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**COMPARATIVE ANALYSIS OF REGULATIONS AND PRACTICES  
IN THE FIELD OF SOCIAL WORK  
IN BOSNIA AND HERZEGOVINA, SERBIA, CROATIA AND THE EU  
– CONCLUSIONS AND RECOMMENDATIONS –**

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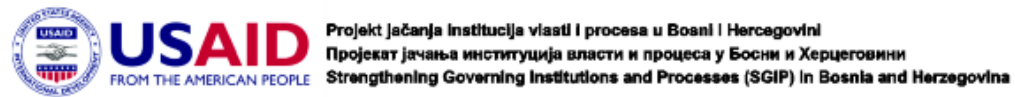
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## LIST OF ABBREVIATIONS

ABBREVIATION	DESCRIPTION OF ABBREVIATION
EU	European Union
FBH	Federation of Bosnia and Herzegovina
RS	Republika Srpska
OUN	Organization of United Nations
CSW	Centre for Social Work
Service	Social Protection Service
NGO	Nongovernmental organization
TK	Tuzla canton
CBC	Central Bosnia Canton
HNC	Herzegovina-Neretva Canton
PC	Posavina Canton
USC	Una-Sana Canton
WHK	West Herzegovina Canton
CS	Sarajevo Canton
ZDC	Zenica-Doboj Canton
BPC	Bosnian Podrinje Canton
C10	Canton 10
R. CROATIA	Republic of Croatia
R. SERBIA	Republic of Serbia
N/S	No solution
PWDS	People with disabilities
HHC	Hope and Homes for Children
MS BIH	Ministry of Security of Bosnia and Herzegovina
MHHR BIH	Ministry of Human Rights and Refugees
FMLSP	Federal Ministry of Labour and Social Policy
CRCP	Centre for Research on Criminal Policy
HU	Housing units
EEA	European Economic Area

## SUMMARY

The Comparative analysis of the regulations and practices in the field of social work has been produced in order to review the situation of the normative framework and existing practices in Bosnia and Herzegovina, the Republic of Serbia, the Republic of Croatia and the European Union in terms of identifying ways of scaling the number of skilled workers in the social service, the planning and functioning of the method of certification of skilled workers, available models of professional development and types of organizations that license professional workers, with special reference to the position of social activities in this respect in the FB&H.

The present analysis is extremely important, because in one place it provides comparative data on the legal framework and practices in the surveyed countries and the EU legislation in relation to the current situation in the field of social work in B&H. As a result, the comparative analysis created recommendations for an appropriate legislative response and a starting point for the development of public policy and its legal instrument in this area.

Analysing the European legal framework and practice, it was found that at the EU level there is no direct harmonization of national legislation with the EU legal framework in this area. However, although the systems of social protection and social activities are within the competence of the Member States, the EU has established a system of coordination of social policies through the definition of common strategic objectives. According to the Voluntary European Framework<sup>1</sup> it is necessary to provide a legislative framework for the activities of social work in the following fields: organizing, advocacy, networking, mentoring, supervision, expertise, mediation, social action, public relations work, education and the like. Bosnia and Herzegovina has not established a legal framework for the efficient activity of social work and quality work of social workers in relation to the European framework and practices.

The Republic of Croatia in the process of joining the EU has launched a process of harmonizing national policies with EU policy, which resulted in new legal solutions. Regulating issues of social welfare activities, principles, rights and social services, profiles of skilled workers, the minimum professional and educational conditions of skilled workers, a way of continuous training, the establishment of the Chamber of social workers, licensing procedures and other issues<sup>2</sup>.

Implementing regulations have standardized social services, which are explained in the sub services in the context of which a specific client has been identified. In relation to this decision, standards have been established by defining the number of skilled workers<sup>3</sup> in relation to any social service or under the service and the number of users<sup>4</sup>.

