**Question 1:**

**Please provide information as to how your Government has incorporated a human rights-based approach in the implementation framework of Madrid International Plan of Action on Ageing and how it was translated into concrete policies and normative action. How does your Government monitor and evaluate the impact of MIPAA implementation on the enjoyment of all human rights by older persons?**

*Please include information on existing data, legislation, policies, programs and institutional mechanisms and resources allocated to respect, protect and fulfill all human rights of older people through the implementation of MIPAA. Please provide references and copies/translation of relevant instruments[[1]](#footnote-1).*

At the level of adopted, national strategic actions (Law) the phenomenon of aging is implemented at various levels in the area of poverty reduction, social protection, employment, sustainable development of the country, discrimination, domestic violence, in the area of health care and patient safety, control and prevention of chronic non-communicable diseases , palliative care, mental health, resolving the issue of refugees and dispersed people, protection and rescue in emergency situations, strengthening relations with the Diaspora, development of official statistics and others.

After 20 years of validity of the old law, in April 2011, the new **Law on social protection** came into force ("Off. Gazette of RS" no. 24/2011). The reasons for this law are in compliance with the international standards and obligations undertaken by ratifying international treaties, especially those relating to **guarantees of human rights and freedoms**. During the development of LSP the following international documents were consulted: Charter on Fundamental Social Rights of the EU, the International Chart on Economic, Social and Cultural Rights, the International Covenant on Civil and Political Rights, the International Convention on the Elimination of all Forms of Racism and Racial Discrimination, the Convention on the Rights of Persons with Disabilities and the UN Convention on the Rights of the Child. This law has been aligned with the goals of the Lisbon Strategy, signed in 2007, as well as with the objectives of social cohesion, which are priorities of the changes in social protection in the Republic of Serbia.

The principles underlying the new law are: the full range of human rights and social inclusion, respect for the best interests of users, active role of users in the definition of services, ensuring quality control, development of services at the local level, a partnership of public, private and civil sectors.

Law on Social Protection, Article 41 stipulates that the user of the rights and social protection services is an individual or a family who faces obstacles in meeting the needs, due to which one can attain or maintain the quality of life or that there are not enough resources to meet their basic necessities of life, and cannot realize them with their work, income from property or from other sources. According to Article 41, the victims of human trafficking - children, young people, adults and elderly are for the first time explicitly designated as beneficiaries of the rights or social care services.

The adult from the age of 26 to 65 years and adult person older than 65 years is the beneficiary when his well-being, security and a productive life in society are threatened by risks due to **age, disability, illness, family and other life circumstances**, and in particular:

1) if they have physical, intellectual, sensory or mental disabilities or difficulties in communication, and when they, due to social or other barriers, meet functional limitations in one or more areas of life;

2) if there is a risk of becoming a victim or if they are victims of self-neglect, neglect, abuse, exploitation and violence;

3) If they are facing difficulties due to disturbed relations in the family, addiction to alcohol, drugs or other intoxicants or due to other forms of socially unacceptable behavior or other causes;

4) If they are victims of trafficking;

5) If they are foreign citizens and stateless persons in need of social protection;

6) If there is a need for home accommodation and other needs for the use of social protection.

Law on Social Protection for the first time in the social protection system introduces standards of service quality through **accreditation of training programs and licensing** associates and organizations providing social services, whether from public or private or civil sector. This means that only licensed service providers can apply for budget funds to help the socially vulnerable.

In the area of ​​social care, during the early reforms (2001) the question of education in the field of human rights and fundamental freedoms was given special significance, which was then transformed into a number of trainings that have been recently implemented.

The Ministry of Labor, Employment, Veteran and Social Affairs is one of those state bodies who participate in the preparation of contributions on the implementation of key international human rights, which the Republic of Serbia ratified and signed. The Ministry has so far had its representatives in all key national delegations that are in front of the appropriate contracting body participated in the consideration of issues that were of importance for the application of specific human rights treaties. Also, cooperation with the special procedures mandate holders is considered an activity of a high priority for this ministry.

