF 380,109,920 was collected during the Advent 2024 fundraising campaign.

1 percent campaign

In 2024, the charity has encouraged donors to pledge 1% of their income tax to provide food, shelter and hope to the destitute and the needy 365 days a year. More than HUF 15 million was raised from these donations.

Volunteering

Volunteering is a core value of HIA. It is a useful and mutually beneficial form of solidarity with people in need, when someone gives his/her free time, skills and enthusiasm to help people in need. The culture of volunteerism is emerging in Hungary, which is why HIA considers it an important task to organise and participate in events where it can actively contribute to the promotion of volunteerism and voluntary community participation. In 2024, HIA has also paid special attention to the expansion of its volunteer team.

HIA also involved many volunteers in the organisation and implementation of events related to the awareness-raising and fundraising campaigns of the charity (running events, the "Catch-Up" and "Starting school together" programmes, and the Advent fundraising). In addition, a large number of volunteers were also involved in warehousing and logistical work, such as sorting clothes, sorting donations and packing up the warehouse.

Volunteers were also constantly involved in the year-round work of HIA in helping the needy in the country, i.e. in the daily life of the social centres. Regular volunteering in institutions has increased.



HIA has started to work more closely with the staff and students of the Biatorbágy Innovative Technical and Secondary School. HIA staff gave several presentations on the work of the organisation and the opportunities for students to get involved. It should be highlighted that students who were involved in school community service at all the 2024 Camps of Hope helped to make the camps a success, creating unforgettable experiences for children in need. In 2024, 315 volunteers contributed a total of 2251 volunteer hours to the organisation.

In 2024, there continues to be a strong demand from partner companies for professional volunteering opportunities where company employees can actively get involved in helping for a day. In order to retain volunteers and increase their commitment, HIA organises a community event every year on the occasion of the International Volunteering Day on 5 December to thank them for their selfless help.

9 corporate partners assisted in HIA's fight against flooding, where a total of 131 volunteers filled sandbags, prepared sandwiches for those bagging, and assembled and delivered clean-up kits to flood-affected residents.

A further 66 employees from 6 companies sorted and boxed donated clothing, assembled uniforms, cleaned, tidied gardens, refurbished front doors and indoor stairs, painted walls and ran volunteer programmes for the elderly at the organisation's Dunavarsány Home for the Elderly.



In 2024, a total of 403 employees from 24 companies joined HIA's Advent volunteering activities. In addition to organising Christmas and Santa Claus celebrations and assembling Santa Claus parcels, a total of 14 companies were involved in the activities of the Donation Point at the Christmas Fair in front of the Basilica. Under a volunteer programme offered by HIA, volunteers baked and decorated gingerbread hearts that were given to donors as a thank you gift.

In 2024, E.ON Hungária Zrt., Hungarikum Biztosítási Alkusz Zrt., MBH Bank Nyrt., MEDITOP Pharmaceutical Ltd. and Vantage Towers Zrt. adopted the Capital's festive food distribution days, and Pensio Minőségi Közétkeztetés Kft. sponsored another day, where volunteers actively participated in the implementation of the programme.

In addition, with the help of volunteers from Citibank Zrt., Hungarian Development Bank Zrt. and the Hungarian National Bank, 700 festive aid packages were put together.

Constructions, developments

1. Construction of the Regional Development Centre – Kastélyosdombó

It is almost ten years since HIA started its operations in Kastélyosdombó. During this period, a great deal of development work has been carried out. Among others, a social farm, a cheese workshop, a herb drying plant, hop growing and processing, fruit and vegetable production. Today, it is clearly the largest employer in the municipality, and has expanded its activities to the surrounding settlements. Development activities and children's camps now benefit the whole region.



The next stage of the work to preserve the value of the area, develop the economy and promote local tourism is the development of the Kastélyosdombó centre with multifunctional spaces and a community events hall (Regional Development Centre). The rehabilitation of the central road of the municipality and the development of the area around the Regional Development Centre has been completed in 2024.

Phase II of the project included the renovation of the old barn building in the centre, which will provide low-cost accommodation for cycling tourists, school groups and other groups, as well as community events.

A solar panel system has also been installed to provide energy for the barn building. The system installed (Halas-Shield-HIBRID 10-5-15-HW type) is a 20.14 kW household-sized solar power plant. Temporary storage of unused energy is carried out by two 10 kWh batteries to ensure that there is sufficient energy in the building during less sunny hours. The energy generated by the system almost completely covers the energy needs of the barn building, which is important not only for environmental reasons but also because it allows further improvements to be made with the available economic resources.



2. Infrastructural development of institutions involved in food rescue

HIA is committed to reducing food waste, as evidenced by the fact that it has been saving food in various forms through its partners for more than 10 years. In 2024, the organisation has started and implemented several improvements to renew and develop warehousing capacity of institutions involved in food rescue.

Infrastructural improvements have included the renewal of HIA's logistics building and warehouse base in Budapest, the electrical network was modernised, the warehouse has been repainted and given a new facade, the windows, walls and ceilings were renovated. A food storage warehouse, a food rescue staff office and toilets have also been built in the building next to the Temporary Homes for Families in Szolnok. New coating, tiles, doors and windows were installed, and the electrical network was renewed.

With the renovation and construction of the properties, HIA is prepared to receive larger quantities of donations of non-perishable foodstuffs at these two locations. In 2024, the construction of a new, modern warehouse, the internal car park and the gateway at the Sopron Social and Development Centre has started, with completion scheduled for the summer of 2025. The renovations also included the Miskolc Temporary Home for Families, where a food rescue point was also set up by HIA staff members. The floor, entrance and gates of the warehouse building have been renovated, so that it can now accommodate larger delivery vehicles and palletised goods.