In terms of the method of licensing of professional workers, R. of Croatia remedied this issue by regulating activities of social work through the establishment of the Chamber of social workers, which is an independent professional organization of social workers<sup>5</sup> with public authorities. As such it represents an entity which decides on the granting, renewal and revocation of licenses for independent work of social workers, organizing professional training, etc. Membership in the Chamber is required, and the financing of the Chamber is almost entirely provided from the

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<sup>1</sup> Social Protection Committee of the EU SPC / 2010/10/8, voluntary European framework for the quality of social services, published as 1.Prilog in the second biannual report on services of general interest, issued by the European Commission in October 2010.

<sup>2</sup> Social Welfare Law and the Law on activities of social work;

<sup>3</sup> Professional workers: social worker, psychologist, lawyer, educator, speech therapist, nurse, occupational therapist, physical therapist, special education expert, kinezoterapeut and educator;

<sup>4</sup> See chapter no. 3 of the Analysis.

<sup>5</sup> The Chamber requires the enrollment of the following types of social workers: Master of Social Work and Master of Social Policy and university graduate;



membership fees<sup>6</sup>. It should be noted that the legal solutions in the Republic of Croatia in terms of licensing applies only to social workers, while in relation to other professional workers<sup>7</sup> are not standardized by special conditions.

The beginning of the licensing process is related to the fulfilment of certain preconditions laid down by a special implementing regulation<sup>8</sup>. They are linked to the mandatory internship after graduation and require a professional exam before the competent ministry<sup>9</sup>. Only then, a social worker acquires the conditions for applying for membership in the Chamber and therefore obtaining a license or authorization to work.

The license is issued for a period of 6 years, and shortly before the expiry of a social worker it must be renewed. The license renewal is closely connected with the obligation of social workers to permanent and continuous professional training. Professional trainings are organized by the Chamber, according to the program of professional development aligned with the needs of the institution, issued by the competent ministry<sup>10</sup>. Funding for vocational training is provided at the expense of the employer<sup>11</sup>.

In observing the legislation and practice in the Republic of Serbia, it may be stated that in relation to the objectives of the analysis that the same issues are managed through laws and by-laws. The accepted solutions of Serbia essentially go in the direction of the solutions that have been adopted in the Republic of Croatia or the identified differences and specificities.

In this regard, the Republic of Serbia has through one law<sup>12</sup> regulated the activity of social work, law and services, skilled workers, the establishment of the Chamber of social protection, licensing procedures and continuous education.

The implementing regulation<sup>13</sup> standardizes the required number of skilled workers<sup>14</sup> for each social service.

The process of licensing of professional workers is also regulated by a separate bylaw<sup>15</sup>. In this country, they have a dual licensing system. It is prescribed that the licensing and organization of social protection is issued by the competent Ministry, and professional workers at the Chamber of social protection<sup>16</sup>. Both types of licensing are aimed at improving and standardizing the quality of social protection. Both organizations providing social services license verify that they meets the requirements for the provision of social services, while the professionals represent an operating license.

The license for professional workers<sup>17</sup> is issued by the Chamber of social protection, which is the professional association of public authorities. The basic law on social protection and membership of the same is voluntary in character. The chamber is funded by membership fees, fees for enrolment in the Chamber, and from funds provided in the budget of the Republic of Serbia<sup>18</sup>.

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<sup>6</sup>See chapter no. 6 of the Analysis under 6.2.;

<sup>7</sup> Professional workers: social worker, psychologist, lawyer, educator, speech therapist, nurse, occupational therapist, physical therapist, special education expert, kinezoterapeut and educator;

<sup>8</sup> Rules on internship and professional exam in social welfare activities (link. [http://narodne-novine.nn.hr/clanci/sluzbeni/2015\\_06\\_66\\_1273.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2015_06_66_1273.html));

<sup>9</sup> The Ministry of Social Policy and Youth ;

<sup>10</sup> The Ministry of Social Policy and Youth; See chapter no. 5 of the Analysis under 5.2.;

<sup>11</sup> See chapter no. 4 of the Analysis under 4.2.2.;

<sup>12</sup> Law on Social Protection of the Republic of Serbia (Official Gazette 24/11);

<sup>13</sup> Rules on detailed terms and standards for provision of social services;

