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Research Report
ANALYSIS OF SITUATION IN THE AREA OF CHILD
PROTECTION IN BOSNIA AND HERZEGOVINA
Social Service Workforce Mapping -



The project 'Child Protection Hub for South East Europe' is being funded by the Austrian Development Agency, The European Union, Oak Foundation, Terre des hommes and the Kanton Zürich Lottery Fund.




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Published by the Child Protection Hub January 2016

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OF CHILD PROTECTION IN BOSNIA AND
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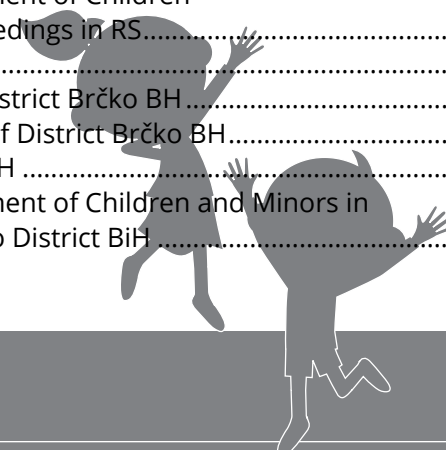
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1. INTRODUCTION

The purpose of this analysis is to show the most important international and national, formal and informal documents which treat the area of child protection in BiH. During the introduction of most important national formal and informal documents we will speak of : politics, strategy, action plans, legal and secondary acts, guidelines, manuals, guides, research and analysis which treat the area of child protection in BiH. To show the analysis of the situation of child protection most objectively, we will use it to work in details the system of service provision of child protection, measures, services and rights that children realize in the child protection system, the expert providers of child protection system, education of experts, education of service providers of child protection and their perfecting, the conditions in which the services are provided etc.

The intention of this study is to provide information regarding a general overview of professional, paraprofessional, and community-level child protection practice in Bosnia and Herzegovina, and also the social service workforce skills, knowledge, and interests in order to strengthen the child protection workforce and improve overall child protection mechanisms.

The study is articulated around two main areas of interest: to provide a basic overview of the context in which child protection practices are delivered in the region (SE Europe), which includes the systems in place for the delivery of child protection services, related policies and frameworks, child protection education and resources management; data from research of the child protection workforce key skills, knowledge, and interests based on common methodologies and tools.

This study aims to provide an overview of the existing professional, paraprofessional, and community-level child protection practice in Bosnia and Herzegovina. The results should allow a critical analysis of the needs and gaps to be addressed in order to offer appropriate support to professionals from different fields and disciplines in improving the quality of child protection interventions and response.

This review of the child protection system and workforce needs in Serbia is based on a comprehensive review of the existing laws, bylaws and strategic documents in this area. A review encompasses many relevant formal and informal documents, reports and analyses dealing with social inclusion, status of children and families and analyses of the functioning of centers for social welfare and other institutions and services in the social welfare system.

Findings from the study will provide a basic overview of the education and training context in which child protection practices are delivered in Bosnia and Herzegovina and try to identify needs and opportunities for further professional development, training, and/or capacity building to strengthen the child protection workforce in the Bosnia and Herzegovina.

2. THE CONTEXT OF CHILD WELFARE IN BOSNIA AND HERZEGOVINA (FORMAL AND INFORMAL DOCUMENTS)

2.1. International documents

2.1.1. *European Social Charter*

By ratification of European Social Charter, BiH, among other things, made a commitment to:

- secure the right to maternity leave to working women which will be paid from the social security system or public funds
- compensation in the name of the maternity leave to be equal or adequately paid or approximate to the pay
- prevent firing women in the period since the employer had learned about the pregnancy, to the end of the maternity leave
- secure objects for taking protection of children 0-6 years old which must: be affordable, have a compatible ratio of staff and children to take protection of, have compatible quarters available
- in case of having to take protection of children outside family environment, children should be primarily put in foster homes and, only if needed, in institutions.

2.1.2. *UN Child Rights Convention*

By ratifying the UN's Child Rights Convention, BiH has accepted the child rights established at the Convention, and to work on protecting the rights and work in the favour of child's best interest. Bosnia and Herzegovina by ratifying, also made a commitment to act according to clause 26. of the Convention, making it take the obligation of securing rights to the availability of social security, by including social insurance, and taking appropriate measures to help parents and others responsible of a child in achieving the right to life standard throughout realization of the material help program (especially programs which are applied to accommodation, clothing, food)

2.1.3. *European Convention for the Protection of Civil Rights and Fundamental Freedoms*

By ratifying the European Convention for the Protection of Civil Rights and Fundamental Freedoms, Bosnia and Herzegovina has, among other things, taken an obligation to forbid every aspect of discrimination.

2.1.4. *UN's International Covenant on Economic, Social and Cultural Rights*

UN's International Covenant on Economic, Social and Cultural Rights commits signatory countries to ensure family protection, especially women and children. By article 10 of the treaty, signatory countries (amongst which is Bosnia and Herzegovina), are committed to protection of mothers' rights before and after labor, and to secure rights to pay compensation to mothers on maternity leave. By article 11 of the UN's international treaty, the right to an adequate life style, adequate life conditions and suppression of poverty, is regulated.

2.1.5. *Convention Concerning the Prohibition and Immediate Action for the Elimination of Worst Forms of Child Labour*

By the Prohibition and Immediate Action for the Elimination of Worst Forms of Child Labour Convention, among other things, prohibited are: all forms of slavery and slavery-like abuse (like, trafficking of children, bonded labor and serving, forced and obligatory labor), using or offering kids for the sake of prostitution or making pornographic contents or pornographic show as any form of labor which consists of circumstances in which the child is neglected, overloaded and where the child's health, security and morale is impaired.

2.1.6. *UN Convention on the Rights of Persons with Disabilities*

By ratification of the UN Convention on the Rights of Persons with Disabilities, BiH has made a commitment to, people with disabilities and, by that, children with disabilities, to ensure appropriate life standard as the right to constant bettering the conditions in which the families of people/children with disabilities live.

2.1.7. *Council of Europe Action Plan to promote rights and full participation of people with disabilities in Europe years 2006-2015*

By the Council of Europe Action Plan to promote rights and full participation of people with disabilities in Europe years 2006-2015, guidelines are made with the aim of improving important areas of action with interest for people/children with disabilities as: participation in cultural life, information and communication, education, rehabilitation, training and employment,

available surroundings, life in a community, health-care, social protection, private care, protection from violence and abuse.

2.1.8. UN Guidelines for the Alternative Care of Children

UN Guidelines for the Alternative Care of Children is an important document which imposes emergency changes of previous institutional models of orphan child care and establish non-institutional model of child protection on the territory of BiH.

2.2. National documents

2.2.1. Constitution of BiH

Constitution of BiH says that Bosnia and Herzegovina will, in both entities, assure the highest level of internationally accepted peoples' rights and freedoms. List of international documents for protection of peoples' rights are to be found at Aneks by the Constitution of BiH, including formal international documents already mentioned in Analysis, are legally committing Bosnia and Herzegovina. Legally committing are, also, other documents which Bosnia and Herzegovina, afterwards, had adopted and ratified. The issues of child protection as the health care of citizens are not in the jurisdiction of institutions in Bosnia and Herzegovina. On the Bosnia and Herzegovina level there is a limited jurisdiction of Ministry of Civil Affairs BiH to achieve the coordination of activities in this area.

While system of child protection in the Federation of Bosnia and Herzegovina includes a big number of ministries and institutions, Republic of Srpska has a centralized system of child protection for which three ministries and a certain number of institutions have jurisdiction.

2.2.2. Constitution of RS

By the Constitution of Republic of Srpska human rights and freedoms are guaranteed in accordance with international standards and social justice. By the constitution of Republic of Srpska, the rights to: social security of citizens, right to help and social protection to persons unfit to work and without means of subsistence, children, pregnant women and old persons with the right to health care out of public income are insured.

2.2.3. Constitution of the Federation of BH

By the Constitution of the Federation of Bosnia and Herzegovina primarily rights of protection of families and children, social protection, health care, food, sanctuary are guaranteed. Jurisdiction for social politics is divided by the Constitution between the Federation and Canton. However, the Constitution alone is not enough precise when it comes to delimitation of jurisdiction in the area of child protection. The constitution leaves a possibility of common and separate jurisdictions in which Cantons and the Federation agree on permanent bases. The Federal Government has the right to establish politics and pass a law which consider this area while cantons gave jurisdiction to confirm politics and enforce laws. Clause 4 of the Constitution regulates that cantons have all the jurisdictions which were not especially trusted to the Federal Government while they are especially competent for, "for enforcing social politics and establishment of social protection." Although the question of access to child protection according to the Constitution of the Federation of BiH have the same level of regulating jurisdiction, the area of child protection is regulated through at least eleven laws, which are mutually conflicted.

2.2.4. Positive legislation on Child Protection

On the level of Bosnia and Herzegovina there is a limited jurisdiction of Ministry for Civil Affairs BiH, Ministry of Human Rights and Refugees, BiH and Ministry of Security BiH in some segments of child protection in the form of coordination of some activities.

While the system of child protection in the Federation of Bosnia and Herzegovina includes a big number of ministries and institutions, Republic of Srpska has a centralized system of child protection for which three ministries and a certain number of institutions have jurisdiction.

2.2.4.1. Law on the Basis of Social Protection, Protection of Civil War Victims and Protection of Families with Children of the Federation of BiH

Law on the Basis of Social Protection, Protection of Civil War Victims and Protection of Families with Children of the Federation of BiH defines social protection as an activity directed towards social security insurance of the citizens of the Federation of BiH and their families in the need of social protection. The Law on social protection in the Federation of BiH is

a general law on the level of the Federation, which dictates that; users of social protection, rights of social protection and rights of children and families. Cantons are, according to the Federal Law, obligated to pass Cantonal laws and work out the basis made in the Federal Law. This law provision is set together with imprecisely constitutionally written common jurisdiction in the area of social protection, results in applying at least 11 laws with countless changes and additions on the area of Federation BiH and cantons, and by countless secondary acts which regulate the way child protection is achieved.

2.2.4.2. Law on Child Protection in RS

Law on Child Protection RS on the level of RS confirms access and a way of realization of child protection. In RS, resources for achieving children's rights are ensured by Fond for Child Protection. Resources for child protection are ensured, also, from budgets of municipalities and the budget of RS. All municipalities are obligated to direct a certain minimum fund for child protection.

2.2.4.3. Overview of most important politics, strategies, action plans and guidelines on the level of BH of the area of child protection

Politics in the area of disabilities is adopted by the Council of Ministers, Strategy for equalization the possibilities for persons with disabilities in FBiH in the period 2011-2015, with the Strategy to improve the social status of a disabled person in RS in the years 2010-2015 foresees a number of activities with the goal of: achieving human dignity and social protection of persons with disabilities, eliminating discrimination, supplying accessible cultural, sports and entertaining contents to children with disabilities, education and preparing children and young persons with disabilities for future partner relationships, putting service of support to disabled children in function.

The politics of orphans protection and families threatened by separation in FBiH in the period 2006-2016, Strategy of improving social protection of orphans with an Action Plan in the years 2009-2014. RS and Strategy for development of a family in Republic of Srpska are important documents which fill the void of existing relevant laws. They stress out the importance of preventing the separation of children and parents, the need for modernizing the system of service of

child protection and the need for transforming the Constitution for children and support deinstitutionalization.

Action plan for children in the years 2015-2018 is adopted by the Council of Ministers BiH, primarily commits to a multidisciplinary approach and inclusion of all potentials for improving the life standards in the interest of child development, which is the basic condition for strengthening the place of a child and advancement of child rights established primarily at the UN's Child Rights Convention.

Strategy for preventing and combating against family violence in the years 2013-2017 is adopted on the Federation of BiH level and RS has a goal to, primarily, prevention, elimination and processing of family violence.

Guidelines about treatment in case of violence upon children in BiH, Guidelines for improving the position of Roma children and Guidelines for improving the status of socially excluded category of children, are significant formal documents adopted at the BiH level, agreed with international acts by which the protection of child in risk is strove to be provided.

Action plan for child protection and prevention of violence upon children by informational-communicational technologies in BiH in the years 2014-2015 is an important document directed towards the prevention of "modern" forms of violence upon children.

According to the document "Politics of orphan protection and families exposed to risk in BiH in the years 2006-2016" 50% of children put in orphanages reside in them longer than three years. Only this information in underlying politics say enough about how much the obligations taken by ratification of UN's Child Rights Convention has been met, but also, the obligations set in the adopted strategies and action plans that treat the area of child protection.

Orphans protection has not had its transformation. On BiH level and entities no politics, law and secondary law acts were adopted which would impose an urgent transformation of orphans protection and secure establishment of system and non-institutional child protection. Politics in the area of foster protection has been prepared by the Ministry of Labor and Social Politics FBiH. A text about Law about Foster

Care is prepared. It is still uncertain whether it will go into the procedure of adopting in the form it was prepared in.

Document "Legal aspects of social child care in BiH" which was made by UNICEF consists statements that children older than the age of 18 are forced to stay in establishments of child protection, due to lack of other accommodation, and the establishments are not efficient enough to prepare them for leaving.

"Strategy for promoting social orphans care in RS in the years 2009-2014" seriously treats the question of deinstitutionalization. In the Strategy the priority is accommodating children without parent care in families and the need to reorganize establishments for accommodating children without parental care in small units in which they will give all sorts of services which are to be directed towards the prevention of institutionalization.

3. REVIEW OF IMPORTANT DOCUMENTS AND SERVICE PROVISION SYSTEM OF CHILD PROTECTION IN BOSNIA AND HERZEGOVINA

3.1. Reports, research and analysis which treat the area of child protection in BH

According to the report about development for 2012 which was made by the Direction for Economic Planning of BiH on the base of the conducted Survey about domestic spending in the year 2011, 17.9% of BiH population lives in relative poverty. According to the same survey families with two or more children are endangered the most.

Report/study "Budget financial compensation for social protection in BiH – What works, and what doesn't" made by IBHI and University of Maastricht in 2013 seriously points to the conclusion that in the Federation of BiH financial compensations in the area of child protection react regressively, in other words bigger part of total expense of this kind goes to the "richer part of the population". The results of this analysis based on data from 2011 show that the poorest fifth of the population receives 17.8% of total compensations in the area of child protection, and the richest fifth 25.1%. The analysis of IBHI and University of Maastricht, and Custom Concept show that in the Federation majority of stipulated rights from the area of child protection haven't been met, just like most number of measures and services. A certain number of cantons in the Federation of BiH hasn't stipulated the right to child benefit, and in a bigger number of cantons which stipulate the right to child benefit, the right is either not realized or realized with serious delay (in some cantons up to a year). The height of child benefit according to this report is between 12, 00 and 33, 00 BAM. Documentation and terms for achieving rights to child benefit varies depending on the cantons as do the competent institutions for conducting actions for realizing rights to child benefit. Enlarged child benefit is regulated and is realized only in few of the cantons (Sarajevo, Bosnia-Podrinje and Tuzla). The rights of the compensation to wife mother in a working relation during the time of work absence due to pregnancy, labor and child care as the help to wife mother in working relation has been solved differently throughout the cantons. The duration of this right is different as is the height of financial benefit or help. Some cantons, like, Herzegovina-Neretva canton the question of compensation to wife mother in working relations hasn't been solved. That rights is

realized through lawsuits. In RS according to the Report/study of IBHI and University of Maastricht, the system of child protection is centralized. The right to child benefit and maternity benefit is realized on the base of already established property census while other rights related to certain states of need or solving the question of status. System of child protection in RS is a part of social security system for certain social risks like maternity, giving birth, education and socialization of the child. Social risk of maternity according to statements in the report is assured by rights to compensation of net pay during the time of maternity leave. The primary condition for realizing this right is payment of contributions for child protection, and the criteria defining the benefit height is paid net pay to which the sum is paid. All conspicuous lack of funds for servicing obligations in RS is compensated by decreasing censuses and nominal amounts of rights to child benefit, the right to maternity benefit, and nominal amounts for help for accessories to new-borns with credit debit, according to statements in this report. Selectivity and harsh criteria leave larger and larger number of children in RS outside the system, especially children from socially sensitive and socially excluded groups, resulting in questioning the realization of systems goals.