International Activities 2024

Unfortunately, the international activities of 2024 continued to be dominated by the Russian-Ukrainian war and its aftermath: HIA, which has been present in Ukraine for a quarter of a century, has continued its humanitarian aid programme in both Ukraine and Hungary since the day the war broke out, mobilising huge resources, communities and supporters to provide effective and, by international standards, significant assistance.

In addition to its headquarters in Berehove, the organisation also operates humanitarian offices and warehouses in Lviv, Kyiv and Dnipro, and continues to manage a total of around 40 local staff and 2 staff from Hungary. The ACT Ukraine Forum set up from members of the international ACT alliance at HIA's initiative, is also very active in its humanitarian work among international actors, closely coordinating its activities to reach the most vulnerable populations.

In response to the internationally visible trend of declining resources, HIA has started to narrow down its geographical and sectoral areas of implementation during the year and has established strategic priorities for its activities, and will continue to work on its proposals in the future in line with these priorities. Strengthening its fundraising activities and ensuring the quality and financial sustainability of its international operations is an increasingly important aspect.



Assistance related to the war in Ukraine

Aid to refugees in Hungary

HIA responded immediately to the outbreak of the war in February 2022 and provided assistance to refugees fleeing the war in Hungary in various ways and locations. After in-kind support, integration services were developed to help families stay in Hungary, which significantly helped the daily life and independence of refugees who arrived in our country. The continuation of the social and professional aspects and guidelines started earlier has also had a significant impact on the provision of refugee assistance in 2024. The focus has shifted to the Support Centre for Refugees from Ukraine, which has been established specifically for this purpose and has been operational since July 2022. In 2024, nearly 700 refugee families were assisted by HIA staff.

Assistance to refugees fleeing the Russian-Ukrainian war in Budapest

During its two and a half years of existence, the Support Centre for Refugees from Ukraine has tried to adapt to the needs and expectations of the refugees and to focus on services that support their daily life and integration efforts. The institution also provides tangible support to refugees, such as food parcels, hygiene equipment, clothing, furnishings or childcare products, medicines, school kits, which are of great help to families living in difficult living conditions.

On the other hand, through integration of HIA's experiences gained in domestic social and international humanitarian aid, it provides a package of services focusing on improving the quality of life of refugees.

The services include psychological counselling in the language of the refugees, legal assistance and Hungarian as a foreign language courses. In addition, the work of colleagues who assist refugees with access to health care, interpretation and social work in public education and public schools is making a significant difference to refugees' living conditions in Hungary.

For refugees who are raising their children alone, have a family member with a chronic illness in Hungary, or have a low income, the organisation has provided voucher support to help them in their daily lives. Under this programme, 704 people received support over several months or on a crisis basis.

Assistance throughout the country

The in-kind support is available not only for refugee families visiting the Budapest Centre, as there are also resettled families from Ukraine scattered throughout the country, clustered in almost every county or living independently. The Centre has run a well-organised outreach activity over several months, which has been supported by other ongoing consultations with other organisations and responded effectively to the needs that arose.

Thanks to the cooperation maintained by HIA, it has also been possible to find and support rural groups and shelters that are outside the scope and reach of the NGOs working in the capital.

HIA staff provided the families living in rural areas, scattered in small or large settlements, who are excluded from refugee care, basic support to help them in their daily lives, e.g. food, hygiene, schooling and travel assistance.



Medium and long-term accommodation

Most of the refugees were in need of short or long-term housing due to their financial situation, and HIA was able to meet this need by using its own social institutions and by renting rooms through external service providers. Thanks to a new partnership, additional accommodation was made available, which significantly increased the possibilities for providing refugee care. The number of people accommodated in the outer districts of the capital was between 40 and 80 per month, supported by the staff of Support Centre for Refugees from Ukraine with social work several times a week, as well as with assistance in managing their affairs, for example through interpretation, escorting, case management. The organisation has adapted its own facility to accommodate 25 people and rents a worker's hostel from an external provider for 40 people. The former mainly caters for single mothers raising their children alone, while the latter provides accommodation for elderly family members, and larger families. A third site accommodates families who have received a few months of support which has been sufficient for them to start an independent life after the social work they have been given.

Thanks to these grants, in 2024, 21,726 nights were provided by HIA for Ukrainian refugees in Budapest.

Community space for young children

Since 2022, HIA has been running a childcare space specifically designed for refugee children fleeing the war in Ukraine, with the aim of helping them to integrate into society. A community space has been created for families with young children, where children aged 3 to 6 are cared for by Ukrainian-speaking teachers and development specialists. This facility allows mothers to keep their children safe while they go about their business, look for work or, are already working.