<sup>14</sup> See chapter No.3 of the Analysis under 3.4 .; See Table no. 3; Professional workers are: The Center for Social Work professional workers: social worker, psychologist, teacher, adult education, special educator, lawyer and Sociologist, and other institutions of social welfare and special education teacher and a doctor and other persons who acquired higher education with the first or second degree or undergraduate studies, performing the duties of his profession in social welfare institutions and with providers of social services;

<sup>15</sup> Rules on licensing of professional workers in the Republic of Serbia (Official Gazette of the Republic of Serbia number 42/13);

<sup>16</sup> See chapter no. 4 of the Analysis under 4.3.;

<sup>17</sup> Professional workers which the license is issued by the Chamber: social workers, educators, lawyers, psychologists, adult, special education and social education;

<sup>18</sup> See chapter no. 6 of the Analysis under 6.3.;

Conditions for obtaining a license are contained in the commitment of the traineeship<sup>19</sup> upon graduation, or one year of work experience, and passing of the certification exam at the Chamber of social protection. It is important to note that the Republic of Serbia carried out the transition to the regulation of the licensing system in a way that all the professionals who are employed and have gained experience for at least one year in social protection are awarded "zero license", while a renewal of such a license is conducted in accordance with the regular procedure, which entails attending professional meetings and accordingly collecting the required number of points<sup>20</sup>.

Also important to note, unlike the R. of Croatia whose legislation regulates social activity, has recognized one type of license, which is issued only to a social worker, the Republic of Serbia adopted a more comprehensive solution. The specificity is reflected precisely in the licensing of a number of different experts. One professional employee may be issued multiple licenses (elementary / special / supervision / Legal) depending on the type of technical work that the professional worker performs<sup>21</sup>.

Professional development is inherently linked to the licensing and renewal of licenses, normalized as required by the Law<sup>22</sup>, and implemented in accordance with the plan and program of training issued by the institutions. The realization of the training is conducted through accredited training programs. The accreditation of a program is performed by the Department of Social Protection. Professional workers in the process of renewing the license are recognized and valued only if they attend the accredited training programs<sup>23</sup>. Education expenses are paid by the employer and professional worker in accordance with the plan and program of training institutions<sup>24</sup>.

#### Federation of Bosnia and Herzegovina, the cantons and Republika Srpska

In relation to the observed legislation for social activities of the R. of Croatia and the R. of Serbia, it can be concluded that the legislation in FB&H and RS are missing many legal solutions. The Law on Social Protection, Protection of Civil War Victims and Families with Children, the Law on Social Protection of RS, by-laws adopted on the basis of these laws, and the laws and regulations on the cantonal level, have not clearly defined issues of performing and funding social protection activities, users, rights and social services as well as issues of social work activity (content and mode of operation of skilled workers in the sector of social work, the standard of education, the conditions for carrying out activities, duties of professional workers, supervise the implementation of activities, financing activities and other social issues of importance to social activities).

Primarily in FB&H there is a different approach to the standardization of social services in relation to the Republic of Croatia and the Republic of Serbia. The first observation relates to the absence of a clear differentiation between the rights and services<sup>25</sup>. Unlike the R. of Croatia and the R. of Serbia, where services are explained in different sub services and categories of users are identified by sub services, in the FB&H the Law identifies services and according to the services the categories of users.

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<sup>19</sup> The internship lasts 12 months;

<sup>20</sup> See chapter no. 4 of the Analysis under 4.4.;

<sup>21</sup> See chapter no. 4 of the Analyses under 4.4.; See chapter no. 6 of the Analyses under 6.3.;

<sup>22</sup> Law on Social Protection of Republic of Serbia;

<sup>23</sup> See chapter no. 5 of the Analysis under 5.3.;

<sup>24</sup> E.g. <http://www.coka.rs/download/socentar/PROGRAM%20RADA%20SA%20FINANSIJSKIM%20PLANOM%20ZA%202013GODINU.pdf>;

<sup>25</sup> Law on Social Protection, Protection of Families with Children - Chapter 3.