According to the analysis of "Custom Concept" in the Federation of BiH in some cantons with goal of orderly rights from the area of child protection pay, comes to decreasing heights of those rights (i.e. Zenica-Doboj Canton), while in some cantons for late pays on the base of achieved rights from the area of child protection, mothers which, in working relations, stop with their maternity leave and go back to work. Analysis of "Custom Concept" shows that beside different legal solutions which apply to child benefits and help and compensation for mothers in labor, differently treats arrangements and realization of additional rights which apply to pre-school education and provision of meal allowances in elementary schools. Achieving these rights depends on available sources in municipality budgets.

According to "Alternative report about progress 2014." Which were made by ombudsmen BiH, access to parental leave and compensations is still exceptionally hardened, even though this right was

planned for international standards of human rights which BiH is obligated to implement. Politics towards maternity leave in BiH, according to this report isn't adequate or stimulating and is a serious cause of fall of birth rate in BiH, as stated in "Alternative report on progress in 2014."

According to "Report on realization of the Action Plan for children of BiH (2002-2010)" efforts were made in the goal of realization of activities prepared in the plan of action. Sadly all taken activities did not provide assumptions for consistent use in practice of UN's Child Rights Convention. System of child protection is still disharmonized, incompatible, and discriminatory and sadly not enough directed towards socially excluded category of children.

According to "Situational analysis: Orphan protection in BiH" done by Save the Children UK and UNICEF in collaboration with the competent entity ministries in the highest risk of becoming a subject of social care and protection in BiH are children from families with deranged family relationships. Practice during few last year's confirms results which were obtained by situational analysis that higher and higher number of children from deranged relations families were recorded as: educationally foul and neglected children, children victims of violence, children prone to aggressive and abusive behaviour, children found wandering and begging for money.

3.2. Service provision system of child protection in BH

Considering full Constitutional jurisdictions of FBiH and RS in the area of social and child protection, and their specifications, it is necessary to separately analyse conditions in this area and if we were to observe the system of social and child protection on the state level, the sources used during the preparation of this analysis are making it impossible. All studies, reports and analysis and other used material in the field of social and child protection are processed on the entity level. It is hard to, even, get to precise demographic data especially then it comes to children in BiH, and even harder to try to summarize available data on the level of entities and present them as data related to social and child protection in BiH.

According to data of the Statistics agency in BiH in 2014 in our country 3.827.343 persons lived.

During the same year 30.268 children were born, and 35.980 people died.

Gross of local products per citizen (GDP/C) 7.123 BAM

Gross of local products (GDP) in millions 27.259

Average net wage in BiH amounted 830,00 BAM

The rate of employment by ILO's definition (ARS) 31/7

The rate of unemployment by ILO's definition (ARS) 27.5

Gross of local products II-15/II-14 4.4%

The debt by the end of 2011 amounted 6.6 billion, and the inside debt in 2012 was 3 billion, which sums up to 10 billion, and represents 40% GDP with a serious remark that in the next period the debt will rise and GDP will fall, which has since 2012 continually happened (source: "Budget financial compensations for social protection in BiH: What works and what doesn't")

In BiH almost third of the children (30,6%) aged 5-15 is poor. Poverty regarding children 0-4 is even higher. This system of social and child protection in RS and, especially in FBiH has no grounds for lessening, or eliminating poverty.

System of child protection in RS is centralized. System is made of Ombudsmen Office BiH, Ombudsmen for Children of RS, Council for Children RS which acts by the Government of RS, Ministry for Family, Youth and Sport, Ministry of Health and Social Protection, Public Fund for Child Protection RS, social work centers, services of social and child protection, institutions of social and child protection, homes for orphans, association of citizens and non-government organizations.

In the area of RS, 45 centers for social work and 18 social and children services work, with 614 employees, and out of that 366 experts.

In the area of RS acts seven institutions of social and child protection and orphanages, those are: Home for children and young people without parental care "Rada Vranješević" Banja Luka, Public Institution (PI) Home for people with disabilities Prijedor, PI Home for elderly people Prijedor, PI Home for disabled peo-

ple Višegrad, PI Home for elderly people East Sarajevo, PI Home for elderly people Banja Luka, Center for children and young people with development difficulties "Budućnost" Derventa.

In the Federation of BiH, system of child protection is fully decentralized and is made of Institution of Ombudsmen for Human Right BiH, and, on the level of the Federation: Ministry of Labour and Social Politics and Federal institutions for social protection; On Cantonal level, cantonal ministries of work and cantonal institutions of social and child protection, homes for orphan children, centers for social work, services of social and child protection, safe houses, daytime centers, private stations of citizen and non-government associations. On Federal level BiH there are 2 cantonal centers for social protection, 57 of municipalities center for social protection and 22 services of social and child protection work.

In Brčko district system of child protection is made of Section for social and child protection which functions by District Brčko government and in whose' jurisdiction are all affairs from the area of child protection and, where the center for social protection acts.

A significant role in the prevention is: violence over children, family violence, juvenile offending, begging and wandering, work exploitation and child markets have non-government organizations. Judging by already set up protocols, agreements and memorandums which regulate responsibilities and obligations between government and non-government organizations on the area of RS, Federation of BiH, cantons and municipalities, non-government organizations are realizing activities such as: acceptance, accommodating, protection, rehabilitation and re-socializing of children, for which there is a doubt they are victims of: abusing for begging, criminal acts, violence, work exploitation, sexual abuse and sexual exploitation, potential child market victims etc.

On the area of RS a special role in accommodating vulnerable groups of children, primarily children: that are caught begging, wandering and working of streets, children victims of violence and potential child market victims, as children for which there is doubt on sexual abuse has NGO "Nova Generacija"

In Federation of BiH there are NGO "MEDICA", NGO "MFS-EMMAUS", NGO "ZEMLJA DJECE" NGO "ALTRUIST" AND NGO "FOND LOKALNE DEMOKRATIJE"

Children with disabilities protection in RS is, by a great part, set up in NGOs and associations. On the level of RS, Association "SVETIONIK" AND Association "BISER" have, with collaboration with government organizations, a special part of making policies, strategies and laws which regulate the area of people with disabilities. Their place is important in making reports on applying Convention for the disabled peoples' rights in RS. Association of people with disabilities (blind, hearing loss, and paraplegics, dystrophic) also give a special seal to alternative protection of children with disabilities in RS. Thanks to activity of Association of disabled people, several day care centers for people with mental developmental difficulties and combined issues were put to function during the last ten years in RS. Centers are put to function in : Trebinje, Gacko, Foča, Nevesinje, Istocno Sarajevo, Srbac, Gradiška, Banja Luka..

In the Federation of BiH, besides the Association of people with disabilities (blind, hearing loss, paraplegics, dystrophic, people with mental difficulties) which were organized of Federal and Cantonal levels, a significant part in support of families with disabilities have Association "Humanost" Zenica, Association "Kuća nade" Odžak, Association "Koraci nade" Tuzla, Association "Los Rosales" Mostar, Association " Duga" Novi Travnik, Association "Edus" Sarajevo, Association "OAZA" Sarajevo and Association "SUMERO". Activities realized by mentioned organizations, and, also, other organizations which were not mentioned in the Analysis, were of crucial importance for putting these centers in the Federation BiH in function as the centers in Sarajevo, Mostar, Maglaj, Tuzla, Bihać, Zavidovići, Olovo, etc.

Sadly, in BiH a part of the private sector in child protection, is almost non-existent. Exceptional are situations in which the private sector participates in securing essentials for child service. The participation of private sector is visible in occasional donations to day care centers, support for organization of workshops, printing brochures, manuals, propaganda material.

3.3. Measures, services and rights of children in BH

3.3.1. Republic of Srpska

3.3.1.1. Family Law RS

As already told, the jurisdiction in the area of child protection in RS is regulated, above all, by Family law of RS, Law on Social Protection of RS, Law on protection and treatment children and youth in criminal proceedings RS and Law on Child Protection RS. Besides these laws, Government of RS has made a series of secondary acts with the aim of realizing the best interest of children in RS. By the Family Law of RS the questions of orphan children protection are regulated. In accordance with regulations of Family Law of RS, children whose life and health are threatened by family circumstances due to neglecting, will be taken away from the family and are accommodated through compatible form of protection in line with regulations of Law on Social Protection. About the choice of the most optimal way of accommodating children special guardian make decision which was appointed to the child right after exemption from the family. The guardian is responsible of making the decision about the choice of the child's accommodation. In case that parents are unknown or have left their child and don't take protection of it now or don't have a known place of residence, the child is appointed to a guardian. In case of child being exempted from the family the child is appointed to a guardian. The guardian primarily has the duty to take protection of the child's life, health, education, property and other questions significant for the protection of the child's best interests. The guardian has the duty of securing the keeping of contact between family members and parents, unless the keeping of contact violates the life and health of the child.

In case of the child due to death of the parents, with unknown residence of parents, or parents don't take care about the life and health of the child, in case the parents left the child and for a longer period don't take care about the child or are death of killed, the child without parental care is in line with the optimal regulations of the family law in RS, accommodated by adoption as the most optimal form of accommodation. Adoption is in RS the best, but, compared with other forms of orphan children care, the least present way of accommodating.

3.3.1.2. Law on Social Protection in RS

By the Law on Social Protection in RS, it was regulated that the children in RS can achieve next rights: financial aid, benefit for care and help of another person, help for training and work of children and young people, accommodation in institutes of social protection or other families, a one-time financial aid, health insurance, services of social work and other rights. All said rights are funded by the budget of the municipality. All said rights can be achieved by: Children threatened by family situation, children with difficulties in physical and psychic development, children whose development is hindered by family circumstances, educationally neglected children, children victims of violence, children market victims. Children in RS can achieve the said rights only if they fulfil the terms adopted by the law. Competent authority for the realization of children rights regulated by the Law is the Social work Center, and the funds for achieving the rights are secured by the municipalities' budget. In the budget of RS in 2014 for financial aid 23.069.999,26 BAM was allocated for financing of social protection, out of that, 18.302.786,28 BAM for cofounding the rights of the user, 2.762.213,00 BAM for cofounding the work of social and child protection institutions, and 2.000.000,00 BAM for financial aid of the public fund of child protection RS. Units of local self-government have, for achieving rights, measures and services of social protection based on the Law RS, allocated 43.737.063,20 BAM. Summarized allocations from the budget of RS and budgets of local communities for achieving the rights of the users based on the Law in 2014 (Bulletin of social, family and child protection RS 2014.) amounted 62.044.849,48 BAM.

The overview of type of help, number of users and amount of funds for payment in 2014 is given in table 1.

Table 1: Number of users and amount of funds for payment

Ordinal number	Rights	Number of users	Amount of resources	%
1.	Financial aid	5.219	7.911.531,77 BAM	18
2.	Benefit for aid and other person help	20.270	23.252.780,48 BAM	53
3.	Aid for equalization of children and young people with development issues	472	511.511,47 BAM	1
4.	Accommodating in social protection institutions	1.059	7.836.646,46 BAM	18
5.	Accommodating in foster families	426	2.004.301,49 BAM	4
6.	House help	217	299.745,33 BAM	1
7.	Daily accommodation	230	321.813,00 BAM	1
8.	One-time financial aids	11.413	1.598.733,20 BAM	4
9.	Total	39.306	43.737.063,20BAM	100

The table above shows that the highest percentage of funds is allocated, more than half, 53%, for outside assistance and care of another person. For the other seven rights out of a total, 47% of allocated funds from the RS budget is paid. As it can be seen from the table the least funded are by percentage home helps and day care, or for non-institutional forms of care.

It is also important to emphasize that in the name of institutional accommodation in the RS a high percentage of funds is still allocated, which is another confirmation that in the RS and in the FBiH serious progress on the reform of social protection systems and particularly the deinstitutionalization was not made.

Number of beneficiaries of social and child protection by institutions and funds allocated by the institutions

in 2014 is provided in Table 2 (the data source Bulletin of social, family and child protection RS 2014).

As visible in table 2 in RS has still, as in the Federation, functioning institutions which in one place secure a large number of users. Regardless of the made commitments from ratified conventions and the plan of deinstitutionalizing and decreasing capacity of institutions of social and child protection, the need to put in function small family homes et.

In RS great funds to the name of functioning of institutions of social and child protection is being allocated. Service to users put in institutions of social and child protection in RS is given by 420 employed, out of which there are 254 social workers (source: Bulletin of Social, Family and Child protection RS).

Table 2.

Ordinal number	Institution	Amount of funds	Number of users
1.	Home for children and young people without parental care Rada Vranješević	1.656.698,30 BAM	150
2.	PI Home for people with disabilities Prijedor	2.333.348,55 BAM	225
3.	PI Home for elderly people Prijedor	1.838.840,00 BAM	198
4.	PI Home for disabled people Višegrad	1.729.649,00 BAM	200
5.	PI Home for elderly people East Sarajevo	1.230.249,00 BAM	135
6.	PI Home for Elderly people Banja Luka	3.105.465,48 BAM	310
7.	Center for children and young people with development difficulties " Budućnost" Derventa	939.603,00 BAM	76
8.	Total	12.801.849,33 BAM	1.126 users

3.3.1.3. Law on Child Protection RS

By the Law on Child Protection RS, it's regulated that families with children in RS can gain a right to: child benefit, maternity benefit, help for new-born accessories, right for pay compensation and right to satisfy the development needs of the child. The funds for achieving the said rights is funded by the Child protection fond in RS, and the competent authority for passing the actions are centers for social work.

3.3.1.3.1. Right to child benefit

The right to child benefit is realized for second, third and fourth child in family depending on the financial status of the family, the order of birth, and the age of children, based on a submitted application. The right to child benefit, the child realizes if it is on regular education until its 15th or 26th year. Basic pre-term for realizing the right to child benefit is financial census. Financial census for child benefit is made by a director of public fond of child protection, depending on the number of users, achieved resources, variation of pay and other economic parameters. Financial census in 2013 is defined in a way that the total monthly income made six months before the applying doesn't go over 75.00 BAM per family member, and cadastral income per family member doesn't go over 1.90 BAM. Independently of the financial census, the right to the child benefit can be achieved by children of fallen soldiers, children of civil war victims, children of war veterans of 1st and 2nd category, orphan children, categorized children, children of financial aid user, children suffering of celiac disease and other chronic diseases. These children achieve the right to child benefit until they are 19. Harsh criteria for achieving rights for child benefit, leave, outside the child protection system a number of children. The lack of funds for refunding maternity leave is compensated by decreasing the census and nominal value of the right to the child benefit, the rights to maternity benefit, and rights to accessories for the new-born. By decreasing the census, the number of users of those rights is decreased, and the number of families in the risk of poverty, and in poverty is increased, and the assumptions for regular payment of the rights to refunding of maternity leave. In this way more and more exceptions are made from the basic goals of the child protection system in RS that is making basic conditions for approximate equalization of the level for satisfying the development needs of children.

3.3.1.3.2. Right to maternity benefit

The right to maternity benefit is realized by every mother under conditions and in the way, as regulated by the law. The basis for realization of this right is financial census. Financial census as in the case of child benefit is brought by the director of Public Fund of Child Protection with consultations with the steering committee of the fund. Besides financial census, a condition for achieving this right is that the woman in labor doesn't take the right to pay compensation.

3.3.1.3.3. Help for accessories for the new-born

This right is unselective right, unlimited in materialistic terms and includes all children if one parent resides in RS. The height of the help is determined as 50% of net pay per employer in the industry made the year before.

3.3.1.3.4. The right to pay compensation

Women mother in labor in line with the Law on Child Protection has a right to a pay compensation in the height of the average pay she made in the last three months. The height of the pay is harmonized with the growth of average pay in RS. The right to compensation of the pay lasts twelve, in case of twins eighteen months, and third child, considering that in the first month the employee has to secure and pay wages, and the rest eleven to seventeen months funds for compensation of wages to wife mother in labor is paid by the employee. The compensation paid by the employee is refunded by Public Fund for Child Protection.

3.3.1.3.5. The right to satisfying various needs of children

This right is achieved by children in RS up to 15 years, in line with a program which was brought by Public Fund for Child Protection RS.