**Question 2:**

**How has your Government taken into consideration the needs of specific groups of older persons in the process of implementation of MIPAA?**

*Please provide information about existing data, legislation, policies, programs and institutional mechanisms and resources allocated regarding the protection and promotion of the rights of older women, persons with disabilities, persons of African descent, individuals belonging to indigenous peoples, persons belonging to national or ethnic, religious and linguistic minorities, rural persons, persons living on the street and refugees, among other groups. Please provide references and copies/translation of relevant instruments[[2]](#footnote-2).*

**In the Republic of Serbia collective accommodation is still provided for refugees and internally dispersed people.** According to the Commissariat for Refugees and Migration, in mid-2013 Serbia still registers over 57 thousand refugees from Croatia and Bosnia and Herzegovina, as well as 209 thousand internally dispersed persons (IDPs). The biggest problems of this population are in employment and housing, and the most vulnerable among refugees and IDPs are 1,700 users accommodated in the remaining 23 collective centers and over 3,000 individuals and families who according to the records CSW use different forms of financial assistance from the social protection. Among them is a significant number of **older persons**.

In order to solve many problems of the **Roma population**, a number of local governments developed local action plans and established the function of the Roma coordinators, who should, inter alia, secure greater access to social protection. Obstacles towards this are still associated with complicated administrative procedures and the problems in the domain of obtaining personal documentation, despite some improvement in this sphere. In 20 pilot towns/municipalities in Serbia, mobile teams were established for Roma Inclusion in order to improve Roma integration and strengthen the cooperation between the institutions and they consist of a coordinator for Roma issues, health mediator, a representative of the Centre for Social Work, a representative of the office of the National Employment Service and a pedagogical assistant. From the moment of signing the contract with LS mobile teams have achieved remarkable results and have passed through numerous trainings provided to establish procedures and mechanisms for greater inter-sectoral cooperation at the local level, in order to provide end-users with more efficient access to services and the exercise of rights. This enables the division of powers and responsibilities between the different sectors of operation and more efficient and effective work of the service provided help in the realization of the rights of the Roma minority.

Community services have continued to expand in times of crisis, partly due to international projects and their supporters. **Despite very significant progress, these services are still insufficient and unevenly developed, and in some areas unsustainable.** Among the missing support, when it comes to the Roma population, there is a need to strengthen advisory services for Roma families.

**The smallest improvements have been made in the provision of community services for adulta and older people with disabilities**, especially for people with mental and intellectual disabilities, whose protection is practically unreformed. Most adults with physical disabilities, if they meet the criteria, are not entitled to the service of personal assistance, which is why their opportunities for social inclusion are significantly reduced. These people therefore very quickly exceed the institutional accommodation and especially when they move into the category of older persons.

Improving standards and quality of care in homes for persons with mental and intellectual disabilities requires the formation of social and health institutions as required by law, and the identification of appropriate organizational units in homes for the elderly as social-health facilities are a prerequisite for improving **palliative care**.

It will be abig challenge, in the coming period, to find the resources for capacity development of health services in the institutions for accommodation and for services in the community (day care, assistance and home care, palliative care, etc.) intended for people with dementia and disabled people and their families.

**Question 3:**

**How has your Government informed older persons about MIPAA and how are older persons participating in the implementation of MIPAA, including in decision-making on about MIPAA implementation?**

*Please provide information on the existing data, legislation, policies, programs and institutional mechanisms and identified resources to ensure full and effective participation of older persons in decision-making regarding the implementation of the Madrid Plan, evaluation and further treatment. Provide references to the adopted instruments, their copies and translations.*

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**Question 4:**

**What impact has MIPAA implementation had on equality and non-discrimination of older persons?**

*Please provide information about existing data, legislation, policies, programs and institutional mechanisms and resources identified to ensure equality and non-discrimination. Provide references to the adopted instruments, their copies and translations.*

Legal acts regulating the area of ​​social protection contain provisions which clearly point to the **non-discriminatory** spirit of these documents and the strong commitment to preventing any form of discriminatory conduct. This is particularly important, given that a large number of social protection users belong to particularly vulnerable groups of citizens, often discriminated on various, joint basis.

In Section II of the Law on Social Protection ("Off. Gazette of RS" no. 24/2011), titled Principles of social protection (Art. 24-33), the following principles are listed: the principle of respect of the integrity and dignity of users (User, in accordance with the law, has the right to social protection, which is based on social justice, responsibility and solidarity, which is provided with respect to the physical and mental integrity, security, and respecting its moral, cultural and religious beliefs, in accordance with guaranteed human rights and freedoms); The principle of non-discrimination (Discrimination of social protection based on race, sex, age, national origin, social background, sexual orientation, religion, political, trade union or other opinion, property status, culture, language, disability, the nature of social exclusion or other personal characteristics); The principle of the best interests of users; The principle of least restrictive environment; The principle of effectiveness of social protection; The principle of timeliness of social protection; The principle of the integrity of Social protection; The principle of improving the quality of social protection; The principle of public work; The principle of accessibility and individualization of social protection.