The implementing regulation of FB&H <sup>26</sup> lays down minimum standards that include the requirements that need to be fulfilled in terms of space, the number of skilled workers, etc. Regulations require the minimum of technical requirements of skilled workers but the same norms for the systematization of employees of the institutions. The number of skilled workers has not been regulated by types of social services, but by the number of users. On the other hand in RS we found solutions on the number of skilled workers in the Rules<sup>27</sup> which present standardized conditions necessary for the establishment of social protection <sup>28</sup> and their employment is a condition for the start of operation of the institutions of social protection.

By analysing and comparing the cantonal regulations of social protection <sup>29</sup> differences were observed and in the individual sections also the non-harmonization to the federal law and the mutual respect between the cantonal regulations, particularly in terms of standardization of social rights and access to social services and social rights.

At the federal level, we find regulations that treat the area of professional training of social workers directly, but in different cantonal regulations, the legislator has envisaged the implementation of the supervision process which aims towards continuous professional development of social workers in order to improve social work.

In the Sarajevo and Tuzla Canton, the supervision is standardized as a method of professional development but it has not been implemented primarily because the regulation is not being implemented. The best example in following issues of professional training as compared to more complete solutions from neighbouring countries is found in the Posavina Canton<sup>30</sup>, which by legal regulation has prescribed the obligation of professional development, the criteria for career advancement, but without the standardization of the competent authority for professional development<sup>31</sup>.

In analysing this issue, there is the information that in practice we find the presence of professional training in various forms (training, conferences, and seminars). The organizers and holders of professional training are governmental and non-governmental national and international organizations<sup>32</sup>. Some forms of professional training are accompanied by certificates. In the Republika Srpska this issue has a special regulation, in particular the issue of the subject that plans and implements educational programs of professional training, while the funding is also regulated<sup>33</sup>.

In the context of professional development and training, the Analysis included the training system for local governments in the Federation, which was established in 2008 as a mechanism for professional training of employees and elected officials, and managed by the Agency, the FB&H Ministry of Justice and the Association of Municipalities and Cities. Although the Agency is not primarily established to organize the professional

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<sup>26</sup> Rules on standards of operation and provision of services in social welfare institutions of FBiH (Official Gazette of BiH No: 15/13)

<sup>27</sup> Rules on the conditions of the establishment of social welfare institutions in the Republika Srpska (RS Official Gazette no: 24/13)

<sup>28</sup> Social worker, lawyer, psychologist, special education teacher, teacher, special education teacher as a special educator, sociologist

<sup>29</sup> Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Sarajevo Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Zenica-Doboj Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of the Tuzla Canton; Law on Social Protection of the Herzegovina-Neretva Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Central Bosnia Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children BPK; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of West Herzegovina Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Canton 10; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Posavina Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Una-Sana Canton.

<sup>30</sup> Article 76; 138 and 139 of the Law on Social Protection Posavina Canton, 05/04, 14/09

<sup>31</sup> See chapter no. 5 of the Analysis under 5.1.1.;

<sup>32</sup> See chapter no. 4 of the Analysis under 4.1.;

<sup>33</sup> See chapter no. 5 of the Analysis under 5.1.;

training of social workers, they may participate in some training sessions that are important for the performance of activities within the scope of their work.

For licensing professionals in social protection in B&H (RS, FB&H and Cantons), there are no regulations in this area and there are no accredited organizations to license professional workers in social protection. As for the types of organizations that issue licenses, the legislation in Bosnia and Herzegovina (FB&H and RS) does not provide for the obligation of an association of professional workers in social activities. Professional workers in social activities in the RS and B&H join on a voluntary basis.

The legislation in the R. of Croatia that regulates the social welfare system, regulates the obligation of the association of social workers through the Chamber of social workers, which is positioned as a central subject in the sense of bringing together social workers, granting work permits (licenses), the establishment and implementation of training, the supervision of the professional work of social workers. On the other hand, the Chamber is a resource of the government sector in terms of providing expertise in drafting legislation.

The legislation of Serbia regulates the social welfare system providing for the possibility of the association of employees of professional workers in the field of social protection in the Chamber of social protection. The Chamber of social protection is given the authority over the licensing and training of professional workers in the field social security.