3.3.1.3.6. The right to registration of expenses of staying in pre-school institution

The right to registration of expenses in a pre-school institution is established as 80% of the average economical stay in pre-school institutions. This right is established by a municipalities' competent authority, as the terms, the way and the procedure for realizing this right.

3.3.1.3.7. The right to stay for children up to age ten in pre-school institution

The children of pre-school age have right to stay, health care and education in pre-school institutions, while children up to ten years old have rights to stay. The terms, the way and the procedure for realizing this right stipulates municipalities' competent authority.

3.3.1.3.8. The right to rest and recreation

Children up to 15 years have right to resting, nutrition, recreation and educational work, on the condition in the process, and the way regulated by the municipalities' competent authority.

The overview of funds allocated by Public Fund for Child Protection RS in 2014 to the name of paying out child care is given in Table 3. (Bulletin of Social, Family and Child Protection of RS 2014)

Table 3. Bulletin of Social, Family and Child Protection of RS

Ordinal number	Type of fund	Amount of funding	Total number of settlements
1.	Compensation of wage for maternity leave	26.713.673,00 BAM	3.445
2.	Compensation of way for ½ of the working time	568.539,00 BAM	144
3.	Financial benefit	2.267,450,00 BAM	2.670
4.	Aid for new-born accessories	2.369.250,00 BAM	9.479
5.	Child benefit	20.971.021,00 BAM	31.928
6.	One-time help for 3 rd and 4 th child	898.500,00 BAM	1.271
7.	Development issues of children- socialization	1.003.781,00 BAM	2.077

The total budget of the Public Fund for Child Protection in the RS in 2014 was 56.5 million BAM. The most of the funds from the Fund is focused on salary compensation for women and mothers employed in child support. The least funds were allocated according to the table on behalf of pay for part time and one-time assistance for the third and fourth child. Regardless of the fact that the RS system tried by substantive strengthening of families to improve the birth rate and the impact on the mothers to decide to have more children, these data suggest that prenatal measures have not particularly contributed to fertility in the RS.

3.3.1.3.9. Projects realized in RS in 2014

In 2014 a number of important projects aimed at strengthening the capacity of employees in the field of child protection but also to strengthen the capacity of children in the RS were realised. Unfortunately programs and projects are not licensed by relevant ministries but programs and projects that the ministry supported or accepted and whose initiator and

bearer was some of the NGOs. Among the projects and programs should be noted:

- The Project "Socialization of children RS Kumbor" which aims to meet the developmental needs of children,
- Project Social Protection and Inclusion in BiH ", which aims to reduce child poverty,
- The Project "Development of foster care in the Republic of Srpska", whose intention was to, through intensive training of the employees, work on strengthening the capacity and training of staff of the Centers for evaluating the possibility of foster families,
- The Project "Justice for Every Child" aimed at improving the capacity of the Centers in the process of re-socialization and reintegration of juvenile offenders,

- The Project “Development and cooperation in the region Birač” whose main objective is to support the local authorities that would lead to the elimination of social exclusion of children, child poverty discrimination and inequality in access to basic services-exercise of the total social protection. The project is a joint initiative of UNDP, UNICEF and UNHCR and includes a region of Bratunac, Milici, Srebrenica, Vlasenica and Zvornik and is funded by the Government of the Kingdom of the Netherlands,
- “Project of Support to social safety nets and employment,” the World Bank. The subjects of the project are new models for targeting cash transfers in BiH.
- Project “Passport competence” conducted by the German organization GIZ in order to strengthen social protection for employment and self-employment.
- alternative measures are conceived and arranged with quality
- that the court’s supervision over the executions of the sanctions is enforced
- that the protection of child rights by introducing protective measures (two hearings at most, audio and video tape, presence of the attorney, strengthening the capacity of professionals, introducing expert workers to courts and prosecutors’ offices, putting a special section for juveniles to function) has been significantly improved.
- to treat child the victim of crime acts specially

These are just some of the projects at the level of the RS on the implementation of which is the line ministry gave approval. In the Republic of Srpska in 2014 social and child protection is covered by more than 70,000 users.

3.3.1.4. Law on Protection and Treatment of Children and Minors in Criminal Proceedings in RS

Law on Protection and Treatment of Children and Minors in Criminal Proceedings in RS is mostly in line with international standards. Law, sadly is not primarily preventive. Considering that it treats children who were in conflict with the law, more or less, the law contains regulations which mostly have the character of a special and general prevention which was the result of institutional and non-institutional sanctioning. Law is applied in RS since 2011, so a more serious analysis of the results achieved since the application of this law, therefore the analysis of the level of child protection crime perpetrators up until now hasn’t been done. Objectively for relatively short period since the beginning of the applying of the law it isn’t possible on the base of official registers to make a viable analysis.

It’s characteristic for the Law on Protection and Treatment of Children and Minors in Criminal Proceedings in RS is:

Visible flaws of the law are that some of these regulations are not applicable. The quality of alternative measures, also isn’t possible to evaluate, considering that out of objective and subjective reasons, the biggest part of alternative measures still isn’t in application. The fact is, that the law left a possibility that on the base of volunteerism, expressed by report to a public call, determine social protections, non-government organizations, associations of citizens and firms putting on a list of subjects which have a part in execution of alternative measures (community service). Due to that fact courts don’t have the possibility of sentencing to alternative measures, because on the public call mostly no one will report a crime. Without the obligation especially when it’s about social service institutions and some non-government organizations and associations of citizens this problem will not be solved. The problem in execution of alternative measures is also non-existent appropriate institutions for treatment, missing out on school support, missing out on mediators.

3.3.2. District Brčko BH

3.3.2.1. Law on Social Protection of District Brčko BH

The area of social child protection in District Brčko BiH is regulated by a Law on Social Protection of Brčko District BiH. Children users on the judging by the law are orphan children, children with physical and psychical difficulties, educationally neglected children and abused children. Children, judging by the Law, can achieve the right to **accommodation in institutions of social protection, the right to foster families and the right to material benefits**. Out of the rights to financial benefits children in District Brčko can achieve the right to family benefit, the right

to education benefit, vocational training and benefit for care and nursing benefits.

Family benefit is achieved by family members of beneficiaries of permanent basic financial assistance. The right to family allowance is determined in the amount of 20% of the fixed basic financial assistance. Children who are entitled to an allowance for education and training for work cannot achieve the right to family allowances.

The benefit for schooling and vocational training belongs to the beneficiaries of permanent basic financial assistance for each child up to the age of 26 if they are attending regular education and is determined by the amount of 30% of the corresponding amount of permanent basic financial assistance. This right does not belong to the children of users who have the right to child benefits.

Allowance for protection and assistance of another person belongs to a child of family beneficiaries of permanent basic financial assistance who achieves financial allowance if paralyzed, suffering from muscular dystrophy, hardly disturbed in mental and physical development, blind, immobile, etc. Height of assistance care and support is at least 70% of the corresponding amount of permanent basic financial assistance.

3.3.2.2. The Law on Child Protection of District Brčko BH
The Law on Child Protection of District Brčko regulates the right to:

- pay compensation during maternity leave or extended maternity leave.
- maternal supplement
- the help for child benefit

Wage compensation of the maternity leave or extended maternity leave of the employed parent or adopter for protection of the child in District Brčko BiH is achieved in accordance with work regulations. The right to maternity leave is secured 12 month. The compensation is received from the budget of District Brčko and is determined by the height of the average wage made during the last three month, under the condition of regular payments to health insurance and retirement fund.

The right to maternal benefit is paid to unemployed new mothers if they are regularly on the Employment Bureau of the Brčko District. Maternal benefit is paid in the amount of 15% of the average salary in the Brčko district in the previous three months. In 2014 to the name of maternity benefit 137.160,00 BAM was paid for 50-60 users monthly.

Help for new-borns is achieved without exception by every new-born. One-time assistance for new-borns is paid in the height of 25% of the average salary in Brčko District. In 2014 to the name of this right 135.350,00 BAM was paid.

Child allowances realized children up to fifteen years of age or if they are in full-time study or are unable to live and work if the incapacity occurred before the age of fifteen, as long as the incapacity or until the age of twenty-six years of age. The basic requirement for achieving the right to child allowance is that the income per household member does not exceed 15% of the average salary in Brčko District and the cadastral income for the previous year does not exceed 3% of the average cadastral income per hectare of land. Regardless of income children without parental care, children with disabilities, children whose parents are persons with disabilities are entitled to child allowance regardless of census. The height of child allowance is determined by 10% of the average salary in the Brčko district. As in the two entities of Bosnia and Herzegovina (FBiH and RS) and the Brčko District children are entitled to an increased allowance for children. Total of 8.500 children in District Brčko achieved the right to child benefit. To the name of the benefit in 2014, 9.770.360,00 BAM was paid.

3.3.2.3. Family Law of Brčko District BH

Children without parental care in Brčko District of BiH as in the RS, FBiH, in accordance with the provisions of the Family Law have the right to two types of care, custody and adoption. Institute of guardianship and adoption institute are completely identically defined as in the entities, and have the same goal. When it comes to the rights and duties of parents set out in the Family Law of Brčko District, there are no big differences in the laws regulated by the family law of FBiH and RS. Under the regulations of the Family Law of the Brčko District of parents who fail in the care of children will be subject to a warning. If parents jeopardize the interests of the child, the court will in a non-contentious case take away the right to live with

children. If parents neglect and abuse children, the court will in a non-contentious case take away the custody of the child.

3.3.2.4. Law on Protection and Treatment of Children and Minors in Criminal Proceedings of Brčko District BiH

The Law on Protection and Treatment of Children and Minors in Criminal Proceedings of Brčko District BiH is effective from 2012. Provisions in this Law are mainly the same as the provisions of the Law on protection and treatment of children and minors in criminal cases of the Republic of Srpska and the Federation. Unlike the RS and FBiH, Brčko District has adequate experience regarding the application of the law as well as results of implementation of the new legislation. According to the Centre for Social Work in Brčko District in the application of the law the most frequently used measures are warnings and educational recommendations. Warning measures - police warning is warranted and often had a serious deterrent effect on children who committed a crime for the first time. The majority of children who committed a criminal offense for the first time were issued a warning by police, resulting in a small, almost insignificant number of relapses. Personal apology to the victim and compulsory schooling, as well as educational recommendations are often used in the decisions of the prosecution and the court. Reparation of damage, work at no charge in humanitarian organizations or doing social or environmental work, as well as educational recommendations are not used in the decisions of the prosecution and the court. Of the imposition of corrective measures which are prescribed by law, are often used measures of intensified supervision by parents, guardians or adoptive and increased supervision by guardianship. Measure of intensive supervision in another family in the law practice of the Brčko District of 2012 is also not imposed. When it comes to measures of warning and directing court reprimand was in the practice of court, also, used. Corrective measures and sanctions in the treatment of children and minors in practice in Brčko District were imposed in a small number of cases.

3.3.3. Federation of Bosnia and Herzegovina

It has already been noted that the child protection system in the Federation is decentralized and complex because it is in joint jurisdictions of the Federation and the cantons, and its implementation was solely the responsibility of cantons. In the Federation

of Bosnia and Herzegovina child protection is defined by the Federal Law on Social Protection, Protection of Civilian War Victims and Families with Children, by cantonal laws on social protection, protection of civilian victims of war and protection of families with children, by laws adopted by the Government Federation and cantonal governments. Law on Social Protection in the Federation arranges the grounds of social and family care of children while cantonal laws prescribe, rights, measures and services of social and family protection, the amount of determined rights, the conditions, manner and procedure for exercising these rights and other issues importance of child protection. Furthermore, the Federal Law consolidates various areas of social policy (child protection, social protection, family care, persons with disabilities care and civil war victim's care) which make this Act complex and difficult to implement and monitor. The complexity of this law is even greater because it's left to the jurisdiction of the cantons to have regulations governing the area of child protection, which they do without the unique and common guidelines so that each canton has its own system and cantonal systems differ. In most cases cantonal regulations do not comply with federal law regarding the provision of the minimum fundamental rights guaranteed by federal law. Rights in the field of child protection and rights that children achieve on the basis of social protection are fully funded from the budgets of the cantons and municipalities, while the rights that children achieve on the basis of disability is paid from the budget of the Federation. Some cantons, such as Herzegovina-Neretva, Canton 10 and Posavina canton passed the Law which does not regulate the protection of families with children at all. Children's rights range from the right to social protection as a right to: financial assistance, to be placed in social care homes, orphanages or foster families, accommodation in a safe / protected home, the training for life and work, the living room, over rights to child protection such as the right to: child benefit, compensation for employed and unemployed women, help in feeding a child up to six months, the nourishment for lactating mothers, one-time assistance for new-born, provision of accommodation in pre-schools, providing a meal during classes in the elementary schools, providing one-time assistance to new mother, to the right on the basis of disability: personal disability benefit, the right to allowance for care and assistance of another person and the right to orthopaedic.

3.3.3.1. Rights on the Basis of Social Protection in FBiH

Laws on the Basis of Social Protection children, generally, practice. Steps for achieving such rights are different, the base also, as is the height of determined rights. The right to financial aid children gained on the base of social protection as members of the household family. That way, for example, the total of all the financial aids achieved by the carrier of the

household is enlarged for every next member of the household, with inclusion of different percentages throughout cantons, or the right to financial compensation for child accommodation to foster family is achieved in all of the cantons, considering that the values are extremely different, e.g. in Zenica-Doboj canton it is 216.00 BAM, while the value in Sarajevo canton is 470.00 BAM.

Table 4: The view of practicing children rights according to cantons on the base of social care in 2013.

Ordinal number	Canton	One time Assistance	Several Finance Assistance	Constant Financial Assistance	Accommodation in orphanages	Accommodation in families	Vocational training	Day care center	Accommodating in safe houses
1.	Una-Sana	Yes	Yes	Yes	Yes	Yes	Yes	-	-
2.	Posavina	Yes	-	Yes	Yes	Yes	-	-	-
3.	Tuzla	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes
4.	Ze-Do	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes
5.	Bos-Pod	Yes	-	Yes	Yes	Yes	Yes	-	Yes
6.	Srednja Bosna	Yes	Yes	Yes	Yes	Yes	-	-	-
7.	Her-Ner	Yes	Yes	Yes	Yes	Yes	Yes	-	-
8.	Zap-Her	Yes	Yes	Yes	Yes	Yes	Yes	-	-
9.	Sarajevo	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
10.	Canton 10	Yes	Yes	Yes	Yes	Yes	-	-	-

The rights listed in Table 1, as seen usually is achieved in most cantons. The fund for the payment of the above rights is mainly provided by the cantonal budget funds except for one-time realization of the financial assistance that is provided by cantonal budgets and by municipalities' budgets. The height of the right to financial aid (one time, several and constant) are different depending on the canton, and depending

on the financial situation of the canton. The basis for achieving the right is also different from canton to canton. The overview of users and the height of allocated funds to the name of financial giving, per cantons in FBiH in 2011 was given in table 5 (source: "Budget financial compensation for social care in BiH, What works and what doesn't")

Table 5: Budget financial compensation for social care in FBiH

Ordinal number	Canton	Number of users	Total amount of funds
1	Una-Sana	1.266	1.514.516,00 BAM
2	Posavina	n/a	694,727,00 BAM
3	Tuzla	16.349	10.945,643,00 BAM
4	Zenica-Doboj	3.119	6.476.104,00 BAM
5	Bosna-Podrinje	924	1.477.756,00 BAM
6	Srednja Bosna	3.810	3.828.000,00 BAM
7	Hercegovina-Neretva	2.401	3.486.575,00 BAM
8	Zapadna Hercegovina	1.193	1.758.176,00 BAM
9	Sarajevo	12.164	12.609.144,00 BAM
10	Canton 10	740	999.654,00 BAM
Total		41.966	43.799.294,00 BAM

On behalf of the Permanent financial aid in 2011 11,842,739.17 BAM was paid, to the name of another family's accommodation, covering 510 users 2,352,256.00 BAM. On behalf of accommodation in the institutions of social protection covering:

- 1260 People stay in three institutes for Care for Mentally Disabled Persons established by the FBiH,
- 628 Children placed in twelve institutions for accommodating children without parental care,
- 13 Children in the Bureau of education of male children and youth
- 1500 Users in eleven institutions for care of the elderly 19,600,647.26 BAM.