According to this law, every individual and family in need of social assistance and support to overcome their social and existential difficulties and creating conditions to meet the basic needs are entitled to social security in accordance with the law. The rights to social protection are provided through the services of social protection and material support.

**Regulation on the organization, norms and standards of the center for social work** ("Off. Gazette of RS" No. 59/08, 37/10, 39/11 and 01/12) stipulates the respect for human rights and dignity of users (Article 6) as well as protection from discrimination (Article 7). The center for social work is obliged to represent the interests and rights of users and to ensure equal access to services for which it is responsible to all citizens, regardless of ethnic, cultural, religious, gender or socio-economic differences, disability and sexual orientation.

**Question 5:**

**What impact has MIPAA implementation had on the fulfilment of the rights of the older persons to an adequate standard of living?**

*Please provide information on the existing data, legislation, policies, programs and institutional mechanisms and resources identified to ensure the rights of the elderly to an adequate standard of living. Provide references to the adopted instruments, their copies and translations.*

When we talk about an adequate standard of living we must first keep in mind some demographic characteristics of the population older than 65 years in Serbia. The population of Serbia is very old in all demographic criteria. The average age of the population is greater than 40 years. Demographic aging is due to both prolongation of life and birth rate decrease and mechanical movements of the population (war conflicts, economic, political and social crisis of the nineties). According to the Census (2011) there were 1,250,000 persons or 17.4% of the population aged 65 and over which is at the average level registered in the EU in 2010 and is higher than in most EU countries. In Serbia, there is one person older than 65 years at every four working-age people. This process of population aging is likely to continue and it will be evidently intensified.

Article 4 of the Law on Social Protection entitled: *The right to social security* in paragraph 1 stipulates that "Every individual and a family in need of social assistance and support to overcome their social and existential difficulties and create conditions to meet the basic needs are entitled to social protection, in accordance with the law". Paragraph 2 stipulates that "the right to social protection is provided through the provision of social protection and material support".

Article 5 of the Law defines the notion of social protection and material support. "Social services are activities to provide support and assistance to individuals and families to improve or maintain the quality of life, eliminate or reduce the risk of adverse life circumstances, as well as create opportunities to live independently in society. The right to different kinds of financial support is realized to ensure existantial minimum and support of users' social involvement."

Article 6 of the Law stipulates that the beneficiaries of social protection are citizens of the Republic of Serbia. Also, users of social protection can be foreign citizens and stateless persons, in accordance with the law and international treaties.

A user receives **material support** by way of social assistance, allowance for care and assistance of another person, plus extra for the care and assistance of another person, assistance for training for work, one-time financial assistance, assistance in kind and other financial support, in accordance with the Law on Social Protection and the regulations adopted for its implementation.

Law on social protection (Art. 40) [[3]](#footnote-3) provides the development of **services** to intensive family support, provided in the community where the family lives, and for whose establishment and financial viability of the competent local authorities. It is obvious that the local government recognized the need to support the elderly, especially in those municipalities that are exposed to a marked aging of the population. However, the coverage of the elderly to social services is still low compared to developed countries and the need for its increase within the system of long-term care.

The ministry responsible for social protection also supports the development of community services and not just as a coordinator of major projects funded through this service, but also through the concrete material support to projects of local governments and civil society organizations that establish new services in the community or help the sustainability of established services to help the elderly, the disabled, children and other particularly vulnerable groups of the population.

As part of a special program that lasts several years, the Ministry of Labor, Employment, Veteran and Social Affairs allocates the **resources for the development and improvement of the quality of social protection services in underdeveloped municipalities**.[[4]](#footnote-4) The support for this purpose was received by on average thirty local governments annually.

In 2014, contracts on financial assistance were signed with the representatives of 35 local governments for the development of social protection services (mainly about **support services for the elderly and disabled** and day care for young people with disabilities), improvement of their quality and improvement of the financial status of the most vulnerable population, in line with **The Program for the improvement of social protection in the Republic of Serbia**.

In March 2015, a new competition for citizen union projects was announced, aimed at improving the social protection system through the establishment of new services of social protection, development and improvement of existing services and improveiment of their quality and the protection of the rights of the most vulnerable categories of the population.

Data from the Republic Institute for Social Protection from 2013 show that among the services available to adults and the elderly the most common services are help and care at home (in 82 local communities), a club for the elderly (in 30 local communities) and a shelter for adults and elderly (in 12 local communities). Service providers are most often the public sector institutions (social work centers and nursing homes) and less civil sector. We are talking only about the services that have found a place in the budgets of local governments. Local governments can provide the funds in various ways - from donations, from the municipal budget, the republican budget...