The analysis provides information on practices in social protection, social welfare centres in the Federation of B&H and the region of the types of services provided, the profile and the number of professional staff in social welfare institutions and centres for social work, education of employees, number of employees in compliance compared to the number in accordance with the standards, professional training of skilled workers in institutions and centres, the types of training and holders of professional training. This chapter also deals with the question: the types of services that are provided to users by NGOs and religious communities, professional training organized by NGOs and religious communities, as well as participation of employees in NGOs and religious communities in professional training

This analysis has with the aforementioned produces final **recommendations**<sup>34</sup>: it has recommended initiating activities on the adoption of a legal framework which will define the activity of social work in the Federation, and to define and standardize social rights and services; the minimum technical requirements for the operation of skilled workers; standards and procedures for accreditation of training programs for professionals working in social care. It is necessary to review whether the implementation and standardization of new profiles of skilled workers and professionals in social work activities, and re-examine the justification prescribed model of standardization and the merits of introducing a new model of standardization along the lines of the Republic of Croatia and the Republic of Serbia.

For the activities of social work to be adequately regulated, it is necessary to define the body responsible for the registration of skilled workers in the sector of social work and provide the possibility of registration of skilled workers and monitoring of professional training and licensing.

In order to provide quality professional development, diversity and availability of models of professional development is necessary to adopt special act of professional development (the experience of the Republic of Serbia or R. of Croatia) to define all the issues of importance to training (training models, tracking training, funds for financing the costs of training, scoring, certification, absence from work during the training and the like.)

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<sup>34</sup> See chapter no. VIII of the Analysis.

## INTRODUCTION

The study "The Comparative analysis of regulations and practices in the field of social work in Bosnia and Herzegovina, Serbia, Croatia and the European Union" was financially supported by the US Agency of International Development (USAID) under the project to Strengthen Government Institutions and Processes in Bosnia and Herzegovina (SGIP ), which provides technical assistance, mentoring and other forms of support to Bosnia and Herzegovina on its path towards Euro-Atlantic integration, all through strengthening the capacity of government institutions. USAID is funding the project, while SUNY / CID is the project implementer.

In this regard, support was given to the Federal Ministry of Labour and Social Policy (FMRSP), with a view to improving policy-making in the legislative process through the development of a comparative analysis, which should serve as a starting point for the development of public policy for the activities of social work in the Federation and its legal instrument.

The Comparative analysis for the needs of the Ministry of Labour and Social Policy (FMRSP) was prepared by the NGO Foundation of Local Democracy.

The starting foundation was reflected in the fact that the system of social protection in the Federation of Bosnia and Herzegovina is complex, inconsistent and insufficiently legally regulated, in relation to the different levels of government. As a result, this has a consequent impact on the quality and volume of the entire system of social protection in the broad sense.

Consequently, the need arose to examine the regulatory framework and the situation in practice in terms of social work in the Federation. As the most appropriate way of looking at the situation, it was necessary to perform an analysis of the documents, then the system of social work in neighbouring countries (regulations and practices) as they are a step forward in establishing a normative framework, and comparing the same with each other in relation to the situation in Bosnia and Herzegovina, with special reference to the situation of social activities and the FB&H and in relation to the objectives of the analysis.

As a result of the conducted comparative analysis of the legal framework and practice of the current situation in the field of social work and social activities recommendations have been created for an appropriate legislative response and a starting point for the development of public policy and its legal instrument and to provide a good basis for the development of policies and adequate legal framework as it already has been established in neighbouring countries, and with customizing in the context of B&H and the B&H Constitutional solution applicable in the Federation of Bosnia and Herzegovina.

**We thank the Federal Ministry of Labour and Social Policy for their generous assistance in collecting primary data without which this research would not be complete.**

## METHODOLOGY

The analytical study of the existing legislation and practices relating to the field of social work used a comparative method and is based on the content analysis of existing and available laws, institutional and other reports in Bosnia and Herzegovina (both entities, including cantons), Serbia, Croatia and the European Union . The comparative data analysis compares the appropriate legislative frameworks and practices of the two neighbouring countries and the EU, as opposed to the current situation in B&H legislation and assesses the compliance of existing laws, regulations and practices in the field of social work with the EU directives and guidelines in this field.