The amount of funds allocated in the name of social protection in the Federation of Bosnia and Herzegovina are not negligible, but the same does not affect the reduction of poverty. This means that the target user is not directed to persons in the social welfare needs

or the percentage of a small number of those who enjoy the right to social protection and are in the state of poverty. Unfortunately, the legal solutions are set up to be a great part of the social protection rights is achieved on the basis of status and the criteria is set in existing legislation has been overcome.

3.3.3.2. Rights on the base of family protection in FBiH

The rights that families with children achieve vary throughout the cantons. In some cantons, like, Sarajevo canton all rights regulated by the law are achieved, the right to: child benefit, maternity compensation for working and non-working mothers, help in child nutrition up to six months and nutrition of lactating women, one-time help for new born accessories, psychosocial treatments of spouses, providing accommodation in pre-school institutions, securing one meal during school in elementary schools and giving tuition and scholarships to pupils and students. In some cantons there rights are achieved only partially although they are made for cantonal laws, and in some cantons they aren't even provided by cantonal laws.

Table 6: Overview of achieving the right on the base of family protection by cantons in 2013.

Ordinal number	Canton	Child benefit	One-time help for new-born accessories	Help for mothers in feeding the child	Help for wife mothers in working relation	Help to wife mother not in working relation	Accommodating children in pre-school institutions (municipality budget)	Assuring one meal a day	Tuitions and scholarships to students
1.	Una-Sana	No	No	No	Yes	Yes	Yes	Yes	No
2.	Posavina	No	No	No	No	Yes	Yes	No	Yes
3.	Tuzla	Yes	No	No	Yes	No	No	No	No
4.	Ze-Do	Yes	Yes	Yes	Yes	Yes	No	No	No
5.	Bos-Pod	Yes	Yes	Yes	Yes	Yes	No	No	No
6.	Sred-Bos	Yes	Yes	No	Yes	Yes	No	No	No
7.	Her-Ner	No	Yes	No	No	No	Yes	No	Yes
8.	Zap-Her	No	Yes	Ne	No	Yes	Yes	No	Yes
9.	Sarajevo	Yes	Yes	Yes	Yes	Yes	Yes	No	No
10.	Canton 10	No	Yes	Ne	Yes	Yes	No	No	No

The table clearly shows the difference in realizing the rights in the field of protection of families with children by cantons in the Federation of BiH. Unfortunately, the conditions for achievement are different as well as the competent authorities for the conducting of the procedure for exercising the rights. Somewhere the jurisdiction have centers for social protection, somewhere municipality services for social protection. So, rights in the field of protection of families with children are generally only regulated by the Federal law, and all other issues such as the conditions, procedures is regulated by cantonal laws, which is why the situation in this area is very undeveloped and uneven. Furthermore, such a regulated system of social protection of citizens of the Federation, members of the law leads to unequal and discriminatory position. Inequality is visible in the types, amount and quality of assistance provided to users in cantons. In some cantons by cantonal laws certain rights in the field of protection of families with children are planned, but they are not paid because they are not planned for cantonal budgets. In some cantons (Una-Sana and Tuzla) payments secured by rights law are late two to three months while in some cantons regular payments are provided by reducing the height of the payment of individual rights. In the cantons where the Law on the protection of families with children does not exist (HNK, Canton 10 and Posavina Canton) laws

are regulated by decisions of the cantonal government and usually depend on the financial possibilities of the cantons, which in turn result in significant differences in the scope, amount and regularity of payments. In the Herzegovina-Neretva Canton there is no law on protection of families with children and no help for families with children, no child support, and no rights for women in labor. The cantonal government in 2008 decided to start giving mothers one-time assistance in the amount of 400,00 BAM for accessories for a new-born child but also that payment is late several months.

The height of the right to child benefit is different and is moving from 11,75 BAM to 33,00 BAM, and increased child benefit from 17,75 to 50,00 BAM (data from 2013). Amounts are basically symbolic, insufficient to meet the needs and costs of children's lives. When it comes to helping the wife mother who is not employed in the cantons where this right is regulated differently the duration of using the right is different from 6 (BPK, ZHK) to 12 (Sarajevo Canton and Canton 10) months and so is the amount of right by the cantons from 100, 00 BAM to 150,00 BAM. Compensation for wife mother in employment in 2013 in the Una Sana Canton was from 193,00 BAM to 1279,11 BAM, Tuzla from 400,00 BAM to 734,00 BAM, Zenica Dobojo from 200,00 BAM to 736,00 BAM in the Zapad-

na Hercegovina from 240,00 BAM to the height of the average wage in the Federation of Bosnia and Herzegovina in Sarajevo Canton 360,00 BAM.

Height of help to wife mother in employment were in the heights of 100,00 BAM in the Una Sana Canton, 135,00 BAM in Zenica Doboje Canton, 248,00 BAM in the Central Bosnia Canton, 100,00 BAM in the Zapadna Hercegovina Canton, 120,00 BAM in the Sarajevo Canton. One-time assistance for new-born accessories ranged from 86,00 BAM in Zenica Doboje Canton to 300,00 BAM in the Zapadna Hercegovina Canton. These amount data relate to the year 2013 and are taken from analyses IBHI and Maastricht University, "The budget for social protection benefits in BiH". Different base and different percentages led to large differences in heights of compensations, and the criteria used in the realization of social benefits in social and child protection are very sharp and exclude the part of the population that is in the state of social need, so that the child protection situation is substantially different

from canton to canton. A large part of families with children are not covered by child protection, a large part of families that are not poor receive benefits of child protection they do not need.

View of the user rights on the grounds of protection of families with children and allocated funds is given in Table 7. In this table we have provided data from 2013 on actual revenues for the basis of the child allowance and one-time assistance to new-born. In the column "the amount of child support" we have given information on the amount of child support and the amount of increased child allowance, and in the column one-time assistance to new-born we gave information about the number of new-borns and the amount of compensation for each new-born. Data were taken from the "analysis of fiscal, economic and social impacts of possible policy options in the field of protection of families with children in the Federation -USAID"

Table 7.

Or-dinal number	Canton	Number of children using the assistance	Amount of assistance per child	Paid amount	One time help for new-borns	Paid amount
1	Una-Sana	-	-	-	-	-
2	Posavina	-	-	-	-	-
3	Tuzla	21.840	20 40/50	5.299,750,00 BAM paid 1.716.810,00 BAM not paid	-	-
4	Zenica-Doboje	23.625	11 75	3.778.455,43 BAM	No. of children-amount 1057/ 86,60km	91.536,20km
5	Bosna-Podrinje	1.485	29 43,50	618.992,00 BAM	44/ 209,50km	9.218,0 BAM
6	Srednja Bosna	1.895	32	721.986 BAM	10/248,00km	2.468,00 BAM
7	Hercegovina-Neretva	-	-	-	1615/400,00 BA;	646.000,00 BAM
8	Zapadna Hercegovina	-	-	-	747/300,00 BAM up to 500.00 BAM	294.500,00 BAM
9	Sarajevo	10.523 14.240	33,00 49,50	12.550.515,00 BAM	87/210,00 BAM	218.820,00 BAM
10	Canton 10	-	-	-	231/300.00 BAM	69.300,00 BAM
Total		73.582	-	22.969.698,00 BAM	-	1.331.842,20 BAM

Next to differences in the exercise of rights by the cantons discrimination against children on the territorial approach is visible on the table, nonconformity of the height of giving the same right and the non-payment or delay in payment for the fees by the achieved law. Discrimination in the field of protection of families with children is, also, expressed in the protection of employed wife mother, and unemployed wife moth-

er. The differences in the amounts of fees for new mothers are present in all cantons. In some cantons fees are not provided for by law while in others are but they aren't achieved, while in some cantons the fees and for mothers employed or unemployed are extremely low as shown in Table 8.

Table 8.

Ordinal number	Cantons	Compensation for working mothers No. of users amount of comp.	Paid	Compensation for non-working mothers No. of users amount of comp.	paid
1	Una-Sana	389 users, amounting 193,3 to 1.279,11 BAM	1.265.289,69 904.404,59	905	100,00BAM 61.300,00 BAM
2	Posavina	-	-	127	150,00kBAM 115.350,00 BAM
3	Tuzla	756 users, amounting 400,00 to 734,00 BAM	7.173.970,00BAM (debt)	-	-
4	Zenica-Doboj	1023users, amounting 200,00 to 736 BAM	7.296,465,74 BAM	1057	135,00BAM 143,640,00 BAM
5	Bosna-Podrinje	149 users amounting 359,00 to 3.224,11 BAM	699.752,19 BAM	110	149,50BAM 197.340,00 BAM
6	Srednja Bosna	478 users	1.748.144,00 BAM	37	248,00BAM 12.458,00 BAM
7	Hercegovina Neretva	-	-	-	-
8	Zapadna Hercegovina	315 users amounting 240 to an average pay in FbiH	789.780,10 BAM	432	100.00BAM 259.200,00 BAM
9	Sarajevo	1940 users amounting 360,00 , can't be lesser than the least wage. Wages in accordance to FBiH regulations	18.113.899,00 BAM	1882	120,00BAM 2.942.555,00 BAM
10	Canton 10	122 users, amounting 371,55 to 835,00 BAM	698.260,59 BAM	231	100,00BAM 207.300,00 BAM
Total		-	30.611.591,31BAM	4781	- 3.937.143,00 BAM

1EUR = 1,95 BAM

In addition to the amounts (shown in Table 7 and 8) allocated to compensate mothers that are employed and unemployed, one-time benefits on behalf of newborn accessories and child support, funds have been allocated by the cantons on behalf assist mothers in nutrition of children in the amount of 639,357.75 BAM and the placement of children in pre-school institutions 1,782,617.00 BAM. The total allocated amount in 2013 in the name of child protection in the FB-H is 61. 272.249,69 BAM.

3.3.3.3. Family Law of the Federation of BH

Family Law of the Federation of Bosnia and Herzegovina defines the issue of protection and care for children whose life and health is threatened by family circumstances, as well as the protection and care of children who are being left by the parents, the disappearance of parents, death of a parent or parents' inability to fulfil parental rights and responsibilities, (refugees, migration, incapacitated, deprived of parental care or deprived of a parents the right to live with children, treatment, etc.) deprived of parental care. In accordance with the provisions of the Family Law, parents who have neglected the care of children is imposed cautionary measure, a guardianship authority has the obligation to provide assistance to eliminate the causes that led to the neglect of a child. If the parents have neglected care for life and health of the child, the guardianship authority will impose a solution on the supervision over the exercise of parental rights and the decision to prescribe the obligations of parents and oblige them to submit regular reports on the execution of the prescribed obligations. If parents are largely ignoring, raising and education and neglecting the child, the court will at the request of the guardianship authority take away the parents' right to live with children. Parents who have abused their parental rights, or heavily neglected their parental duties, endangering the life, health and morals of the child, the court will in non-contentious proceedings take away parental rights.

Children deprived of parental care, the guardianship authority will appoint a guardian. The duty of a guardian is to take care of the personality, health, education, training for work and property of the child. For children who meet the requirements prescribed by the Act and the Guidelines on the methods for determining the suitability of the child and the person who wants to adopt a child and workmanship opinions on eligibility for adoption, will be carried out

the procedure of adoption. Adoption will be between adoptive establish an unbreakable kinship equal to blood relationship (full adoption) and the rights and duties under the law exist between parents and children (incomplete adoption).

3.3.3.4. Law on Protection and Treatment of Children and Minors in Criminal Proceedings of Federation of BiH

By this Law, the rules about treating children in conflict with the law and victims or witnesses of a crime act, is regulated.

Treating children is regulated identically as treating of children in RS. In the Federation of BiH the law began applying in 2015. Official indicators concerning the applying of the law in the Federation is at the moment not here.

3.3.3.5. Projects realized in FBiH in 2014

In 2014 in the Federation and the RS, a serious place take the following Projects:

- "Social Protection and inclusion of children in BiH", which aims to reduce poverty,
- "Justice for Children" whose main aim is to improve the capacity of employees of social welfare centers in the process of re-socialization and reintegration of juvenile offenders and
- The project "Support to the networks of social security and employment." Whose goal is finding the best models for targeting cash transfers in BiH.
- In addition to the three above-mentioned projects implemented at the state level, a significant place in the Federation take the following actions:
- "Illegal migration and human trafficking in Bosnia and Herzegovina functions of social welfare centers in direct assistance to victims" whose main objective is the training of employees of social welfare centers for the protection, caring, re-socialization and rehabilitation of victims of trafficking,
- "Multi-sectoral training on prevention measures, treatment and the fight against domestic violence" aimed to improve the cooperation be-

tween relevant institutions in the implementation of the Law on Protection from Domestic Violence, particularly with regard to the enforcement of protective measures and providing care and support to victims of violence,

- “Maskuiteti and gender-based violence against women in the country” aimed at raising awareness of the presence and consequences of violence against women and the possibilities of social welfare centers in its prevention.

3.4. Case assessments in centers for social work in BH

In Bosnia and Herzegovina and in its entities RS and FBiH and Brčko District services provided by centers for social work are not standardized nor have serious changes occur in the use of methods and techniques of professional workers. Still, in most centers for social work FBiH and RS reportable and territorial principle was kept. In some centers represented only territorial, so the work of professional workers in local communities which professional workers borrow objects from all areas of the territory of their local communities. In some centers only reportable operations are represented, thus professional workers are responsible for one area (e.g. only for juveniles in conflict with the law or only for children at risk) in some centers a combination of both works is presented. This working model is obsolete, outdated, excludes the possibility of a holistic approach to assessing the needs of the child, excludes quality work on solving problems and meeting the needs of children, complicated procedures and prevents quality recording and reporting, which is of crucial importance to solve the problems facing child and planning needs of children for the local community at the center's activity, or the child resides. Such outdated methods and techniques in social work centers give the impression that the child is registered once in the center and remains a user up to legal age, but only under various basis, and that he goes from one worker to the other depending on the area he covers where he is followed by opening of subjects under various basis (in one moment under the basis of the stat of social need, in other on the basis of the right to health insurance, in third on the basis of vulnerability, violence etc.). Regulations on standards for operation and provision of services in social welfare institutions in FBiH stipulate the obligation of urgent

child protection through the receiving assessment of the needs of the child within 7 days of receipt of the request. The assessment is based on direct contact with the child, legal guardian, people from the region and other sources for that social worker assesses that can help identify the problem and its resolution. Admission assessment determines whether there is a need for prompt intervention and which intervention is needed. If there is a need for an appropriate measure of service or the right an emergency protection plan is made and measures for its realization are taken. For the intervention on the basis of an emergency plan to continue working on establishing all present problems that the child is facing, particularly the determination of: power, risk, capabilities and interests of family members of the child and their capacity to participate in the implementation of activities aimed at children, other important persons in the child's environment and their capacity, the capacity of service providers who are available to work on solving the identified problems of the child at the local level and beyond. Depending on the results of the assessment, within 10 days but no longer than 20 days from the completion of the assessment and identification of all important facts for a child an individual protection plan is made.

Individual plan includes, among other things: the child's profile, plan for the future, plan for achieving the desired goals and outcomes, a record of the child's personality, a person of importance in achieving the goals of the institutions to be included in the implementation plan, the duties of a child, skilled workers, people from the importance of child and institutions whose support is needed. Drafting individual plan calls for an expert team working on the problem of child and all of the important people around him or representatives of the institutions will be involved in the implementation of an individual plan. Very important role in the drafting of the plan has the child itself. Review the plan is carried out every six months and updated in accordance with the results and expressed needs. For plan and it's realization a social worker is put in charge of covering the area of the local community where the child resides or where works referral, expert worker in charge of the report (juvenile offending, guardianship, financial assistance).

3.5. Experts in the area of child protection in BH

A serious obstacle to the functioning of the child protection system in BiH and meeting the needs of children are primarily insufficient capacities of social welfare centers. Centers for Social Work, misses personnel of various profiles especially psychologists and educators. In some centers there are no employed lawyers so all tasks are performed by social workers.

Concluding Observations of the UN Committee to monitor the implementation of the Convention on the Rights of the Child (September / October 2012) indicate the staffing limitations of the available centers for social work, as well as to clear certain tasks to support the family. Also the subject conclusions indicate to the overload of centers for social work and administrative work. Recommendations of the Com-

mittee, among other things are that the state social welfare centers provide adequate human, technical and financial resources.