In this case, the local governments that fund the service, determine the price of services as well as the selection criteria for beneficiaries. The Law from 2011 provides the participation of beneficiaries in the price of the services, for which the criteria and standards are also brought by the local government, the users of financial benefits for care and assistance of another person are obliged to participate in the cost of services with at least 20% of the amount of compensation. Establishing standards and control mechanisms are the responsibility of the national level. However, service providers may be both state and non-state and all must be licensed while direct service providers must pass adequate training in the framework of accredited programs. Lack of resources especially in the underdeveloped local governments (a total of 174 municipalities/towns in RS), is the most common reason for the failure to services. When it comes to the elderly, underdevelopment of the services is due to the fact that the elderly are not sufficiently aware of their rights and responsibilities that local government has toward them.

Most local social services begin to be implemented as part of some project activities, and with the cancellation of project financing, the provision of certain services ceases as well. The big problem in understanding the scope and distribution of services in Serbia represents a systematization of data and non-existing nwetwork of corresponding databases. For now, the precise consideration of the number and types of social services that are provided at the local level (by state and non-state providers) are directly correlated with the promptness of the local communities in the collection and regular dissemination of the data to the Republic Institute for Social Protection, which has the capacity to conduct a unified database data, but this cooperation is not satisfactory due to lacking mechanisms for establishing reporting obligations. Social protection institutions (social work centers and accommodation institutions) have a legal obligation of annual reporting to the competent ministry about their work, but only in cooperation local governments, social protection institutions and civil society organizations and their willingness to regularly provide information on any changes in this area, may the necessary updating of the database on the local social services be ensured.

**Question 6:**

**Please provide examples of best practices from the perspective of human rights identified your Government in implementation, monitoring, review and appraisal of MIPAA.**

Please explain why it is considered a best practice and provide concrete examples.

**The Council for the Issues of the Age and Aging** of the Republic of Serbia is an expert and advisory body of the Government of the Republic of Serbia, founded in 2011 with the following tasks:

• to consider all the important issues of age and aging as well as measures to improve inter-sector cooperation in this field;

• to initiate and support programs of inclusion of the elderly and is aimed at determining the possibilities of using working and creative potential of the elderly and their participation in the development of the society, economy and public life;

• to deal with all matters of interest to the achievement of social security and a better quality of life in old age;

• to consider compliance with applicable regulations to the international conventions and initiatives for changes and amendments to regulations governing the issues of importance to social security and quality of life in old age;

• to propose measures for the promotion and guidance of international cooperation in the field of aging;

• to consider the issues of improving the scientific and professional disciplines in the field of gerontology;

• to monitor the realization of the strategic goals set in various areas concerning senior citizens and shall notify the Government of the Republic of Serbia.

In order to improve the access to primarily socio-health services for the elderly the *Gerontology Center* in Belgrade, at the beginning of 2011, established a special **Info-Center** to provide information to the elderly in Belgrade and all over Serbia, in the field of social protection, health care, pension and disability insurance, culture, education, banking services, services provided by local authorities, public utilities and other services, counseling, support in crisis situations, etc. Information Center telephone is easy to remember and the calls are free (0800 115 116, [infocentar@ugcb.rs](mailto:infocentar@ugcb.rs)).

**Question 7:**

**Please provide information about the main challenges (such as institutional, structural and circumstantial obstacles faced by your Government at various levels governments (communal, provincial and national etc.) to fully respect, protect and fulfill of the human rights of the older persons in implementation of MIPAA.**

Please explain and provide concrete examples.

The reforms of social protection are covered by the necessary systemic changes in social protection and one of the key aims is the transformation of residential institutions and the development of alternative forms of protection. The process of de-institutionalization in Serbia is based on the respect of human rights and providing quality customer care whether it is the elderly, children or disabled persons. The main pillars of the reform of the residential care institutions and providers of services from local governments. The Law on Social Protection stipulates the principle of least restrictive environment for the user and his remaining in the family and his environment as long as possible. **The Ordinance on organization, norms and standards of social work centers** stipulates the obligation of the guardianship authority to conduct regular audit/re-examination, during which he performs a reassessment of the needs, strengths and risks in order to adapt the services and measures to changes in circumstances and the functioning of the user[[5]](#footnote-5). Subsequent examination for adults and elderly, accommodation audit is done once a year and then the case manager in cooperation with the home professionals and the user review the options for the users to return to the family or other arrangement that involves the release from the institution.