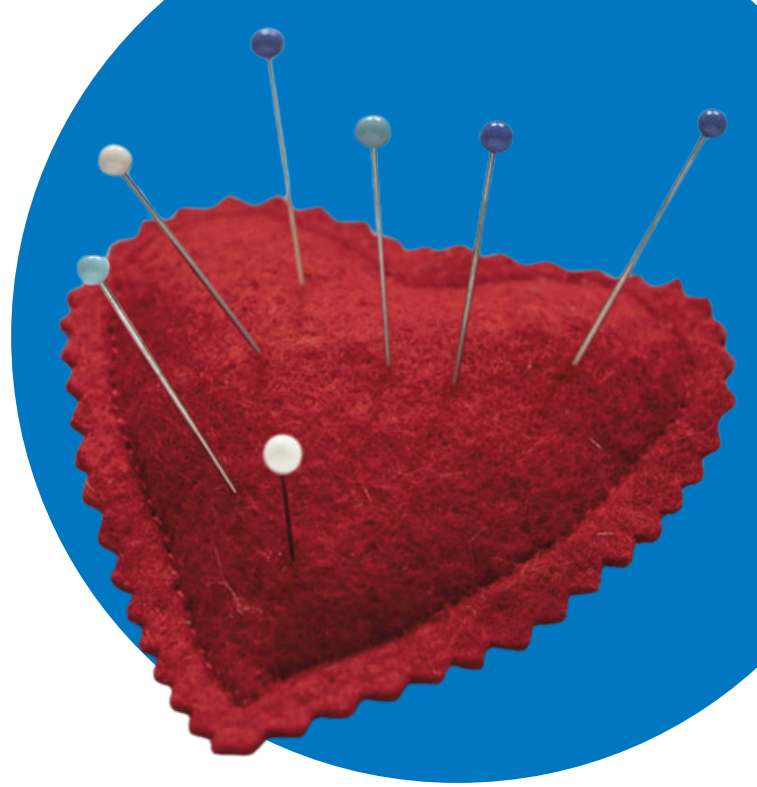
The Community Space, which acts as a childcare centre, provides a bridge to the public education system in Hungary, giving children the opportunity to learn the basics of the Hungarian language in addition to their mother tongue. The children, who have experienced traumatic events, language barriers are a particular difficulty, so the months spent in the Community Space also serve as a kindergarten preparation.

In 2024 programmes and excursions such as visits to the zoo, playroom activities were organized, and it was also possible to acquire development tools to help them learn the Hungarian language and thus to integrate into the kindergarten.

In 2024, children were able to participate in various developmental activities in the Community Space in the Budapest centre and in external locations, including group music therapy sessions and sensorimotor development according to individual needs.

Running a crisis centre for refugees victims of gender-based violence

Thanks to funding from UNHCR, HIA has been operating a Crisis Centre similar to the domestic care system, but specifically for refugees fleeing the conflict between Russia and Ukraine, within the framework of the Support Centre for Refugees from Ukraine. The adaptation of the service, which is successfully operating in Hungary, provides appropriate assistance to victims over 16 years of age, who are in Hungary or have fled to other European countries, or remain in Ukraine.



The primary goal of the Crisis Centre is prevention, awareness raising and case management. These can be achieved in a number of ways, the most important of which is to provide full information on the care system and referral pathways throughout the country, to give prevention lectures, to train and inform professionals working in the field of refugee care, and possibly to create opportunities for victims of intimate partnership violence to find a way out, e.g. intervention, immediate evacuation, or longer-term housing that allows them to move away from their abuser.

Support Centre for Ukrainian Refugees

Since the end of February 2022, the organisation has been helping those fleeing the war both in Ukraine and Hungary, including Budapest. The Support Centre for Refugees from Ukraine opened its doors in July 2022 with funding from the Taipei Representative Office, and since then, thanks to support from international and domestic donors, it has been possible to maintain and professionalise the range of services provided to refugees. The aim of the Support Centre is to provide quality care in response to the continuously changing needs and to provide an ever-expanding range of services to those in need, in line with HIA's values. HIA responds to the different needs of refugees with a variety of services and donations, on the basis of need, humanitarian and social considerations. In addition, the Centre places particular emphasis on integration services for those planning a future in Hungary.



The target group of the Centre are Ukrainian refugees with asylum status who need assistance during their stay, who wish to improve their situation and who cooperate with HIA to this end. The main objective of the Support Centre is to provide effective assistance to those affected by the conflict in their reintegration into Hungarian society, while preserving their traditions and culture. Special attention is paid to supporting unaccompanied minors, people with disabilities and the elderly. In order to achieve these objectives, the Centre carries out and operates the following activities during the reception of clients several times a week and at other specified times:

- Accommodation coordination
- Legal assistance
- Social work with refugees
- Psychological assistance
- Interpretation - Integrated case management in the language used by the client
- Crisis support
- In-kind support

In its 3rd year of operation, the Centre has maintained active contact with nearly 800 families and assisted nearly 5 000 people with one of the services listed below:

- Food donations 3 157 persons
- Hygiene products 3191 persons
- Medicines/vitamins 946 people
- NFI, other in-kind donations 1 114 people
- Provision of information 2 199 persons
- Support in access to health care 97 persons
- Counselling 496 persons
- Interpretation 387 persons
- Social work 266 persons
- Participating in community events 408 persons
- Legal assistance 98 persons
- Psychological assistance 46 persons
- Day care 30 persons



Activities under ACT Appeal UKR 221 in Hungary

Through the Support Centre for Ukrainian Refugees, 470 beneficiaries were supported with distribution of vouchers to assist Ukrainian refugees living in Hungary. The multi-purpose vouchers are a key tool of support, offering a flexible and dignified means to meet basic needs of refugees.

Assistance provided by HIA in Ukraine

Crisis relief with support from the UN Humanitarian Fund for Ukraine

Supporting conflict-affected people living in hard-to-reach areas of Donetsk, Zaporizhzhia and Kherson regions

The project aimed to provide comprehensive assistance in the frontline areas of Donetsk, Zaporizhzhia and Kherson regions.

At least 1.090 persons affected by the crisis were assisted through legal advice, social assistance, referral to specialised services or evacuation, as a continuation of the multisectoral project previously supported by the UN and now by 5 assistance centres. The assistance provided by the centres reached a total of 690 people in the months of November and December. The centres are also involved in food, hygiene and non-food aid distributions, assessing needs, registering beneficiaries and documenting the distribution of relief goods.

Distribution of non-food household relief items in preparation for winter and rehabilitation of critical district heating infrastructure in Kherson, Zaporizhzhia and Mykolaiv regions

The aim of the project was to support the population remaining near the front line by distributing non-food household parcels, fuel, briquettes and electric heaters to help them prepare for winter and to restore the operation of the district heating centre in Kherson. The number of direct beneficiaries of the project reached 62,478.