Standards and norms prescribed in the Regulations on Standards for the operation and provision of services in social welfare institutions in the Federation with respect to professional staff as well as their number, were absolutely not respected. According to the Regulations for every 4,000 inhabitants one social worker should be employed, for every 20,000 inhabitants one lawyer for every 15,000 inhabitants one psychologist and for the same amount of people one educator. Each social welfare center that covers 50,000 inhabitants should have according to the Ordinance one employed sociologists. Review of professional staff in the social welfare centers in the Federation with 2013 by cantons is presented in Table 3 (data

from the working paper Public policy on the protection of families with children in the Federation).

Table 9 : Overview of expert staff in centres for social protection in FBiH

Ordinal number	Cantons	Soc. Worker	Educator psychologist	Educator	Psychologist	Sociologist	Lawyer	Special education teacher	Teacher	Total
1.	Una Sana	29	1	1	3	0	11	2	0	47
2.	Posavina	4	0	0	0	0	3	0	0	7
3.	Tuzla	37	7	2	3	1	16	2	0	68
4.	Ze-Do	47	0	0	3	3	25	2	2	82
5.	Bos.-Podrinj.	7	1	0	0	0	1	0	0	9
6.	Srednja-Bosna	25	1	0	0	1	11	0	0	38
7.	Herc.-Neret.	25	0	2	1	1	11	0	0	40
8.	Zap. Her.	11	0	1	0	0	4	0	1	17
9.	Sarajevo	67	6	4	9	0	23	0	0	109
10.	Canton 10	7	0	0	1	0	3	0	0	11
	Total	259	16	10	20	6	108	6	3	428

If we have in mind that the specified professional personnel in social welfare centers in the Federation, are working next to child protection on all matters of social welfare and protection of persons with disabilities, and perform other duties as entrusted of children, a clear statement on the situation in this area and recommendations is given by the UN Committee monitoring the Convention on the rights of the Child. A statement of the UN Committee to monitor the implementation of the Convention on the Rights of the Child is that the financial and human resources available to social work centers are limited. The situation in the RS when it comes to professional staff is more favorable compared to the situation in the Federation. We have already mentioned how the FBiH centers for social work / municipal social welfare services, and how many employees in the centers / service.

We also noted how many centers for social work / social protection services in the RS there are. The centers for social work / social protection services in the RS employ a total (data from the Bulletin on Social Protection in RS for 2014) one-hundred-and-ninety-six social workers, seventy-six lawyers, thirty-six psychologists, twenty-three educators, five educator-psychologist, six special pedagogues, three special education teachers, eleven social scientists, one social pedagogue and two master supervisors in social work. So in the RS in the social welfare centers total of 359 skilled workers are engaged, which is a significantly higher number compared to skilled workers engaged in the centers in the Federation, of course, if we consider that the population and the number of users of the rights and service centers / services in the FBiH significantly higher.

3.6. Education of staff

In the social work centers in BiH, generally, child protection services are provided by social workers, lawyers, psychologists and educators. Exceptional are situations in which services are provided by other experts. When it comes to the realization of children's rights, procedures for the exercise of the right are led by lawyers. Among social workers by percentage the highest in numbers are social workers, there are significantly fewer social workers with higher education. Same is the case with graduates and lawyers with higher education. Judging by the data in the Federation and the RS, it is evident that changes in education

scene are occurring in the RS. In addition to social workers, psychologists, educators and lawyers in the centers / services in the RS are employed and special education teachers, special education teachers, social pedagogues, masters of social work supervision. The presence of the new staff is not too obvious but is represented, suggesting that future brings changes in terms of personnel in the centers / services.

3.7. Education of service providers and professional development

At BiH level, there are no licensed programs of education and training of professional workers in the social welfare centers and social welfare services. The laws and regulations of the Federation of BiH and RS, do not require education and professional development of employees in social welfare centers. As obligation of education is not standardized at the entity level, there are no licensed training programs for skilled workers. Unfortunately, the professionals employed in the centers for social work / social protection, do not have the legal obligations for the establishment of the Chamber, and thus the possibility of certification and licensing experts. The fact is that the last five years the employees of the social welfare centers in both entities at conferences, seminars, and round tables problematize these issues, drawing attention and amounts of requests for their resolution. More serious advocacy of the needs to standardize the Chamber and licensing staff, resulted in that the Draft Law on Social Protection which was prepared five years ago, contains a chapter that regulates the establishment of the Association and licensed programs of education and professional training. Unfortunately, this version of the first draft law was withdrawn and prepared a brand new, again where education, vocational training, etc. the chamber did not find their place. During 2015 problematized was the issue of the adoption of the activities of social work. The interest of professionals in the adoption of this law is very high and there are serious indications that it will in due course with preparations for the adoption of this law.

3.8. Conditions in which services and rights to child protection are made

3.8.1. Deficit of expert staff in centers/services and overload of the existing staff

The next obstacle, in the qualitative functioning of child protection system and meeting the needs of children and families with children, are the insufficient capacities of centers for social work / social protection services for their operation. More analysis indicates that the staff capacities of the centers for social work and social welfare services and facilities child protection are very low, which is an additional problem of the functioning of child protection. Centers / services generally lack staff or it is under-represented (psychologist, educator, and lawyer). Deficit of the staff is present in all centers / services as well as in institutions of child protection. Lack of staff was directly tied to funding, given that the rights in respect of employment as a rule is realized from the budgets of municipalities, both in the Federation and RS. The deficit of the staff is compensated through projects of employment of trainees through the Employment Bureau of the Federation of Bosnia and Herzegovina and the Canton and in RS through service contracts and carried out the internship. In some centers / services overcoming the situation through volunteering is present. However, this is a practice which is present in major centers, while smaller centers / services do not have the possibility of engagement of professional staff in this way. Sadly, users living in smaller municipalities were discriminated against in this way. In the eastern part of the RS and the cantons in which there are "small municipalities" (Zenica-Doboj, Posavina, C10, Zapadna Hercegovina, Bosna-Podrinje), the biggest deficiencies in staff and infrastructure. Despite the fact that in 2015 the deadline for fulfilment of the conditions in accordance with the Regulation on standards for operation and provision of services in social welfare institutions in the Federation is due, the situation with staff but also with the physical and material resources centers / services has not changed. Moreover it's getting worse one year at a time. The situation with human resources in RS is just a bit better especially in major urban centers / services (Banja Luka, Trebinje, Bijeljina). In the RS, the smaller municipalities (Foca, Kalinovik, Sokolac) with smaller centers / services aren't in a better situation than in Federation of BiH.

3.8.2. Limited technical and material terms of work

When it comes to technical, material and physical conditions of the centers / services in Bosnia and Herzegovina, they also negatively affect the quality of child protection. The centers / services in the Federation of BiH, the RS and the BD technical, material and physical capacities of centers / services negatively affect, complicate, and in some places make therapeutic, counselling, diagnostic, and other team work impossible, customer orientation, documentation of access and such. The lack of cars and fuel, as well as funds for the maintenance of cars, buildings and equipment, marginalize, not only employees but also the customers of child protection both in one and in the other entity and Brčko District. It's a little more favourable situation in the major urban centers (Sarajevo, Banja Luka, Bijeljina, Mostar, Zenica) although these centers have drawbacks. It is characteristic that few centers or negligible number of centers, work in buildings that are owned by the city. They are mostly tenants, and they use other people's space and inadequate space. In one room sits more employees working on different departments. Referents at different departments at the same time receive parties in as small as possible communities which represents a large problem. Such work leads to violations of the right to personal and family privacy. Most centers / services have not eliminated architectural barriers that exclude children with disabilities and their parents / guardians / adoptive of the possibility of direct arrival at the premises of the center / service and the use of advisory, counselling, therapeutic work.

3.8.3. Mechanisms for monitoring, evaluation and reporting

In the centers / services in Bosnia and Herzegovina there are no mechanisms for monitoring the implementation of laws and by-laws, policies, strategies and action plans in the field of child protection. The existing child protection system is not sufficiently transparent or inclusive of other actors and users of child protection. Child protection system in BiH does not have enough appropriate mechanisms and methods for collecting, classifying and analyzing statistical data on all parameters. Unique evidence for the rights of child protection in the Federation of BiH do not exist. The situation in RS is somewhat different, although this entities' lack of quality databases results in an incomplete or insufficiently accurate records. The most accurate records of beneficiaries

of child protection has Brčko District of Bosnia and Herzegovina. The gathering of statistical data present the problems of non-compliance of existing methods (accuracy and reliability), which is one of the greatest weaknesses when it comes to informational base for decision-making and to efficiently and effectively, monitor, evaluate and report on the success of the implementation of policy objectives, strategies, action plans and regulations in the area of child protection. The lack of efficient mechanisms of communication and cooperation between the entities (RS and FBiH) and BD, as well as communication and cooperation between the cantons of the Federation in the process of data collecting, significantly complicates and inevitably affects the quality decision making in the field of child protection.

3.8.4. Data bases

Considering that according to the Constitution of BiH child protection is in the jurisdiction of the Entities and DB, a unique database of child protection beneficiaries is not possible to have. Unfortunately, even at the entity level there are no unique and accurate databases for child protection on all grounds. While in RS by certain parameters, there are unique records of user children of appropriate rights and forms of child protection, in the Federation of Bosnia and Herzegovina due to the undeveloped mechanism for monitoring the state of the system on the entity level, do not exist. Due to the lack of unique database in the field of child protection it is not possible to analyse the functioning of the child protection system, and thus to plan appropriate measures. Given the complexity of the shared competence in the field of child, on the level of the State of BiH same on the level of the Federation of Bosnia and Herzegovina, and in that regard also the lack of appropriate institutional mechanisms and methods for collecting, classifying and analysing statistical data are the key shortcomings and obstacles in the establishment of an efficient system of child protection. Existing databases (SOTAC) has certain disadvantages. There is insufficient data entry and update causing that data isn't accurate and reliable. The database is not bound with other institutions that collect data on the state entity and cantonal levels. Statistical data collected in the field are often inaccurate, arbitrary and unreliable because they are filled by unskilled people who sometimes are not so sure what the questionnaires are asking for, and questionnaires themselves are often non-uniform.

4. METHODOLOGY

4.1. Methods of collecting and analysis of data

For the report on research in BiH, the following methods were used: semi-structured and in-depth interviews and focus group discussions. The focus groups and interviews were created based on the protocol identified by the national researcher. **(ANNEX: TRANSCRIPTS-MATERIAL ON COLLECTION OF DATA IN BOSNIAN LANGUAGE)**. All respondents filled out a uniform questionnaire with demographic data, while questions from specific areas were specifically designed for the respondents, as well as interpersonal and group dynamic. The questions asked included general issues related to social work and child protection, issues related to curricula for acquiring formal and informal professional education, issues related to practical work, research and policy, as well as knowledge and skills related to use of information technologies (IT) in learning.

The data were collected by two lecturers from the Department of Social Work of the University of Banja Luka. The respondents were happy to take part in the research, showed an interest in the researched topic and the need to have their voice heard. All respondents received full information on the purpose of the research, as evidence that they had been informed and accepted to take part in the research. For the purpose of further analysis, transcripts of focus group discussions and interviews were produced.

Field research was done in the period from July to October 2015 in Sarajevo, Banja Luka and Mostar. These are three major cities located in different parts of BiH. In total, 3 focus groups were organized (1 with students of social work at MA level, 1 with managers/trainers and 1 with child protection practitioners). Two of the focus groups had 7 participants, while one had 5 participants. All focus groups also took part in an effort to reach group consensus regarding knowledge and skills needed for the experts working in the area of child protection. Participants were instructed to list each of them 3 to 5 items under knowledge or skills which they believe are required for work in the

area of child protection. Their responses were collated, sorted during the group discussion and followed by a debate on ten most important qualities. After reaching agreement regarding ten (10) of the most important qualities, the participants discussed the order of importance of these qualities until reaching consensus.

This was followed by 8 interviews: 2 with academics/trainers, 2 with managers of the child protection services and 4 with child protection practitioners/professionals. The interviews also included a case study (as a practical example that the social worker had in his/her work experience).

To protect the privacy of the respondents, their names were crypted by allocating letters FG (for each focus group participant) or/and for an interview, followed by letter M or F as a marker (mark their sex), Pr (for practitioners), EDU for trainers/managers, St (for social work students), and P for professionals working on child protection (in that case, numbers 1 to 4 were assigned marking the number of the working group) followed by number of respondent. The participants were selected from the three selected cities, based on their position in the child protection system. The selection was started based on the initial insight into their work and experience, which was carried out by national researcher. Thus, through respondent driven sampling, i.e. chain sampling method, adequate sample was created reflecting the diversity of positions in the BiH system of child protection.

A total of 19 respondents participated in the focus groups (9 women and 10 men), while the interviewed respondents included 6 women and 2 men. The age groups of respondents had relatively equal distribution (see the table), which was to be expected in view of the fact that they were selected for the research based on their positions and experience. At times it was difficult to identify their roles, since a number of them who are currently in management positions also perceive themselves and also work as trainers.

Table 10: Sample characteristics

		Focus group	Interview	Total
Sex				
	Male	10	2	12
	Female	9	6	15
Age				
	20 – 23	4	-	4
	24 – 30	3	-	3
	31 – 35	4	-	4
	36 – 40	3	1	4
	41 – 50	5	4	9
	51 – 60	-	3	3
	61 +	-	-	-
Occupation				
	Student	7	-	7
	Social worker	6	7	13
	Psychologist	4	1	5
	Lawyer	1	-	1
	Economist	1	-	1
Organisation				
	Centre for social work	8	5	13
	Academic/research	3 +7*	2	12
	NGO	1	1	2
Position				
	Student	7	-	7
	Case worker	6	4	10
	Manager	4	2	6
	Academic	2	2	4

* Social work students at MA level

Majority of respondents identified themselves as social workers (13 or 48% with 7 social work undergraduate students, which is a total of 20 or 74%), psychologists (5 or 18%), with lawyers and economists equally represented (1 or 4%). In terms of the respondents' organisations, the largest number them came from the Centres for social work (13 or 48%), while 12 respondents (44%) came from academic/research institutions.

Accordingly, respondents hold the following positions in the system: case workers (10 or 37%), managers (6 or 22%), and academics and students (11 or 41%). Looking at the work experience of the respondents, case workers' years of service range from 3 to 25 (12.6 in average), among the trainers (academic and non-academic) it ranges from 6 to 23 (12.5 in average).

Thematic sections for interviews and focus groups were organised around the following areas:

- A. Overview of the social work in BiH by public in general, clients and other professionals
- B. Understanding child protection
- C. Training of professionals in child protection
- D. Knowledge about research and impact
- E. Knowledge about policy and impact
- F. Types of skill and key skills required for practical work in child protection

In the process of data analysis, the following themes were identified:

- Understanding the social work and child protection
- Training, training needs and licensing of professionals in the area of child protection
- Knowledge about research and impact
- Types of skill and practical key skills
- Obstacles to high-quality practice in the area of child protection

5. RESEARCH RESULTS

5.1. Understanding the social work and child protection in BiH

Majority of respondents, participants in the focus groups and interviews have stressed that perception of general public (citizens) regarding social work is mostly negative and based on incomplete and incorrect information and assumptions.

General public is not adequately informed on the situation in the social protection system, nor sufficiently sensitised regarding issues tackled by the social protection system. It also lacks information on the activities undertaken in the area of social protection and social work. The social protection and Centres for social work in BiH, as well as social protection institutions with public authorisations, are perceived as institutions engaged in payment of social benefits, which disregards the area of family, legal and child protection as well as many other services provided to beneficiaries in the area of social protection.

FG EDU - F1: "General public does not understand that social work is a very demanding and responsible profession. I think that majority of population does not even know that getting your rights and protection of the most children from so-called risk groups, e.g. children without parent care or adequate parent care, children who are victims of domestic violence, children with developmental difficulties, and so on."

Unfortunately, the general public currently do not view social work as a responsible, humane calling, but for the most part view it as something negative, as a profession which is equal to any civil servant job, bureaucratic and insensitive of client's needs. The public perception regarding social work is not proportionate to the quality of this profession and one can freely say that public perception degrades the social work perception and diminishes its importance.