One of the great challenges put before the Ministry of Labor, Employment, Veteran and Social Affairs is further work on the process of **deinstitutionalization, i.e. transformation of social protection for adults and the elderly**. Currently this process is conducted through the project 'Improvement of the status of the users of residential institutions with intellectual and mental disabilities through the creation of conditions for their inclusion in the society and the local community (the 'Open embrace')'. The project is supported by the EU and consists of 18 sub-projects. Within this project, two pilot institutions (**Čurug and Veliki Popovac**) made their proposals of the transformation plan by the end of June 2015 and other institutions (a total of 11 residential institutions for adults and elderly with intellectual disabilities and difficulties in communication covered by the project) should do their planning. These plans provide the development of **supported housing services as well as home assistance** and the goal is to get as many users of accommodation in these institutions involved in the use of primarily supported housing and then home assistance (and **1 day care service**). After compiling the draft plan of the transformation of the institutions, it shall be submitted to the adoption to the founders and only then, on the basis of the approved plans, will the Ministry create a new comprehensive plan for the transformation of the institutions of social protection that is essential for more efficient use of the existing infrastructure and expert resources in the conditions of the decresed number of users. Carriers of this project are the Ministry of Labor, Employment, Veteran and Social Affairs and the Ministry of Health. It includes 2 neuropsychiatric hospitals - Novi Knezevac and Vrsac. The aim is to establish the services of social and health institutions. However, there is a **lack of cooperation** with the Ministry of Health and **insufficient information exchange**, which compromises the sustainability of services that were established in these health institutions. Institution Veliki Popovac has provided 2 residential units for supported housing and relocated 12 users. The creation of conditions in the housing unit in Tesica for relocation of the users from RJ Tešica GC 'Jelenac' in Aleksinac (psychogeriatry) is in preparation. The project ends at the end of 2015 and there is a need for an extension.

**Housing conditions of the users of social protection** are of varying quality. Although the Law on Social Protection, in order to raise the quality of social protection services, introduced a licensing organization of social protection and Regulation on detailed conditions and standards for the provision of social protection services and prescribed standards for most services, the majority of social protection institutions for accommodation of the users are not yet licensed (only Gerontology Center Belgrade and Home Department of the CSR Sabac for children with autism are licensed), because they the Law gives them a deadline to enter the licensing process by May 2016. This period was given to them for reaching the conditions and standards required for licensing. To achieve structural standards (space, equipment, etc.) the institutions need significant resources and additional investments. The institutions do not have these resources, so the necessary financial interventions by the state are needed. As for the private homes for the elderly, 37 homes received a license to operate. Therefore, a major challenge will be the **completion of the process of standardization of services and licensing of social care institutions and experts**, and the preparation of appropriate subordinate legislation, as well as the establishment and strengthening of training programs.

In addition, **the support for informal carers and greater aid to families** taking care of elderly and ill persons is also one of the challenges in the future.

Furthermore, specifically in the social protection system a very small number of the elderly is protected through foster care (as opposed to children where we have achieved significant success, confirmed by UNICEF). According to the Law on Social Protection, the home accommodation is provided to the elderly who are unable to live in the family or where they can not provide services in the community and family accommodation (Article 52). Accommodation services are provided in social protection institutions founded by the Republic, i.e. the autonomous province of Vojvodina and in accordance with the Regulation on the network of social protection institutions and service providers can be non-state institutions. Serbia currently has 160 private homes for the elderly with a capacity of about 4,000 seats (in 2010, capacity was half the size - about 2,000 seats). The state homes accommodate 7,690 elderly persons (March, 2015). According to the reports by social protection centers in 2014, foster care included only 113 elderly persons (Republic Institute for Social Protection, 2014).

The availability of long-term care services is higher in urban than in rural parts of the country. Defining work standards and control of all facilities for accommodation are found in the mandate of the republic and the provincial government. In practice, the main challenges of improving the **availability of social services in rural,** remote areas as well as in enhancing **awareness of the rights** of senior citizens themselves. In the **north of Kosovo and Metohija** where the Serbs live, the access to health and social services for the elderly is significantly reduced.

There are still gaps in the legislation that would oblige specific actors of the care for the elderly to certain actions and in particular, to cooperation (cooperation between departments, cooperation between the public and non-profit and private sector cooperation between the national and local level, cooperation between the actors in the urban and rural area).