Multisectoral support to conflict-affected people living in hard-to-reach areas of Donetsk, Zaporizhzhia and Kherson regions

Under the project, which started in 2023, 20 Presence Points have been established in three frontline regions of Ukraine. Operators working in the presence points provided a variety of services to war-affected populations (legal advice, social counselling, referral to specialised services, evacuation). Cash assistance and distribution of food, hygiene kits, drinking water and household equipment were provided at the points in two phases.

Repair works of war-damaged critical wastewater and water systems have started in 13 locations. Number of beneficiaries reached 25,553 in 2024.

Improving access to child protection services in Kherson and Kharkiv oblasts - project implemented with the support of Aktion Deutschland Hilft, led by World Vision as donor agency

The project, providing child protection services, was implemented by HIA in 2023-2024 with the support of Aktion Deutschland Hilft, managed by World Vision as donor.

The project included targeted cash assistance, the development of a drug prevention strategy, the provision of education (dissemination) and mental health and psycho-social support. HIA also distributed winter clothing to the population in need and provided laptops to beneficiaries.



With the help of partners, the project provided extensive psycho-social assistance and information

- on mine risk and the dangers of various addictions
- to a total of 13,458 people.

Supporting people affected by the conflict in Ukraine, strengthening their resilience - project implemented with the support of the Bureau for Humanitarian Assistance (BHA), under the donor leadership of World Vision

HIA implemented the large-scale project during 2023-2024 under the guidance of the Bureau for Humanitarian Assistance (BHA) under the management of World Vision as donor. The project had two main components: MPCA (Multi-Purpose Cash Assistance) was provided to vulnerable families based on needs at a flat rate of \$300 per family (8305 people in total). This project component was implemented with the involvement of local authorities. In addition, small grant contracts were signed with 23 NGOs, mainly for the equipment and renovation of shelters. The project was implemented in Kharkiv, Donetsk, Kherson, Zaporizhzhia, Dnipropetrovsk, Mikolayiv and Sumy regions. In total, 10,933 people were reached by HIA during the implementation.

Humanitarian assistance with the support of ACT Alliance

Under the humanitarian programme launched by ACT Alliance in 2022, HIA, in partnership with 5 ACT international member organisations, provided assistance in 2024 in the following areas:



Grants for local NGOs (Flexible Small Grants)

HIA provided financial support to civil society organizations that carry out humanitarian activities in Ukraine but have limited financial resources to achieve their goals. Through this community grant program, HIA has helped them in their work, enabling them to truly support local needs. 17 FSG projects were implemented in Lviv, Ivano-Frankivsk, Odesa, Dnipro, Poltava and Kharkiv regions. The total number of beneficiaries supported by the projects was 2,720. The main directions of the projects were: equipping shelters (renovation works, purchase of equipment), psychosocial support and distribution of food packages to people in need.

HIA provided assistance to organisations with relevant experience, active community support and links with other NGOs and the government. All this ensured that the affected population received timely assistance and that the needs of beneficiaries were identified and met immediately.

Grant opportunities were published on gurt.org.ua and www.prostir.ua and 840 applications were received from NGOs, indicating the high demand for this type of support from the affected population. A systematic approach to risk assessment and management, as well as the experience and expertise of the organisations ensured a high quality of the initiatives implemented, which contributed to increasing the resilience of the communities supported.

Cash grants

a) Multipurpose Cash Assistance

The Multipurpose Cash Assistance (MPCA) project has successfully achieved its primary objective of providing financial support to vulnerable populations in need.



In 2024, 1,292 persons in Dnipropetrovsk, Kharkiv, Mykolaiv and Lviv oblasts received assistance to meet their basic needs such as food, shelter, hygiene products, health care and other critical non-food items. This assistance has greatly contributed to improving the well-being of individuals and families affected by the current crisis. The project has not only supported families in recovering from the crisis, but also strengthened their short-term resilience and stability. In designing the project, particular attention was paid to reaching the most vulnerable groups through the assistance. These included IDPs, pregnant women and women with young children, large families, older people, people with disabilities and those most heavily affected by the crisis in Ukraine.

b) Cash for Protection

During the reporting period, 666 people received cash for protection based on the Assess and Assist approach. This intervention addressed urgent protection needs that could not be met through other programmes, such as the MPCA project. The aim of the support was to enable beneficiaries to access basic services in their current circumstances, such as psychological support, transport, medical examinations, rent for those at risk of eviction and specialised equipment for people with disabilities.

The criteria were selected in line with the Protection Cluster guidelines: 1) ensuring access to services by removing financial barriers; 2) mitigating potential rights violations before they occur; and 3) responding to rights violations that have already occurred.

Programmes implemented in Zakarpattia under ACT Appeal UKR 211

Support for war veterans

The project aimed to support war veterans and facilitate their adjustment to civilian life through a comprehensive programme of training, mentoring and psychological support. The project provided participants with the knowledge, skills and resources necessary for successful social and economic reintegration. As part of the project, a series of training sessions, individual consultations, group activities and social initiatives were implemented, covering aspects such as personal development, career counselling, entrepreneurship and psychosocial support. Particular attention was paid to building a community of veterans, exchanging experiences and creating support networks. The project was implemented in collaboration with local organisations, experts in different fields and a mentoring community. 15 veterans completed the training and received a certificate.

'Sure Start' Children's Centres

The Sure Start project aims to support families with young children in social need in Berehove and Yanoshi municipalities. The project focuses on families with children aged 0-3 in difficult living conditions, which are aggravated by military aggression.



As part of the initiative, 29 mothers and 33 children benefited from development activities, group training and individual consultations in the areas of childcare, nutrition, health and social support. In the frame of the project, families received food packages, hygiene products and other services, improving their conditions.