The centres for social work in BiH do not have sufficient numbers of expert – professional staff. This is primarily reflected in such a way that majority of professions, such as logopedists, psychologists and pedagogists are little represented in the centres for social work. The exception to this are the bigger centres such as the ones in Sarajevo, Mostar, Trebinje,

Doboj and Banja Luka, but these centres do not have staff levels sufficient to respond, in line with the law, to the real needs of the beneficiaries.

In general, the community does not recognise the importance of the social work and as is obvious from the situation in the field, in terms of certain organisations such as enterprises, public institutions, schools and institutions, these have no or have insufficient number of social workers, because they do not recognise all the issues that professionals from this field are able to tackle..

FGPr-M2: Social work as profession and career is not popular in BiH. Other professions do not respect the social work profession. The public also does not respect the social work, because of the permeating opinion that social work is something that anyone can do, that it is rather a humanitarian activity than a profession.

The importance of social work is almost not existent at all in the government framework. Social work as a scientific discipline is not suitably developed and there is no sufficient investment into scientific work in the area of social work, to contribute to development of science and enable improved service provision to final beneficiaries, i.e. the citizens. Strong social policy is a reflection of a strong state. Investing into social policy and development of its instruments, such as social work, is a way to build a stable state.

FG EDU - F4: "Social work as an expert profile, in general, in BiH has been marginalised and is perceived as such by both general public and other expert profiles, and society at large".

The social protection system is viewed through the prism of social assistance – focus is placed on the material benefits provided to socially vulnerable citizens in our society. There are often such views which deem that the social work profession is to be held accountable for certain difficult cases covered widely by the media. Opinions are formed even before the entire background and details of a case are known. In terms of serious cases of domestic violence and other problems, centres for social work are most frequently identified in public for failing to respond to a case,

which is not the case with police, judiciary and other institutions.

The number of citizens per social worker is several times greater than what is prescribed by the EU standards. This means that staff in the centres for social work in BiH are overburdened and cannot adequately respond to daily requirements of their jobs. In addition to regular, primary set of tasks, the staff often also has to carry out other expert and professional tasks which are under the scope of other professions and administration; at the same time, in some centres for social work, there are too many people employed on administrative and logistical posts (secretaries, drivers, cleaners, typists/administration and others) if compared to the number of employed experts.

Social workers are responsible for such situation, since they are not doing enough to affirm their profession, protect their expert profiles and promote quality and reputation of their profession. There is no association of social workers at the national or entity level, which could among other things contribute to protecting and strengthening this profession and raise its profile, as part of an overall effort to bring about some improvements in this regard.

FG EDU – M1: “The public, both the expert public in the area of humanities and general public, deem that social work is a profession which deals only with social benefits and welfare.”

The social work profession is not sufficiently popularised. For the most part, younger part of the population is more familiar with this profession than the older citizens. Centres for social work are still viewed by citizens as “social” institutions and the institution itself is stigmatised or it is perceived that ‘to have a problem’ is even a bigger problem and that one is better not to talk about it, rather than to seek help. In addition, due to the lack of knowledge about the social work, there is also widespread view among the general public that social work is a privileged type of profession. Views of the young people who might be interested in this profession are unfortunately shaped by the US movies, so that a large number of them are unaware of the importance, complexity and beauty of the social work in practice.

FG EDU – M2: “Looking at the social card in BiH for a long number of years, we can say that we

are at the very end of the line of countries in the region, and wider, in terms of the social protection in general.”

Unfortunately, the general public in BiH does not understand how demanding and responsible the social worker profession is. Majority of population appears not to know that the rights and protection of the majority of children from so-called risk groups, such as for example children with parenting care, depend on the expertise and knowledge of the social workers, in particular those working in the social protection institutions.

Majority of the users are not satisfied with the social work services they receive, not due to lack of expertise on the part of the social workers but rather due to the lack of finances available to the social protection institutions; majority of the users is mostly after different types of financial aid.

Child protection in BiH is not in line with international legal standards. Geographical discrimination is present throughout BiH in terms of protection of families with children, especially in FBiH where this type of protection is regulated at the cantonal and often at municipal level. Particularly vulnerable are children without adequate care, children victims of domestic and social violence, children with invalidity and children from minority groups, such as Roma.

Also, generally the most vulnerable population categories seek assistance and expect certain material benefits, while only smaller number of citizens ask for expert assistance from the social workers. In line with that, we have different opinions amount clients.

If certain population categories receive certain material benefits, it is more likely that they will be satisfied, despite the fact that benefits are quite low and not sufficient to provide for a normal life. The opinions of other population categories also depend on the assistance they have received.

In general, we are an unsatisfied society, very often we hear and listen only to criticism in the area of social work profession, whereby the citizens are expressing their frustrations with regards to the assistance available... but the real question is whether this is real dissatisfaction, i.e. are the social workers doing their job badly and provide little services to the citizens?

Maybe it is not possible to solve the problems easily and those who expect others to solve their problems, without them doing themselves, in a situation where the social workers are overburdened with bureaucracy and are thus unable to do their expert work, field work and visits and work with families at risk?

Probably, all of the above affect the public profile of the social worker profession and the question is what do we need to do to improve this profile and make everyone a bit happier.

FG EDU – F4: “Also, the fact that it is predominantly the most difficult and most at risk categories of citizens who address the centres seeking assistance, which mainly expect certain material benefits, that type of assistance, with only a small number of citizens who actually ask for and expect expert assistance from the social workers. In line with the above, we have different opinions among the beneficiaries.”

One is under impression that BiH society is chronically depressed and unsatisfied. Very often we hear only criticism about the social work profession. Citizens often express their frustrations regarding the assistance they receive, but the question is whether this is the real dissatisfaction?

Are the social workers really bad in their job, do they provide a small number of services to citizens, are the real problems of citizens that difficult and impossible to solve or the citizens expect others to resolve their problems without doing anything themselves?

Are the social workers overburdened with bureaucracy and thus unable to do expert work in the field, i.e. visits and work with families at risk?

Probably, all of the above affect the public profile of the social worker profession and the question is what do we need to do to improve this profile and make everyone a bit happier?

FG EDU – M2: “There are different views among the beneficiaries. Some of the beneficiaries do not make a distinction between the government and state social service and nongovernmental organisations providing free social services. Some beneficiaries have clear perception but are forced to beneficiaries of the services for clear and well

known reasons. Mostly they are thinking that the situation in the country is very bad and they blame the previous authorities and current economic situation for their current problems.”

In terms of the most vulnerable group, i.e. children, it is thought that in BiH they are left to the “merciless streets”.

FG EDU – M2: “I have been an activist at the „Budućnost“ youth centre since 1996, and I am well familiar with the post war situation we had at that time and where we stand at the moment in terms of child protection. Many laws and charters have been adopted, but that is useless if it is not implemented, if we do not all uphold it in our struggle for children’s rights and protection. Many institutions are set up only on paper, some are used only to employ supporters of political parties and give them salaries. There are very few institutions that are operating in a fair way in BiH and try to achieve a better standard and protection of child rights.”

If you look at the legislation, which says that unemployed mothers have the right to financial compensation, and in some parts of the country they do not receive it, despite the difficult images we see in the streets daily, begging or work and failure to implement protection measures for years, then you can with certainty describe child protection situation in BiH, in particular if you add to that a large number of unregistered children who are unable to exercise even their basic human rights (health protection, education).

FG EDU – F3: “Institutional and systematic protection of children in BiH is almost non-existent. There is no clear child protection policy in BiH, no adequate legal framework that would guarantee for each child equal access to exercising the basic child rights throughout BiH and their protection. Institutions in charge of child protection are not adequately equipped in terms of staff, resources and equipment. When creating and allocating budget funds, child protection is an imaginary category, something which is seen as a cost, not an investment.”

The child protection system is reduced to individual interventions of its participants – there is no competent

body which would (at local or higher level) bring together representatives of public institutions and non-governmental organisations engaged in child protection (health care centres, centres for care of children/schools, universities, centres for social work, ministries of health, labour and social policy, NGOs focused on supporting children, law enforcement bodies and media). The existence of such body(ies) would mean that social protection system is in place. Although, in theory we have the rights in line with the Convention on the rights of child and government legislation, child protection is insufficient, incomprehensive, participation of children almost non-existent, and if it is there then it is only formal – in particular when it comes to divorce which fail to pay sufficient attention to the interest of children. Children are almost never given a chance to address the competent authorities with regards to questions which are important to them or to appeal against what is happening to them. Due to all of the above, almost all children's rights are currently being violated and the protection is often reduced to good (or ill) will of individuals in position to either resolve a certain problem or make decisions on the child's best interest. Child protection concept is often not perceived as protection and exercising of the right, but only for the purpose of providing physical protection which disregards all other aspects also important for child development.

FG EDU – F5: "I think that children are not sufficiently protected in our society. Violence is considered as a legitimate upbringing tool and this has been transferred from generation to generation. We need to work more on strengthening the capacities of parents and providing systematic support and assistance to parents to raise their children. We do not have sufficient number of upbringing institutions for children."

Finally, we can conclude that findings from focus groups and interviews indicate a very low level of child protection and children's rights in BiH. General attitude in terms of child protection is very poor. The law requires each child to receive social benefits, in Sarajevo this amounts to 30 - 38 KM to increased benefits paid to children which ranges approximately from 49 or 50 KM, whereby in Livno it does not exist nor in the Western Herzegovina Canton and in Zenica-Doboj Canton it amounts to 10 KM. What kind of right protection is that and how can someone with 10 KM per month, take care of a child in particular

in a situation where people with several children are unemployed and have 5-6 children and live off the children benefit payments, i.e. off 60, 120 or 200 KM.

5.2. Training, training needs and licensing experts in child protection

Majority of respondents noted that their principal studies have provided a good basis for their further progress and learning. According to respondents, practical skills and techniques have become stressed during the practical work. Majority of respondents believes that all persons in public sector do have formal education acquired through their studies at the undergraduate level. In addition, majority of experts are actively engaged in training and additional learning programmes. There is an increase in number of experts specialising and training in advisory services or therapy.

FG EDU – F3: Formal education of professionals is not at a very high level, the programmes are not adequate and do not keep up with most up-to-date trends and new scientific discoveries in the area of social work. Additional problem is the lack of doing practical work with children during the formal education.

Prior to starting to work, each expert has to acquire university diploma – the undergraduate studies. Social workers are educated at the Faculty of Political Science, Department for Social Work. University graduates in pedagogy, psychology, etc. come from the Faculty of Physiology.

FG EDU – F5: I think that faculties should be more innovative in their work and apply interactive approach in courses and teaching, focus more on research and development of creativity in future experts.

Professionals are educated in public and private universities, at undergraduate and postgraduate level of studies. This is by large theoretical type of training and learning, with little or no opportunities to test it in practice during the studies. NGOs also provide different types of training, majority of which is specialised for modern topics or schools for therapists, which professionals could attend, provided they pay tuition.

FG EDU – F1: Curricula for social work studies in BiH,

the same as in other countries of the region, is designed by Faculties. That means that if the social work department is a part of the Law School then law is given advantage over the so-called expert courses. Key problem in education is inadequate practical education and unresolved issues between the Faculties and institutions where students obtain practical education. However, I think that at the end the students are provided with a very solid basis, and continuous, life-long education, is an integral part of any good profession.

Challenges related to education of professionals are related to three issues: scarce and at times outdated information on the latest approaches and methodologies related to child protection; lack of motivation for additional learning, in particular after getting a “permanent” job; lack of good practices which would increase motivation and serve as an example different from the usual practice.

FGPr-M2: I believe that these are Faculties of Humanities, primarily Faculties of social work, social pedagogy and psychology. Faculty curricula are not aligned with the practice, i.e. the real needs of these professions. The curricula are full of traditional learning and knowledge checks are based on theory, there is no in-depth learning, problem solving nor practical tests. I think that candidates who complete the studies in line with such curricula are not competent to apply theory and practice.

In addition, personal financial situation is sometimes an obstacle for investing into knowledge and increasing of personal expert competencies: majority of organisations rarely cover these costs and professionals have to pay these things on their own and use personal vacation for professional development purposes.

Ultimately, the overwhelming attitude is that individuals who complete the undergraduate studies have very modest skills for working with children. Many of them, aware of the curricula shortcomings, get engaged in different specialised trainings to build upon their knowledge and competencies.

INTERVIEW 3: Manager: People come unprepared, and they are not able to do their job right. I have been really unpleasantly surprised, I am referring now to the social workers, with the compe-

tencies that these children have on arriving here, with MA degree. They are illiterate, absolutely illiterate. I want to stress that what happens at the Universities and with the competencies that these children have on arrival, is really concerning.

All professionals are involved in training and education organised by the Ministry, and other governmental and non-governmental organisations. Ministries of health and social protection organise regular training for all staff of the centres for social work, while NGOs continuously organise training for staff working with children in the centres for social work.

The education of social workers in FBiH is provided by three Faculties: at the University of Sarajevo, University of Mostar and University of Tuzla. The education process is organised in line with the Bologna principles 3+2 and 4+1 in Tuzla. At the social work studies, at the Faculty of Political Science in Tuzla, or at the social work studies at the Faculty of political science in Mostar, one can obtain an MA diploma in social policy or social work. So far, based on the Bologna process, only the Faculty of political science in Sarajevo has been providing multidisciplinary doctoral studies related to social work. The University of Mostar provides an opportunity of further education in social work, as part of the satellite courses in Orasje. The accreditation process by Agency for High Education has been completed for the University of Sarajevo, while the process is ongoing in terms of Universities of Mostar and Tuzla.

In RS, Department for social work was set up in 2000 at the University of Banja Luka. The establishment of the Department was envisaged by practitioners gathered around the Association of professionals for social and child protection, and supported by several professors who recognised the need for education of the social workers in RS. The prevailing three reasons included: a) lack of social and child protection workers, b) poor age structure of staff in the social and child protection system, and c) an increased level of social issues and emergence of new ones.

In the relevant region, education of social workers for a long time consisted of two and three year long studies, with a possibility to continue postgraduate studies, MA level, specialisation and MA in social work. After adopting unique principles for the reform of the University education in Europe (Bologna), all so-

cial work programmes set up a scale consisting of the undergraduate, master and specialised professional and academic studies, up to PhD studies. The establishment of the single basis for education of social workers was also supported by the Association of the social work schools (IFSW) that has been advocating for adoption of the Global standards for education and training in social work (2004). The study programme of social work at the Faculty of Banja Luka (as of 2009) has been a long standing member of this international association.

5.3. Research and impact of knowledge about policies

Respondents did not have divided opinion on importance of practical applicability of knowledge on research method in child protection practices. Majority of respondents found it extremely important that programme includes practical training as well. Also, majority believes that in the existing educational system and with the curricula for all basic studies students do not gain needed knowledge on research methodology.

FG EDU – F4: I believe that in BiH, research, in general, is rarely taking place and it is rarer than it is necessary. One of the reasons for no research taking place is lack of knowledge on research methodology and research in general.

Students of undergraduate and post-graduate social work studies believe that they have gained theoretical knowledge on research methodology, but they are not sure that they are ready to apply it practically.

FGSt-M1: I still do not feel too able or capable in the sense of direct work with children, but I believe that with experienced mentor and practices, I can significantly improve my skills. In regard to research methods, legislature and research, I believe that am absolutely qualified and capable.

FGSt-F5: I cannot say that I feel equipped with knowledge on research in child protection once I start working, but I believe that one has to learn and improve all the time since learning shouldn't stop after graduation, moreover, it is necessary to continue gaining practical knowledge in order to provide best response to the needs of clients, especially children.

Students find this topic to be a huge disadvantage in the social workers education system in BiH. It is, therefore, necessary to resolve this issue in the future.

Professionals see the significance of research in the sense of evaluation of their practical work, opportunity to face results of own work and a method for getting a feedback from the beneficiaries:

FGPr-F1: I believe that communication skills combined with empathy skills are of extreme importance for all of those who want to dedicate their professional life to people. Having that in mind, I believe that it is very important that communication, as a skill that can be learned, is a subject that is present throughout entire education process (from primary school onwards).

Respondents often stated that they are not sufficiently informed on research results and that (neither domestic nor world-wide) researchers are not available in any manner that would be considered useful.