There are still **gaps in the legislation** that would oblige concrete actors care for the elderly to certain actions and in particular, for cooperation (cooperation between departments, cooperation between the public and non-profit and private sector cooperation between the national and local level, cooperation between the actors in the urban and rural areas).

The Law on Social Protection of the local governments gave the possibility to, on their territory and from their budgets, allocate the funds for innovative services, which some of them use for the provision of services **''social housing in supported conditions'',** and through the construction of the apartments, solve the housing issues of individual users of social services, to the elderlyamong others. Residents of social housing with the status of social vulnerability are provided with the payment of the reduced fees for communal services. The data on the scope and type of subsidy for housing expenses spent by the individual local governments are still not systematized. In fact, some local governments have the practice of giving subsidies to poor households to pay for housing costs, mainly to cover part of communal service bills.

**Quality control of social services** (including accommodation services in social protection institutions founded by the Republic of Serbia or APV) is performed continuously by the inspector of social protection. In 2013, the Department for inspection control of the Ministry implemented 107, in 2014 - 172, and this year 77 inspections in residential institutions: children without parental care; children and young people with disabilities; adults and elderly with intellectual disabilities and difficulties in communication; adults and elderly, private homes for the elderly (currently there are 120 with the permission by previous regulations and 37 with a license, according to current regulations). A total of 66 bans were issued to illegal homes for the elderly, 25 of which in the past year.

The challenges may be identified in the field of the need to adapt the services to individual needs of the users, to improve the definition of criteria for the selection of the users, to introduce the elements of evaluation services from a user perspective, to intensify the support CSOs as providers of social protection services, as well as in improving the standards and quality of care in accommodation institutions.

In addition, with the advent of a new crisis after 2008, poverty of the elderly is rising again. **Poverty reduction** is imposed again as a priority and previously set priorities such as lifelong learning, social inclusion, etc. were pushed into the background.

In the system of social protection, regular records of the elderly who were exposed to some form of violence are conducted in accordance with the Family Law. According to the data of the Republic Institute for Social Protection in 2014, the centers for social work registered 1,559 cases of **violence against the elderly** who were given some social service.

It could be concluded that we still have not provided a unified state response to the challenges posed by an aging population (public, non-government and private sector services for the elderly, of unified and uniform quality) which is a consequence of the lack of cooperation and coordination as well as of material resources.

1. For instance, regarding the right to health care, including primary health care services, long-term care and palliative services; the right to work, to an adequate standard of living, including adequate food, clothing, housing, transportation; the right to social security and social protection, including poverty reduction strategies; the right to education, training and permanent (lifelong) education, including access to new technologies; the right to legal capacity and equal recognition before the law, care and support for carers, among others. [↑](#footnote-ref-1)
2. For instance, regarding the right to health care, including primary health care services, long-term care and palliative services; the right to work, to an adequate standard of living, including adequate food, clothing, housing, transportation; the right to social security and social protection, including poverty reduction strategies; the right to education, training and permanent (lifelong) education, including access to new technologies; the right to legal capacity and equal recognition before the law, care and support for carers, among others. [↑](#footnote-ref-2)
3. Article 40 of the Law on Social Protection

   **Assessment and planning** - assessment of the situation, needs, power and risk of the users and other important people in their environment; assessment of guardians, foster parents and adoptive parents; creation of an individual or family plan for the provision of services and legal protection measures and other assessments and plans;

   **Daily services in the community** – housing support; home assistance; rest accommodation and other services that support the user stays in the family and the immediate environment;

   **Support services for independent living** - supported housing; personal assistance; training for independent living and other support necessary for active participation of users in the society;

   **The advisory-therapeutic and socio-educational services** - intensive support services to the family in crisis; counseling and support for parents, foster parents and adoptive parents; support to a family that takes care of its child or adult family member with disabilities; maintaining family relationships and reuniting of the families; counseling and support in cases of violence; family therapy; mediation; SOS phones; activation and other advisory and educational services and activities;

   **Accommodation services** - accommodation into relatives, foster families or other families for adults and the elderly; shelters and other types of accommodation. [↑](#footnote-ref-3)
4. Municipalities of III and IV group of development, as well as devestated areas in accordance with the Regulation of the Government of the Republic of Serbia on the establishment of a unique list of the developmment of the region and local selfgovernment. [↑](#footnote-ref-4)
5. The Regulation on the organization, norms and standards for the work of the social work center, ''Official Gazette of RS'', no. 39/2011; [↑](#footnote-ref-5)