The Sure Start Children's Centres in Berehove and Yanoshi provided early development for children, professional assistance for mothers, development sessions and consultations, and financial support in the form of food and hygiene products. The aim of this comprehensive approach is to enhance the well-being of mothers and children and to promote a supportive and caring environment.

It was also possible in the frame of the project to provide high quality rehabilitation services to disabled veterans through rehabilitation equipment (kinesithrapy machines, rehabilitation sandals, pulling handles, balancing platforms, etc.) with the support of the "Sports and Rehabilitation Centre for Disabled Persons and War Veterans", and the Zakarpattian Regional Branch of the Ukrainian Sports Association of Disabled Persons. A total of 20 veterans received high quality rehabilitation services.

The DISCOVERY CAMP project has been implemented in cooperation with the Kherson Regional Administration. Its aim was to provide psychological and emotional support to 100 children from the Kherson area affected by the war. During two thematic camps held in June and August 2024 in Zakarpattia, the children participated in various creative, sports and social activities and received psychological support, contributing to their recovery and psycho-emotional well-being.



HIA's Ukrainian Separate Subunit provided charitable support to the community non-profit enterprise "Dolynda Multidisciplinary Hospital" in the Ivano-Frankivsk region. The support included vital medical equipment such as an operating lamp, defibrillator, venous scanner and other devices aimed at improving the quality of medical services provided by the hospital, especially for conflict-affected people.

The "Mother and Child Home" project in Berehove is a five-month initiative aimed at providing temporary housing and comprehensive social support to single mothers with several children who have been trapped in difficult circumstances due to forced displacement. The project did not only provide basic needs such as housing and utilities, but also provided residents with basic counselling and assistance in social matters, creating a safe and supportive environment for their recovery and adaptation.

Assistance in Zakarpattia

HIA has been present in Zakarpattia since the mid-1990s, where it implemented a number of humanitarian and development programmes in cooperation with its Berehove Centre. With the outbreak of the coronavirus in 2020 and the crisis caused by the Ukrainian-Russian war in February 2022, support for families in need in Zakarpattia has become even more important.

HIA has been present in Zakarpattia since the mid-1990s, where it implemented a number of humanitarian and development programmes in cooperation with its Berehove Centre. With the outbreak of the coronavirus in 2020 and the crisis caused by the Ukrainian-Russian war in February 2022, support for families in need in Zakarpattia has become even more important.



In 2024, EU-FIRE Real Estate Development and Consulting Ltd. also provided back-to-school support to children from families in difficult living conditions at the Mikes Kelemen Lyceum in Berehove. The support was used to purchase and distribute school kits and teaching aids. The number of beneficiaries reached was 69 persons.

Within the framework of the strategic agreement signed on 20 March 2023, JTI Hungary Zrt. supported HIA's activities for the needy in Zakarpattia by providing 3 months of food for 19 families in Berehove and 10 families in Yanoshi, as well as 3 months of fuel. Thanks to the support, 70 people received food and hygiene packages. The beneficiaries included: mothers with 3 or more children, single mothers, pensioners on low incomes. The total number of indirect beneficiaries was 214 (including 13 disabled people). A total of 26 families received winter heating (bio-briquettes) support. Beneficiaries included mothers with 3 or more children, and single mothers. Indirect beneficiaries: 111 (including 2 disabled) persons.

Subsequently, according to the donation agreement signed on 14 March 2024, JTI Hungary Zrt. provided additional support by distributing 250 food packages and purchasing water purification equipment to HIA's Sure Start Children's Centres in Zakarpattia. Thanks to the support, a total of 478 people received food packages, including 23 large families, 275 elderly on low pension, 71 low-income people and 109 disabled people. The number of indirect beneficiaries reached: 815 (478 direct beneficiaries and 337 indirect beneficiaries/family members). The water purification equipment purchased has enabled the baby food provided and the liquids used in daily routine (food, tea making) to be made using quality water.



In addition to this, the water purification equipment is a great help in ensuring that families attending the Sure Start Children's Centres consume clean drinking water.

In the framework of the contract concluded between Betonpartner Hungary Ltd. and HIA on 13 December 2023 which supported HIA's activities for the needy ones in Zakarpattia, 19 families and their children visiting the Sure Start Centre in Berehove and 10 families and children visiting the Yanoshi facility, were provided with the following equipment: mini playground in the covered area next to the Centre in Yanoshi, purchase of monitors/wall-mountable TV for the 2 centres for development activities, provision of internet access in Yanoshi, air-conditioning in the Berehove Centre and introduction of the Thaler system in both centres.

Support to the child development activities of the Sure Start Children's Centres in Zakarpattia was implemented in 2024 on the basis of the Donation Letter signed between HIA and the Szerencsejáték Zrt. on 6 November 2023. The programme provided the funding for the development activities in the centres through covering the 3 months' salaries of the professional team, as well as food and hygiene equipment for families during the sessions. Number of beneficiaries reached in 2024 was 62 persons.

Assistance to the Hungarian-populated settlements of Zakarpattia with the support of the Association of Cities with County Rights

The aim of the aid programme is to support Hungarian communities in Zakarpattia, in particular to maintain and develop Hungarian-language education. To this end, Hungarian-language educational institutions received digital tools and teachers received online training in modern teaching methods.



The schools' equipment is outdated, so modernisation was a priority in order to provide young people with quality education. The tools provided by the programme have contributed to the modernisation of the equipment. The preliminary needs assessment also showed that there was a strong need for digital training for teachers. As a result of the programme, teachers can transfer competitive knowledge to students by combining modern tools and methods.