FGPr-F2: I believe that we only insist on laws in order to have a clean way to make decisions. It is all taken down to pure form.

Students listed examples of research methodology usage in different subject during studies, but at the same time they emphasised that numerous data, provided in the obligatory literature, are obsolete and disconnected from the real context.

FGSt-F2: I believe that the main reason for that is that theory and practice are heavily divided. One thing is what one learns at the university, and as soon as one starts with practical work, state and situation are completely different. I believe that curriculum should include more practical learning, real-life cases, situations where students could learn "in practice" how to find the best solution and gain knowledge on how to behave and handle situations. That would prepare them better for the labour market and everything that awaits us.

It seems that professionals do not have enough time to follow the research results in the available forms (monograph, reports, and academic articles) but that they would find it useful to have presentation of relevant research results in a form of summary that is adapted and simplified for the consumer.

FGPr-M2: Practical work is not integrated in the training programme, and everything is being done just to meet the formalities. During one year of internship, one learns more about practical work than in 4 years of studies.

They admit that some accredited programmes contain relevant research results. All interviewed educators stated that during the preparation and development of curricula they use research results and that they always look for new data.

According to majority of surveyed professionals, competent BiH institutions have done nothing in regard to educational programmes, training programmes and "additional training" for carrying out specific tasks in social work centres. They partially recognize the NGO sector because what NGOs manage to provide is what the SWC employees manage to get.

They made a comparison with pre-war situation in former Yugoslavia, since they had a chance to work in that period, as well as in the post-war period. According to majority, before the war social workers were asked about adoption of novelties in that field, especially in the legislation field. Before the war the situation was that social workers had to go through serious and continuous training before the law or by-law would enter force, and prepare for application of the law "article by article", provision by provision, all in form of organised learning.

According to them, nowadays they simply receive a decision and they are told that the law has changed. They have often mentioned the Law on Protection and Treatment of Children and Juveniles in the criminal procedure. No one was working on this issue even though it is one of the most complicated and most sensitive laws in BiH. Majority of respondents believe that competent ministries do not know that the law entered force, or, as they said, it seems like that in practice.

Knowledge of current regulations in the field of child protection is considered an integral and inevitable part of education of professionals. This is subject of formal education (studying social work) but also an integral part of the introduction of trainees and new employees to the job. Capacities and opportunities to influence legislative changes are seen as modest. Respondents most often state that they do not have sufficient knowledge in this field and they feel that they

cannot fight neither for themselves nor for the users. In particular, a major problem is actually a lack of policy in this area, that policies and programmes are not made on the basis of data and that there are no valid strategic documents or adequate strategic planning.

5.4. Types of skills and basic practical skills

During the analysis of skills, our respondents talked about quality of everything that should follow the everyday work of a social worker. Even though during focus groups there was no mention of knowledge or skills needed for child protection, the discussion spontaneously turned that way several times.

Upon completion of studies, one acquires the title of graduated social worker. Acquired skills and knowledge is combined, from different fields and covers several relevant concepts in psychology, sociology, pedagogy, social policies and social welfare, family law, criminal law (especially delinquency), public administration law as well as statistics and methodology in social research. Upon completion of basic studies on, e.g., social work department at Mostar University, one can get employment in related organisations that serve certain spheres of work such as emigration, psychological risk situation, deviant situations, opiates addition as well as general programmes of human development, fight against poverty and social exclusion.

Employment opportunities exist in both public and private institutions that directly or indirectly treat issues of social welfare of socially most endangered categories. Upon completion of master studies in the field of social work, students become highly educated professionals, well equipped to overcome different disciplines and accordingly capable for multidisciplinary actions. Also, they will be enabled to independently manage and organize private and public institutions and manage far-reaching and complex interdisciplinary projects in the fields of social work, social policy and social management.

In this analysis we see that perception of the skills that students have differs relatively from the perception of professionals and educators. Stances of interviewees can be categorised in several categories of skills and knowledge that professionals do not have in sufficient amount and for which there is no appropriate training:

- Focus on field of social welfare. Today professionals believe that social workers are “experts for everything”, which is a huge problem in practice.
- Communication with different users that are difficult to communicate with (offenders, victims of violence, communication with parents of children that are in risk of neglect or abuse, communication with other services in the community, in writing and skills of record keeping).
- Direct work with children, decision-making in the best interest of the child, method of child participation, child identity problem, communication skills with different groups of children, work with traumatised children, child counselling skills, intervention approach in work with different, vulnerable groups of children, especially with victims of sexual violence and children with anti-social behaviour and behavioural disorders.
- Continuous education, because, at the moment, social workers do not have ability to follow novelties in legislature and practice.

On several occasions, it was mentioned that professionals have a problem to implement operationally, in practice, their knowledge on needs of children and are often faced with discomfort and feeling of incompetence, and are even “afraid to talk to children”:

FGPr-M2: *I do not know, I think I am not sufficiently prepared for practical work*

FG EDU – F5: *I think that child protection is not sufficiently covered with curriculum*

Knowledge and skills of professionals who work on child protection were discussed during the working group activity of building consensus in focus groups. Participants were instructed to independently write 5 to 7 skills that are needed for work in child protection. Answers were gathered, sorted during group discussion and followed by a debate on ten most important qualities. After full adaptation of the list with all ten qualities, participants discussed the order of importance, until they reached consensus. Consensus building had its specificities in different focus groups. Two groups of professionals insisted on several occasion that it was an artificial and unnatural selection so the moderators had to invest additional effort to motivate

them. Professionals in other two groups articulated the problem of selection and initial stance that all skills and knowledge are equally important. However, these two groups have, in their own opinion, reached consensus and harmonised the final list surprisingly fast.

Doing exercises to reach consensus

During the consensus reaching exercise, respondents were given 4 stickers on which they wrote skills, knowledge and needs for learning, which are important for work on child protection. Respondents provided following answers:

Group: Trainers and managers:

FG EDU – F1:

1. Continuous education
2. Knowledge of techniques and methods of research
3. Connecting theory and practice
4. Communication skills
5. Knowledge of human rights
6. Knowledge of techniques and methods of social work
7. Competence in work with individual, family and group

FG EDU – F2:

1. Job characteristics
2. Possibility to act
3. Knowledge of legislation
4. Flexibility
5. Continuous improvement
6. Good networking with legal service, healthcare institutions, non-governmental and governmental sector
7. Involvement in solution-finding outside the given framework – non-governmental organisation, associations, healthcare institutions and other institutions that could provide assistance in certain situations
8. Monitoring changes that reflect the work in this type of service
9. Exchange of experience with others

FG EDU – F3:

1. Communication
2. Sensibility to problems of others
3. Flexibility
4. Tolerance

5. Emotional stability
6. Good organisational skills
7. Cultural skills (Social workers need to possess a knowledge base on cultures of their clients and be able to show competence in providing services with sensibility to culture of clients and differences between people and cultural groups)
8. Patience
9. Responsibility
10. Competence

FG EDU – F4:

1. Education (adequate studies)
2. Education (permanent, continuous, following current issues)
3. Knowledge/Expertise (focus on one field, e.g. juvenile delinquency, domestic violence, etc., instead of focus and work within several local communities with all problems that location carries)
4. Empathy
5. Professionalism
6. Consistency
7. Research / understanding the context
8. Interest in
9. Seriousness
10. Self-sacrifice

FG EDU – M1:

1. Legal frameworks, rights and best interest of the client
2. Abilities, knowledge and skills for connecting theoretical knowledge and practice
3. Creativity, motivation, initiative, willingness to learn and adaptation to changes
4. Empathy and active participation of users
5. Team work – interdisciplinary team work
6. Continuous learning, motivation and clear understanding of the job
7. Belief that something can be done for the user and belief in impact on systematic changes
8. Professionalism
9. Dedication and solidarity
10. Mutual support, respect and trust

FG EDU – F5:

1. Team work
2. Correlation between theory and practice in work
3. Creativity, motivation, initiative, willingness to learn and adaptation to changes
4. Empathy and participation of users
5. Best interest of users

6. Continuous learning, motivation and clear understanding of work
7. Belief that something can be done for the user and belief in impact on systematic changes
8. Professionalism
9. Dedication and solidarity
10. Mutual support, respect and trust

FG EDU – M2:

1. Professionalism
2. Devotion
3. Dedication
4. Ability
5. Humanity
6. Continuity in following legislation
7. Continuity in education
8. Practical work
9. Research work
10. Perseverance in overcoming problems in work

Several response groups were formed after the discussion.

First group was named COMPETENCIES: professionalism, capability, practical work, dedication, solidarity, creativity, user's best interest .

Second group was named DEDICATION TO SOCIAL WELFARE: empathy, humanity, agility, mutual support, respect, trust, correlation between theory and practice.

The list below represents final conclusions:

1. Competencies;
2. Dedication to social welfare ;
3. Continuity of education;
4. Focus on one area.

Professional group gave the following answers:

- 1- Expertise 3x
- 2- Conceptuality (knowledge of the social welfare concepts)
- 3- Communication skills
- 4- Empathy
- 5- Dedication
- 6- Agility
- 7- Social and political activities in the community
- 8- Humanity 2x
- 9- Legal reasoning
- 10- Literacy

Several response groups were formed after the discussion. First group was named COMPETENCIES: expertise, legal reasoning, dedication and conceptuality.

Second group was named DEDICATION TO SOCIAL WELFARE: empathy, humanity, agility, dedication.

The list below represents final conclusions:

1. Competencies;
2. Dedication
3. Social and political activities in the community.

Student group yielded the following answers:

1. Knowledge from the area of social politics, social welfare and protection, family law, juvenile delinquency, criminal law 2x;
2. Altruism 4 X
3. Social (communication) skills
4. Organisation skills 4x
5. Ability to manage unforeseen and complex situations 2x
6. Problem solving skills 3x
7. Communication 5x
8. Acknowledgement of feelings and needs of other people 2x
9. Determination 2x
10. Patience 3x
11. Self-control 3x
12. Emotional stability 2X
13. Tolerance, flexibility, sympathy for the problems of others etc.

Following this, we initiated negotiations in order to reach similar or identical responses. The participants named the first cluster of responses, which included communication and social skills, organisational skills, social and communication skills.

Second cluster of responses, including acknowledgment of feelings and needs of other people, emotional stability, dedication, patience and self-control, was named: sensibility in working with the children.

At the end we came to a specific conclusion. An easy task given that the students had several overlapping responses.

Final list of responses:

1. Social and communication skills;
2. Sensibility in working with children;
3. Organisational skills;

4. Problem solving skills;
5. Altruism.

Complete analysis shows that three groups have utilized three different ways to reach consensus on the needs of social workers.

1. Capability;
2. Dedication to social welfare;
3. Continuity in education;
4. Focus on one area;

1. Social and communication skills;
2. Sensibility in working with children;
3. Organisational skills;
4. Problem solving skills;
5. Altruism.

1. Capability;

2. Dedication;

3. Social and political activity in the community.

Based on this we can conclude that the three main components recognized as essential for efficiency of social workers in BiH are capability, organisational skills and sensibility.

Table 11: Review of the BiH case studies

QUESTION	DESCRIPTION
Case worker	I Social worker – 19 years of experience
	II Social worker – 30 years of experience
	III Psychologist – 13 years of experience
	IV Social worker – 5 years of experience
Who reported the case?	I Mother tried to get support for the 11 year old son. She claimed that he lacks motivation for school work (studying, homework etc.) and that he is in conflict with her and his peers.
	II The Social Welfare Centre was informed by the school on truancy of a student.
	III Family violence was reported to the Social Welfare Centre by the school. The child was abused by its mother.
	IV Individual work – house visits
Presented and initially identified issue/issues	I Lack of emotional connection between the mother and her son. Lack of trust towards the son; mother was disappointed that the son did not meet her expectations. The son was a victim of peer bullying.
	II The child (girl) was pulled into a car by a female adult and driven to another city. The father found the child. Case had the characteristics of a “human trafficking case”.
	III 12 year old boy lives with his mother, stepfather and brother. Until the moment the mother decided to move to a different city, the child lived with his grandparents, while his father worked abroad. Child had not contact with his fraternal family.
	IV 6 year old child (girl) lives with her mother and maternal grandparents. Child’s parents are not married. Mother has psychological issues (untreated by psychiatrists), there is lack of care, signs of neglects and family lives in poverty.
Interventions undertaken at the beginning of work	I The mother underwent first and second degree changes, targeting her behaviour with aim to develop emotional relationship with the son and build trust. Initial changes relate to establishing communication between the mother and school’s representatives (principle, class headmaster/mistress, and school’s experts/counsellors).
	II The child was placed in the safe house for victims of human trafficking. Regular communication with representatives of the safe house was enabled.
	III The child was relocated to the institution for children without parental care, and had undergone necessary medical procedures.
	IV The mother got health insurance and necessary care. The child remains with maternal grandparents and under the supervision of the centre for social welfare and care. The mother has been institutionalized.
Result of initial activities and undertaking additional activities	I Mother finally understands the reality of the situation (that the child was the victim of bullying), and has started to adequately support and care for her son.
	II The child was protected and was returned home, with continuous support provided for her and her family
	III The child was protected and was relocated to live with his grandmother (guardian) and grandfather.
	IV The child remains with the family, and there is no need for institutionalization. Mother’s health has improves, and professionals are planning regular meetings with the daughter.

QUESTION	DESCRIPTION	
Who made the decision/decisions?	I	Case worker.
	II	Case worker, Social worker and representatives of centre for social welfare and care.
	III	Expert team (Social worker, school counsellor, psychologist and attorney)
	IV	Expert team (Social worker and attorney)
Training/acquired knowledge which helped making the decisions	I	Bachelor and graduate education and training.
	II	Specialised training related to human trafficking.
	III	Specialised training related to working with survivors and perpetrators of family violence.
	IV	Theoretical principles.
Satisfaction of child and family	I	The mother is extremely satisfied, and feels that the situation has strengthened their family and contributed to its happiness.
	II	The child was especially pleased with the decision to be placed in the safe house. Family members were pleased with the intensity of communication between them and relevant professionals.
	III	The child and his grandmother (guardian) are very pleased. There is a strong emotional attachment between the two; the child also had an opportunity to contact his father and members of fraternal side of the family.
	IV	Based on numerous announced and surprising visits, the child and grandparents seem very satisfied.
Contact with child/children and family and current situation	I	Mother is contacted periodically. The child is attending a different school and school related issues are going well. Based on evaluation, it is possible to conclude that the treatment was useful and successful.
	II	The child is currently with the family, and her and her parents remain in need of professional support.
	III	Regular communication with child and grandmother is still present. The child continues to develop positively and is still living without parents.
	IV	Communication with child and grandparents is maintained of regular basis. The child is attending school and there are no significant developmental issues.

Review of the cases given in Table 11 shows some of the present challenges for functioning of the Child protection system and their impact on professional behaviour of social workers. All three presented cases show visible effort of responsible officers to understand own work on the case and needs of the family in both developmental and dynamic aspect. Community resources are included in accordance with availability, simultaneously and successfully.

5.5. Strengths and obstacles for high-quality child protection practice

The practice of child protection is very poorly covered in BiH. This claim can be corroborated by a great number of facts. In terms of the status of the social workers in BiH, in particular those working in the cen-

tres for social work, their numbers are by far lesser than the numbers stipulated by the law. One social worker in the centre for social work is often also in charge of community work, not in line with division of labour. Such division cannot result in adequate and good professionals, highly specialised for one or two areas/issues.

Taking into consideration the complexity of issues faced by BiH citizens today, as well as the fact that the issues are more complex, serious and difficult, as such they should be resolved. Unfortunately, there are no organised mechanisms of protection, action plans or any concrete cooperation among the institutions. Centres for social work are expected to do a lot, while the opportunities to respond are limited to the moment when situations get alarming and when

social workers get the role of the firemen trying to take the fire out at the time when it is too late and situation gets utmost serious.

Despite huge bureaucratic tasks and duties of the centres which are not necessarily a part of the professional engagement of the social workers, the fact is that they do not have sufficient space and time for expertise and jobs for which they actually trained and educated.

In addition, the issue is what kind of possibilities and needs there are in terms of the professional training, what type of professional support is needed for the experts in the centres, and whether they have the supervision as professional support; ultimately, the question is also how well paid are they for the work they do?

