



## **Community Rights in Greece**

Activity code 1.3.18

### **Report on Psychological Support for Undocumented Migrants in Greece.**

Activity conducted by **Community Rights in Greece** from 11th to 15th May 2025.

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#### **1. Overview of Activities**

Following a closed-door community meeting, our team engaged with key stakeholders—including health institutions, government ministries, NGOs, and private health providers to assess the state of mental health support for undocumented migrants in Greece. The activities aimed to identify gaps, barriers, and potential pathways to improve access to psychological services for this Undocumented group.

#### **2. Stakeholder Engagement & Key Findings**

##### **a. Engagement with Health Institutions and Private Providers**

- Private Hospital Feedback:
- Mental health support for undocumented individuals is not available unless individuals possess valid documents with their name and photo, either from Greece or their home country.
- Support services are fee-based; undocumented persons must pay out-of-pocket.
- The hospital advised that undocumented individuals should seek assistance at public hospitals, as private clinics cannot provide services without documentation.
- For security reasons, specific clinic and individual details are not disclosed.

##### **b. NGOs Supporting Undocumented People**

- Challenges Identified:
- Difficulty in locating NGOs that provide mental health services many online NGOs either do not respond, have incorrect contact details, or their appointment booking systems are inaccessible.
- Some NGOs offer online mental health support, but access is hindered by language barriers and digital literacy issues.



- One NGO indicated that undocumented individuals can visit their centers for support; however, the process involves registration, a one-week wait for a callback, and subsequent appointment scheduling with psychologists or psychiatrists, which can be lengthy.

### **c. Public Health Sector**

#### **- Positive Findings:**

- A Greek public hospital confirmed that undocumented individuals can be admitted and receive mental health care without issues, including without insurance or residence permits.
- Another hospital stated they would treat undocumented persons but might bill them afterward, indicating a need for clearer protocols.

### **3. Challenges & Barriers**

#### **- Legal and Administrative Barriers:**

- Private health providers require valid documentation and charge fees, limiting access for undocumented migrants.
- Many NGOs have complex, lengthy procedures for accessing mental health support, with registration and appointment delays.
- Language & Digital Barriers:
  - Communication in Greek is a big barrier with hospital staff for undocumented people
  - Limited access due to language difficulties and lack of digital literacy, especially for online-only support services.
- Accessibility & Awareness:
  - Many undocumented migrants are unaware of available services or face fears related to their legal status.

### **4. Street Survey Results**

- Method: Conducted with 15 individuals on the street and 10 online responses.
- Findings:
  - Many respondents refused to participate, citing fears or distrust.
  - Among those who responded, the main issues highlighted included fear of exposure, lack of knowledge about available services, and language barriers.
  - Specific survey results are summarized below (full detailed data available upon request).

### **5. Recommendations**

- Establishment of a National Mechanism:



- The Greek government should create an official, accessible, and free mental health support mechanism specifically for undocumented migrants, ensuring no legal or financial barriers.

- **Policy Clarification:**

- Public hospitals should be explicitly instructed to admit undocumented individuals for mental health services without requiring documentation or billing them afterward.

- **Awareness Campaigns:**

- Increase outreach to undocumented communities about available mental health services, emphasizing confidentiality and safety.

- **Simplify Access:**

- Reduce procedural hurdles, such as registration delays and digital barriers, possibly through community-based outreach or mobile clinics.

- **Language Support:**

- Provide multilingual mental health support and interpretation services.

## **6. Conclusion**

The current landscape indicates that while public health services in Greece are willing to support undocumented migrants with mental health issues, systemic barriers—particularly related to documentation, costs, and access procedures—limit effective support. There is a pressing need for the Greek state to implement a formal, accessible, and free mental health support framework for undocumented populations, ensuring their right to health and psychological well-being.



Community  
Rights in Greece



**PICUM**

For undocumented migrants,  
for social justice.

Prepared by:

Moussa Sangaré: **Community Rights in Greece**

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For further information, please contact:

**NO ONE IS ILLEGAL - MIGRATION IS HUMAN**

Address: Ioannou Drosopoulou 229, 112 55 Athens, Greece.

Office: +302111823481

Mobile: +306946500347

E-mail: [info@community-rg.org](mailto:info@community-rg.org)

Website: [www.community-rg.org](http://www.community-rg.org)

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