Providing help from HIA's own collection (1353)

The aim of HIA's own fundraising project for back-to-school support was to help children from families living in difficult circumstances and learning in educational institutions belonging to the Berehove City Council in Zakarpattia to start school. The grant has been used to purchase and distribute packages in the following educational institutions: Potushnyak Lyceum, Zrinyi Ilona Lyceum, Horvat Anna Highschool, Opre Roma Highschool, Benianske Highschool, Kossuth Lajos Lyceum, Taras Shevchenko Lyceum, Bethlen Gábor Highschool. The number of beneficiaries reached was 148 persons.

Rehabilitation and reconstruction of public institutions in Ukraine

Works on a multipurpose healthcare building in the village of Synyak, Bucha district, has been completed. In addition to its health function, the completed building will also serve as an administrative centre for local residents and was inaugurated in October 2024. Renovation of the Zahaltsi school is underway and the school is expected to be handed over in the third quarter of 2025.



Infrastructure and humanitarian programmes in Zakarpattia

The project aims to implement infrastructure and humanitarian activities in the municipalities of Berehove and Holmec in Zakarpattia and to help disadvantaged families of the region by providing food parcels, firewood for elderly people and age-appropriate parcels for children.

The Russian invasion of 2022 led to hundreds of thousands of internally displaced persons (IDPs) arriving in Zakarpattia from the war-torn eastern provinces of Ukraine. As the refugee shelters and the institutions that receive refugees in the county are overloaded, in many cases IDPs are accommodated in educational institutions and dormitories, which makes it impossible and difficult to continue educational activities. The social care system in Zakarpattia, which already requires considerable development capacity, is further burdened by a social infrastructure that has been severely damaged by the conflict, exacerbating the humanitarian crisis. This programme has contributed to improving the quality of life of the population in need in Zakarpattia.

Infrastructure developments in Transcarpathia

- In Holmec, the construction of a playground and landscaping of the kindergarten previously built by HIA was completed. Indirect beneficiaries: 900 people.
- In Holmec, an additional boiler was provided to improve the heating of the completed kindergarten, which is needed due to the intermittent power supply. Indirect beneficiaries: 900 persons.
- In Berehove, the construction of a playground, fencing and landscaping, planting in the yard of the mother's home, being established by HIA. Currently 9, indirectly 4470 IDP beneficiaries.



Support for disadvantaged Hungarian families in Zakarpattia

- Food assistance to disadvantaged Hungarian families in Zakarpattia: 1,147 persons
- Provision of gift packages for children of disadvantaged Hungarian families in Zakarpattia. 500 children received support.
- Provision of winter fuel for the elderly single Hungarians in Zakarpattia: 716 beneficiaries.
- Provision of food and hygiene equipment for people living in mother's homes. 9 beneficiaries.

Addressing environmental damages occurred in the city of Berehove

At the end of February 2021, several years of rainfall above the annual norm flooded residential buildings in Tchaikovsky Street and Bem József Street. The local government has not received any development funds from the central state budget in the last 30 years. Unfortunately, this is also true for the cleaning of stormwater drainage systems (surface drainage ditches). Thus, the chronic lack of funding has led to the blockage of the ditches and the increasing amount of rainfall caused damages to the residential area.

In 2024, the second phase of the project was successfully completed: the extension of the sewage network in Bem József, Tchaikovsky and Szőlőhegy streets in Berehove, the improvement of the water supply system in Bem József and Tchaikovsky streets and the extension of the water supply network in Szőlőhegy street. The infrastructure created will contribute to the safety of the population of Berehove (23,732 people) (disaster prevention, accident prevention) and to the economic development of the city as a whole. The population of the project area is about 2,545 people.



Romania

Distribution of school supplies in and around Târgu Mureş

In 2024, HIA continued its support for school children in Transylvania to start their school year. The donation of school supplies was received by the residents of the 'Pici Ház' (Tiny House) Street Children's Mission House and Lídia Home, maintained by HIA's partner organisation, the Lazarénium Foundation's Diaconal Centre, beneficiaries of the Gecse Dániel Foundation, the Reformed College and the Catholic School in Târgu Mures, the Szivárvány Foundation in Filpişu Mare, the primary school in Ghineşti, and children of large families living in or around Târgu Mures. In 2024, more than 400 Transylvanian pupils (200 low-grade and 200 upper grade pupils and secondary school students) received school start support. The kits were put together with the professional assistance of local teachers. The proper distribution of the donations and their delivery to the beneficiaries was carried out by HIA's volunteers and teachers.

Distribution of Christmas donations

As in the past years, HIA supported the institutions of the Lazarénium Foundation in Târgu Mures and the 130 families with many children in Mureş County who are regularly visited by the Foundation (1 000 people, 370 children) with a donation in kind in 2024.



The aid consignment was sent from Budapest to Târgu Mureş and included 4 tons of food and fruit (flour, rice, dry pasta, pulses, granulated sugar, cooking oil, canned food, jam, cocoa, coffee, milk caramel candies, tea, chocolate, peanuts, groundnuts, Christmas candy, apples, mandarins) and cleaning products (dishwashing liquid, detergent, disinfectant). In addition to feeding the families, the shipment also supplied a 35-person day-care home, a 22-person orphanage and a 52-person home for the elderly with non-perishable food and cleaning products.

Iraq

HIA launched its first aid programme in Iraq in 2003 and has been supporting IDPs and Syrian refugees since 2014 following the rise of the Islamic State. Christian and Yazidi communities were given priority among target beneficiaries, who were forced to leave their former homes in a matter of days. In June 2016, with the support of the Ministry of Foreign Affairs and Trade of Hungary, HIA opened an office in Erbil to support refugees through humanitarian and development programmes. The Representation has renewed its registration for both the Iraqi Federal Territory and the Kurdistan Region in 2024, has the necessary permits and visas to work throughout the country.