The respondents deem that the fact that professionals are overworked as the principal obstacle to good quality practice of child protection. There is general agreement that case workers and advisors for foster families are in charge of a great many number of cases, which disrupts their ability to give adequate attention to cases:

FG EDU – M2: There are different views among the beneficiaries. Some beneficiaries do not differentiate between the government, social protection representatives and nongovernmental organisations providing free social services. Some beneficiaries have a clear vision, but are forced, from well known reasons, to become beneficiaries of the services. Mostly they feel that situation in the country is very bad, and they blame the government for, in addition to current economic situation, for their current problems.

There are also numerous objections that poor organisational solutions have contributed to staff being overworked (inadequate delegation of tasks, frequent changes to case assignments in some units, lack of cooperation and synchronisation with other services). In BiH, regardless of political difficulties, it would be very difficult to centralise the social protection system. How functional this system is depends on the partnerships. In terms of professional exchange, experiences of professionals in different segments of the system, can be very useful and desirable in different contexts.

The problem of child protection is a very important topic which would not only be discussed but measures for child protection should be implemented in all aspects of work, in each area where children are present (all levels of education, health, social protection). Responsibility is particularly important, as well as responsibility for non-action, in terms of actions needed for child protection.

Raising awareness among general public and sensitising professionals, increasing the level of knowledge and skills, as well as work with families, are all the things that have to happen.

There are opinions that professionals working on child protection are engaged in increasingly complex problems and phenomena, and that level of violence in society is very high and that there is an ever increasing need for complex and urgent interventions. Predominant poverty and high unemployment rate create additional pressure on social protection services, which undoubtedly have less available resources.

The fact is that one can conclude that services do not have equal geographic distribution. Mostly they are available for children in large cities. Large cities, such as Sarajevo, Banja Luka, Tuzla, Mostar, have developed public services, as well as nongovernmental sector. There are some well known situations when someone could not or did not want to address the professional, where nonprofessional staff does the job which requires expertise (see answer to previous question).

FGSt-M1: In terms of protection of children who live with their parents, system is very unstable. In BiH, over the past five years, there were several children who died as a result of injuries sustained by family members. Domestic violence, which includes violence against children, is very wide spread and still most people do not see such behaviour as abuse. Due to lack of expert staff, lack of training for current staff, lack of funds and deep rooted traditional values to recognise and identify children at risk, adequate response by the centre for social work in most cases is not there. Improvement of coordination between the centres for social work, ministries of interior, schools, in terms of primary and curative prevention is of great importance. When we talk about protection of children without parenting care (institutionalised form), the

conditions are not at a satisfactory level, but keeping in mind the socio-economic state of the society and destroyed political system, we can be happy that situation of children without parenting care is not alarming. The position of such children could significantly improve with small changes in terms of intensive investment into institutions such as an SOS village and changes to the Family law and adoption procedures.

FGSt-F1: I come from a small town and since high school I have worked as a volunteer and have had access to information and people related to social work. For that reason, I wanted to study this and introduce some changes, in particular in my town. That was my primary motive to study social work. I understood that this is something I want to do. I am proud of my profession and social work. Every day I see that social workers will be more and more needed in our society. At the moment, social workers are not getting enough attention, unlike other countries where they are respected and appreciated.

Child protection in BiH is not in line with international legal standards. There is geographical discrimination of children throughout BiH, which is in particular present in FBiH where protection is regulated by cantonal and often municipal legislation. Children without adequate care, children victims of violence in their families and society, children with disabilities and children from minority groups, such as for example Roma, are particularly vulnerable.

6. CONCLUSION

The research was done at the moment when BiH saw the first results following from changes introduced to regulation related to improvement of work quality for child protection staff.

Each institution and organisation should have child protection policies, standards of work with children and similar documents (depending on the type of organisation), and this document should be a requirement to work.

Thus, the results may contribute to further development and improvement of specific state and position. In addition, they may provide significant insight into processes related to development of the child protection systems in the region, standardisation of services and quality control mechanisms in terms of human resources development. Social workers and other professionals in the social protection sector are faced with new demands to respond to client and community needs and this could change the basic values and philosophy that served as the basis for setting up the social protection system in BiH after the 1992-1995 war. There is a change of paradigm in the child protection sector and introduction of approach based on strengths at play; these changes will also bring about new theoretical approaches and models resulting from economic and social globalisation.

FG EDU – F3 *“Institutional and systematic child protection in BiH is almost non-existent. There is no clear child protection policy in BiH, not an adequate legal framework which would guarantee equal access to basic rights to all children, throughout the country, and protection. The institutions in charge of child protection are not adequately staffed and do not have adequate technical or material resources. When creating the budgets and allocating funds, child protection is an imaginary item and is seen as cost, not an investment.*

To overcome the social heritage of the huge institutions for accommodation, BiH has developed, through its entities, cantons and Brcko District, important policies and introduced special measures which should allow the beneficiaries to continue living in the families/communities, when ever and where ever possible. Such improvements require changes at different levels, including personal attitudes, practices, procedures and funding methods, as well as innova-

tive solutions with different impact in terms of the child rights and professional behaviour of the social workers. Comprehensive efforts directed at child protection reform create tensions and opposed approaches in different aspects of the social work in practice:

- Compulsory employment of social workers in schools;
- Establishment of associations of social workers;
- Licensing;
- Testing for abilities of the professionals working in the social work sector;
- Continuous monitoring and evaluation of the social workers' work, especially in the centres for social work;
- Child protection must in no case be at an abstract level and it is necessary to discuss and subsequently act in this area;
- In terms of new regulations, majority of information is collected by the social workers and they have to be well familiar with all the regulations related to child and family protection, as well as protection of other vulnerable groups;
- Other professions also have responsibilities in this regard; not linked to the basic course of study but to work post (e.g. pedagogists and psychologists at schools need to be familiar with regulations relevant for education, as well as basis of social protection ...);
- All need to be familiar with ethical codex of their profession;
- All need to be familiar with the UN Convention of the Rights of Child and other international documents relevant for certain area (e.g. Strategy for Prevention of Violence Against Children, Action plan on the Education Needs of Roma, Strategy against Juvenile Delinquency, Action Plan for Children)

- No information available as to whether knowledge about relevant documents is included into formal education programmes, but this is necessary in order to do a certain job.
- Protectionism and “saving the child” models versus approach which involves participation and support of the family.
- Current training programmes are designed and aimed at linking theory and practice, but it is still necessary for students to attend practical education during each year of study.
- Prior to starting to work, students of psychology and social work during their studies have the opportunity to acquire practical knowledge through practical training at the services and other institutions of social protection.
- European model of social cohesion and neoliberal approach to provision of social services
- As part of their practical training, the students need to learn about child protection programmes, as well as about other areas of work which are part of the scope of work of services and other institutions of social protection
- It is worth commending the right to choose service, in comparison with a relatively small number of services available in the community
- Results indicate that child protection practice in BiH is lead by professionals who, in majority of cases, have adequate education background, which has enabled successful implementation of changes in the child protection system over the past decade. The findings indicate that professionals believe they are an integral part of the child protection system, although the lack of multisectoral cooperation has been identified as one of the key shortcomings. This is a systematic problem which reflects the distribution of power, having in mind that social protection system with significantly less resources (budget, number of institutions, staff numbers, etc.) has attempted to cooperate with much stronger services in the area of health, education, judiciary and police.

6.1. Implications

- The analysis of the international and domestic legislative frameworks identified lack of harmonisation of domestic regulations in the area of child protection with international documents, regardless of the fact that some of these are included in the Constitution of BiH and listed as documents ratified by BiH. The analysis also identified that BiH, i.e. the entities (FBiH and RS) and BD BiH, did not implement serious child protection reforms. According to the analysis, there is lack of coordination and communication among the child protection systems in FBiH, RS and BD BiH. The purpose of child protection benefit is not clearly set up throughout the country, and is differently regulated in different regulations.
- Criteria and property census in FBiH and RS are strict and prevent the citizens to access the law on child protection. Situation is somewhat better in BD BiH.
- Putting different functions of child protection under one brings purposefulness into question.
- In FBiH, entity and cantons have shared competency over the child protection, while cantons alone are in charge of its implementation. For that reason, the child protection system in FBiH is so complicated that it represents an obstacle to its sustainability. Different basis for calculation of benefits are used resulting in different amounts of benefits, which results from distribution of competencies between the FBiH and its cantons, leads to different approaches to the rights related to child protection in different parts of FBiH, which is greatly dependent on the economic power of the cantons. In FBiH, there is no monitoring mechanism developed at the entity level, no single record keeping or evaluations of the effects of measures; this it is very difficult to analyse how the system operates or plan next steps and activities.
- In FBiH, Law on basis of social protection, protection of civilian victims of war and families with children, which has been amended, regulates different aspects of social policy (social protection, child protection, protection of civil victims of war and persons with disability), which makes it complex and difficult to implement. Division of com-

petencies in this law is a particular problem, in view of the fact that cantons are allowed to adopt regulations regarding child protection which are different (or not), without unique procedures or guidelines, so that each canton has a system of its own and systems differ from each other. Through their legislation, cantons regulate the size and type of law, how some rights are to be exercised, conditions for exercising the rights and all other issues relevant for exercising of the rights. For this reason, there is no coordination nor cooperation among the persons working on child protection, different terminology is used, and records, databases and procedures for exercising of the rights are different, which in FBiH leads to unequal status and discrimination of children.

- In RS and BD BiH child protection systems have ensured equal access to child protection in all parts of RS and BD BiH.
- Child protection system in RS and BD BiH serves three functions at the same time: protective, ante-natal, and insurance against risks of motherhood.
- Over the last couple of years, due to lack of funds, through introduction of property census, rights and amounts paid for child protection benefits have decreased in RS. Criteria for exercising the rights have been made stricter and poor families excluded.
- Majority of the centres for social work in BiH has issues with working conditions, space, equipment, funding, low number of experts, incomplete data bases, lack of uniform methodology for record keeping, lack of licensed training and education programmes, lack of knowledge about the social work, chamber of experts in the area of social work, etc.

6.2. Limitations

Several limitations have been identified in terms of this study. The first limitation is related to the complexity of the system as it is set up in BiH. Two entities, ten cantons and one district represent a great difficulty in terms of obtaining authorisations and positive answers from the respondents to take part in the interviews.

In addition to the above mentioned political and administrative difficulties, the research was done in the vacation season (which made data collection very difficult).

Another obstacle refers to the very low level of motivation among the social workers to participate in the research. As a result of such attitude on the part of the professional public, we were faced with the situation whereby an entire research team from Sarajevo and Banja Luka left the research.

In addition, the collected data were not collected in an adequate, non-representative sample. The sampling methods used enabled greater reliability of data (respondents driven sampling), while the research included professionals in different cities, services and child protection institutions taking up different positions in the system (trainers, managers, different types of practitioners, and students).

Data were collected during one round of interviews and focus groups with respondents who take up different positions in the system, which helped avoid saturation and on the other hand enabled different views and attitudes to be presented, which resulted in better insight as to the condition and needs of the profession.

6.3. Recommendations

Over the past years significant steps were undertaken to strengthen capacities of the experts in BiH. It is important to continue with these efforts and bring about improvements at the level of university education and professional field work. The existing accredited programmes, publications and practical guidelines are significant resources for professionals in BiH and the region, which can result in reaching the wider group of beneficiaries.

The identified gaps and weaknesses in terms of knowledge, skills and capacities of the staff could be overcome through the following strategies:

- Develop at work training programme aimed at care and wellbeing of professionals, to avoid burn out and facilitate stress management and indirect trauma;

- Train the managers in terms of identifying, recognising and rewarding staff, as well as focusing on positive examples;
- Rights of the child, in particular participation of children in the work of the social service;
- Interventions focused on vulnerable groups of children, in particular children victims of sexual violence, cases of violence between partners, and children demonstrating antisocial and behavioural disorders;
- Skills and practice in terms of preserving the families and reuniting the families. Knowledge and skills on culturally adequate practices in work with children and families;
- Development of resources for improvement of skills and knowledge for the managers in child protection services.

After years of systematic changes, the opportunities to assist the families to deal with issues are better at the moment than 15 years ago. Knowledge and skills of numerous professionals have also been improved and numerous quality control mechanisms were introduced. However, links between child protection system and different assistance measures are often lacking. Despite all efforts, services to children and families faced with problems remain fragmented, inconsistent, insufficient or non-existent, in particular when it comes to certain undeveloped parts of the country. Responding to these challenges requires the profession to launch advocacy efforts to mobilise the communities and civil society organisations with a clear aim of improving social cohesion, interdependencies, reciprocity, citizen awareness and social justice for children and families.

Recommendations

1. Provide national coordination system for child protection stakeholders.
2. Develop mechanisms for monitoring situation in child protection sector at the entity level, to be used for assessing the effects of the current measures in the child protection system and planning of new measures and activities with regards to child protection in BiH.
3. Harmonise child protection laws in RS and Brcko District BiH with ratified international documents.
4. In FBiH, adopt a separate child protection law which will be harmonised with international documents. Law on child protection should ensure minimal, basic rights in the area of child prosecution throughout FBiH and exercising of these rights via establishment of a separate fund or direct funding from the FBiH budget. Allow cantons to expand on the rights from child protection sector. Identify the rights of mothers on maternity leave for entire FBiH territory and introduce payment of maternity benefits through a single system, such as for example the health insurance system.
5. Redefine child protection systems in RS and BD BiH. Finance insurance for the cases of maternity leave through contributions and set up a system of children benefits through a separate protection segment which will take into consideration financial situation of the families. Check prenatal policy with RS Ministry of Family, Youth and Sports.
6. Ensure IT linking for all social protection systems at the entity level (RS, FBiH) and Brcko District BiH and data sources, to reduce administrative burden and streamline procedures.
7. Uniquely, at the entity level (RS and FBiH) and Brcko District BiH harmonise records and documents for all beneficiaries and monitor reporting and statistical processing of data related to reporting.
8. In BiH, strengthen centres for social work in terms of IT, equipment and funding and by increasing the number of staff.
9. Adopt for the area of entities (RS and FBiH) and BD BiH, labour legislation for the social protection sector and identify licensing of the training programme, special training, special licensing of staff working in the institutions of social and child protection, as well as identify other important issues related to social work.
10. Standardise all child protection services at the entity level (RS and FBiH) and BD BiH.

7. SOURCES

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7. Convention on protection of human rights and fundamental freedoms
8. Convention on the rights of persons with disability
9. Akcioni plan Vijeća Evrope za promovisaje prava i punog učešća u društvu lica sa invaliditetom u Evropi 2006-2015.
10. European Social Charter
11. Porodični zakon Brcko distrikta BiH (BD BiH Official Gazette no. 23/07)
12. Porodični zakon FBiH (FBiH Official Gazette no. 35/05, 41/05 and 31/14)
13. Porodični zakon RS (RS Official Gazette no. 54/02 and 41/08)
14. Smjernice o postupanju u slučajevima nasilja nad djecom u BiH
15. Smjernice za alternativno staranje o djeci
16. International Covenant on Economic, Social and Cultural rights
17. Zakon o dječijoj zaštiti RS (RS Official Gazette no. 4/02,17/08,1/09)
18. Zakon o zaštiti i postupanju sa djecom i maloljetnicima u krivičnom postupku FBiH (FBiH Official Gazette no. 7/14)
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22. Zakon o socijalnoj zaštiti Brcko distrikta BiH (BD BiH Official Gazette no. 01/03, 04/04, 21/05, 19/07, 02/08, 51/11)
23. Politika u oblasti invalidnosti u BiH
24. Pravilnik o standardima rada i pružanja usluga u institucijama socijalne zaštite u FBiH.
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27. Strategija za unaprjeđenje socijalne zaštite djece bez roditeljskog staranja sa akcionim planom u FBiH 2009-2014.
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30. Strategija za razvoj porodice u RS
31. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodica sa djecom u FBiH (FBiH Official Gazette no. 36/99, 54/04,36/06 and 14/09) i kantonalni zakoni
32. Zakon o socijalnoj zaštiti RS (RS Official Gazette no. 37/12)
33. UN Convention on the Rights of the Child