Support and rehabilitation of agriculture on the Nineveh Plateau II.

By setting up a model farm in Alqosh settlement of Nineveh Governorate, HIA has established an agricultural training centre where it has provided permaculture training to 32 Iraqi farmers with the help of expert advisors. The model farm can provide a long-term source of income for community members and the advanced production techniques



and subsequent processing industry established there will reach a significantly larger group of beneficiaries. The training will address the deep-rooted, persistent problems – such as water scarcity, desertification, land depletion and lack of jobs – that lead to the continuing migration from the area.

The beneficiaries received theoretical and practical training during a ten-day training course, and then they received a toolkit which enables them to apply the advanced cultivation techniques they learned during the training on their own land. In addition to the ten days of basic training, farmers who have most effectively applied the permaculture techniques on their own land were given the opportunity to participate in a further 10 days of training focused on processing.

The aim was to ensure that the goods produced are not only sold during the agricultural peak season at a loss, but farmers can also generate income throughout the year by using the conservation techniques demonstrated (fermentation, drying, smoking, etc.). This can slow down and stop the continuing exodus from the region and the continuing loss of value of agricultural land.

IRQ231 – Durable solutions to the protracted humanitarian crisis in Iraq

A further 25 beneficiaries successfully completed a training course consisting of theoretical and practical training at HIA's agricultural training centre in Alqosh, Iraq. The training aims to shift local farmers from outdated, loss-making farming techniques to modern, environmentally friendly training methods. More efficient production creates and sustains jobs, with the aim of mitigating long-standing displacement and the negative effects of climate change.



Support and rehabilitation of agriculture in the Nineveh Plateau III.

The aim of this third phase was to maintain the permaculture demonstration farm established in the previous two phases of the project, strengthen the community and market the products of both the farm and local farmers.

Among past and present participants, it is important to identify opportunities for increased income generation and increased use of climate-resilient technologies, as the impacts of climate change are already hitting those who depend on agriculture for their livelihoods. The programme has trained farm managers to support local farmers in both regenerative production solutions and market access. Work has also begun to organise local farmers into an association, with the first meetings held and information gathered from farmers for a website to be developed to bring together logistical and commercial information.

Strengthening Resilience in Dealing with Crises and Conflicts in Nineveh (SRN)

The project is part of a multi-sectoral cooperation across Northern Iraq with the overall objective of strengthening resilience in dealing with crises and conflicts in the Governorate of Nineveh. HIA's main task is to promote infrastructure rehabilitation in the Sinjar city area within this cooperation, helping the returning Yazidi population to achieve better service standards.

A community centre and a brand-new market place have been built and a sports centre has been renovated as part of the project. During construction, it was important to ensure that the buildings were equally accessible and safe for all target groups. In the selection and preparation of the construction sites, HIA worked closely with the local government, and the views of local residents were also taken into account.

The selection of the contractors for the construction sites was made in accordance with HIA's and the donor's regulations. HIA donated furniture and sports equipment for the facilities and trained facility managers to manage the three new buildings in a sustainable way in the long term.

Türkiye

Türkiye and Syria have suffered enormous damage in terms of both human lives and material assets. The 7.8 magnitude earthquake and subsequent aftershocks in the early hours of Monday, 6 February 2023 killed more than 50,000 people and left almost 2 million homeless. In the immediate aftermath of the earthquake, the HIA began a needs assessment and field coordination with Turkish partner organisations to assess the affected areas and the most appropriate means of further assistance. HIA has also launched a fundraising campaign in Hungary by opening its donation line and organising a charity concert to attract, as many donors as possible.

In addition, the organisation has secured additional funds to expand the relief effort through its umbrella organisation ACT Alliance, comprising Christian organisations. The funds allocated for the programme in Turkey were used to address immediate needs, such as: the purchase, installation and rehabilitation of toilet containers, the construction of laundry containers and the provision of necessary equipment, and the running of mental health programmes for both adults and children. With the donated funds HIA, together with its local partners (International Blue Crescent (IBC) and Solidarity Respect & Protect (SRP), was able to provide emergency aid to people in need as follows:



- Improving the living conditions of 2,000 beneficiaries by renovating 42 toilet containers in container camps
- 1150 beneficiaries (adults and children) received winter clothing in the Khirikan container camp.
- 150 infant beneficiaries received winter clothing in the Khirikan container camp.
- 1,000 households received non-food items in the Iskenderun container camp, specifically to help them prepare for the winter months.
- 10 solar water heaters were installed in the Iskenderun container camps to ensure access to hot water for over 2,400 people during the winter months.
- Mental health and psychosocial support were one of the key activities supported in the Kirikhan container camp run by the local partner (IBC). The project element contributed to the well-being of the community through daily children's and social activities, and psychologists also provided individual and group therapy sessions for those in need for 5 months. In total, the project reached 8,141 people through these activities.



Afghanistan

Professional work and coordination

HIA has been present in Afghanistan for 24 years, since 2001. Its office in the northern city of Mazar-i-Sharif has been carrying out intensive coordination and technical work throughout the year. The year 2024 brought a major change: the organisation - after a long period of preparation - opened an office in Kabul (the capital of Afghanistan), allowing for more efficient contacts with national authorities and ministries and the development of international coordination.

In 2024, HIA continued the implementation of the contract signed in 2023 in cooperation with the UN World Food Programme (WFP) office in Kabul and an agreement for a new project has been signed with WFP. Programmes in Afghanistan were also supported by UNICEF, ACT Alliance and Hungary Helps Agency. Projects have included the distribution of nearly 10,000 tons of food and post-flood relief programmes, various local rural development and disaster prevention programmes were realized.

The number of direct beneficiaries was 426,604. The total value of the programmes, including the value of food and 'cash for work' programmes, exceeded HUF 5 billion. HIA is an active member of ACBAR (Agency Coordinating Body for Afghan Relief & Development) and is actively involved in coordination with local authorities, national and international stakeholders, including sector-specific coordination (currently mainly FSAC and Nutrition clusters). To lay the foundations for the professional work, a number of studies on rural development and reconstruction activities have been carried out, as well as a survey on "Community Based Resilience Building in Northern Afghanistan - Assessing and prioritizing the needs in Balkh, Jawzjan, Samangan and Faryab provinces in Food Security and Livelihood, Agriculture and Nutrition sectors".

Programmes in Faryab province

HIA's programme, which started in 2023 and extended to 2024, was implemented in 7 districts of Faryab province. In order to successfully implement the programme, HIA has established offices, distribution points and warehouses in 7 locations.



A total of 87,330 people benefited from food (flour, oil, pulses, salt monthly, per household) and cash assistance of AFN 6,400 per month over a six-month period from January 2024 to June 2024. During 2024, 5,408 tonnes of food and nearly 54 million AFN cash-based assistance were delivered under the programme. In addition, pregnant and lactating women in the target group received monthly WSB, children aged 6-59 months received monthly Plumpy Doze nutritional supplements, and several beneficiaries participated in rural development works. Subsequently, the scope of activities was extended to other districts, the provision of food and cash-based assistance was continued on a wider scale, and the "public works programme" was continued. Food support again included wheat flour, pulses, vegetable oil, salt, LNS (special food supplement for all children under 5 years) and WSB (special food supplement for pregnant and lactating women). Households also actively participated in various community works during these programmes, such as cleaning agricultural irrigation channels, road maintenance/reconstruction, cleaning water reservoirs. 416,134 people received support and thousands of households participated in community and rehabilitation work under the community works programmes involving complex food and cash-based support in 2024.

HIA's other programmes in 2024

On 10-11 May 2024, heavy flooding hit Baghlan province. Following the disaster, HIA launched a public works program to assist 2,418 flood victims in repairing flood damage in Burka district.

The "cash for work" and "food for work"-type project involved the cleaning of 12 classrooms, 4 water reservoirs, 3 community buildings, 3 water sources, and the construction and cleaning of 2,709.31 m³ of canals, construction of 312.5 m³ of walls, cleaning of

48,329.9 m² of roads, and using 517 m³ of stone for road repair and maintenance. In addition, HIA provided further support in Baghlan-e-Jadid through cash-based assistance (MPCA) organized for 1,136 households, and food assistance and community work in Faryab province.

Other humanitarian programmes

Reconstruction of primary school No. I in Petrinja, damaged by the earthquake in Croatia, under the Hungary Helps Programme

The project, which started in 2021, aimed to rebuild the school No. I in Petrinja, Croatia, damaged by the earthquake in 2021, under the Hungary Helps Programme. The new, earthquake-resistant, 20-class primary school, with a capacity of 355 children, was inaugurated by Péter Szijjártó, Hungary's Minister of Foreign Affairs and Trade in January 2024.

Lebanon

Many families have fled from southern Lebanon to escape the Israeli-Palestinian conflict's armed incursions into Lebanese territory. HIA's local partner organisation (The Middle East Council of Churches - MECC) has provided immediate assistance to IDPs in several locations.

Lebanon's economy and society have been severely affected by the conflicts of the past decade. The Syrian refugees, the Covid-19 epidemic and the serious economic and the subsequent political crisis have significantly slowed the country's recovery. In this precarious and fragile situation, the country was hit by the Israeli operation across the southern border as a consequence of the escalation of the conflict in Gaza. In October 2024 HIA organized a collection and distributed 100 hygiene and dignity kits to IDP households without the resources to meet their basic needs, through its local partner MECC. With HIA's support a total of 400 families have received assistance to meet their needs for two months.

Support to help the dormitory and victims of the accident in Odorheiu Secuiesc/ Székelyudvarhely

Four students were trapped under the rubble when part of the dormitory of the Tamási Áron High School in Székelyudvarhely collapsed on the afternoon of 18 December 2023. As an expression of solidarity, HIA donated HUF 3 million, and the Hungary Helps Agency donated HUF 5 million as an emergency aid to the Tamási Áron High School's dormitory. The funds were channelled through HIA's local partner, the Roman Catholic parish of St. Nicholas Hill, to the students, and the families of the two deceased students. The target group consisted of 95 students and 2 families. The funds were channelled through HIA's local partner, the Roman Catholic parish of St. Nicholas Hill, to the students, and the families of the two deceased students.



The target group consisted of 95 students and 2 families. The selection of beneficiaries and the amounts were determined taking into account the degree of involvement, in accordance with HIA's methodology and in cooperation with the professional working group of the Dormitory.

The money raised helped to reduce the impact of the trauma and injuries suffered and, in the case of the two worst affected families, to cover the costs of funerals. In addition, the aid from Hungary also had a moral value, conveying solidarity and compassion to the victims.

Solidarity actions

On 8 September 2023, an earthquake with a magnitude of 6.8 struck central Morocco, killing thousands of people and injuring hundreds more who were hospitalised. HIA has transferred HUF 415,800 collected in a solidarity action to its local non-profit partner organisation. The donation, which expressed the solidarity of the Hungarian people, provided temporary accommodation for about 50 affected families. In October 2023, HIA launched a fundraising campaign to help refugees fleeing from Nagorno-Karabakh to Armenia. The EUR 2,171.79 emergency aid, equivalent to HUF 864,700, collected during the campaign was transferred to a local partner organisation. The grant was used to purchase household items needed for the temporary homes of 10 refugee families.

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HIA's international
work**