The fundamental purpose of this study is to improve the existing legal framework regulating the field of human resources in the field of social work in Bosnia and Herzegovina. The specific objective of the analysis is to provide an overview of key comparative data on the applicable legal framework and practices of social protection activities of the EU, Croatian, and Serbian in relation to the current situation in the field of social work in B&H (entities including cantons). The research questions the analysis is based on are the following:

1. Are there at the EU level documents that indicate the standardization activities of social work in FB&H, all in relation to the objectives of the analysis?
2. Do the experiences of the Republic of Croatia as a full member of the EU, acquired by the application of EU regulations, directives and legislation in the field of social work serve as an example of good legislative practice in Bosnia and Herzegovina?
3. Are there in the Republic of Serbia, as a candidate country for the EU, any adequate legislation and practices in the field of social work activities relating to human resources, which would be applicable in Bosnia and Herzegovina and would contribute to the effectiveness of the institutions to which they relate?
4. What are the solutions in terms of focus points of the study which are prescribed by law, and by-laws and regulations in each of the surveyed countries, and what are the implications of such an arrangement and division of responsibilities in this area in Bosnia and Herzegovina?
5. What experience from the EU and the region can be applied in Bosnia and Herzegovina and what are the recommendations for further course of action?

The analysis has, in an effort to answer these questions, essentially endeavoured in the review of regulations and practices that are primarily related to the issue of human resources and focus on the following specific tasks:

1. The necessary number of social workers according to social service, education and the minimum of technical requirements of different types of social workers for each social service;
2. Methods of certification of social workers (certification body, time validity, the conditions of professional exam, etc.);
3. Models of professional development available to different types of social workers in the various social services (system of career development, training provided for social workers, models of financing of trainings);
4. Types of organizations that perform licensing or accreditation of social workers (for example, chambers, trade unions, civil society organizations, etc.).

Based on the collected and analysed material, a comparative table was created of all segments, including the studying of the findings and analysis of offered conclusions and recommendations which seek to provide assistance to the experts in the field of social work as a starting point for the development of social policies and a new legal framework.

For the purposes of generating legal solutions applicable in the B&H socio-economic context, the research team has collected numerous reference sources, categorized and coded the data available in the form of tables that allow a comparative review of any resulting recommendations for regulation of this area in Bosnia and Herzegovina. In terms of the availability of documents and considering the techniques and instruments of collecting secondary data and information, on-line sources were primarily used, as well as the official, publicly available published documents. The challenges that the research team faced at the stage of collection and systematization of the material are related to the identification of different levels of regulation of human resources in the context of social work in different countries, and especially in Bosnia and Herzegovina with regard to its specific constitutional order and territorial-political organization. In order to respond to the tasks of research, we consulted the international and domestic legal acts: laws, regulations, strategies, policies, reports, decisions, plans, documents, codes of ethics activities and other relevant sources in hierarchical order listed at the end of the report.

In order to assess the precise definition of the recommendations, we carried out a comparative analysis of the collected primary data from two main sources. Firstly, there has been an insight into the situation in public institutions through reports collected on the work of the Centres for Social Work and the Department of Social Protection for the three-year period from 2013 to 2015. A sample analysis was performed according to a random selection taking into account the territorial representation of institutions in cantons in the Federation of Bosnia and Herzegovina. From a total of 79 centres for social work / social protection services, this analysis includes 42 institutions (53%), while of the existing 28 public institutions of social protection, the report was submitted by 10 institutions (36%).

Secondly, referring to the non-government sector organizations, deliberate sampling was performed according to previously identified units of the following categories: NGOs, safe houses, therapeutic communities, day care centres for children involved in the life and work on the street, supported housing, the Red Cross and religious communities. Of the 54 institutions invited to participate in the study 14 of them responded (26%) - of which two religious communities, 5 private institutions of social protection and 7 citizens' associations / foundations. Information was collected via a questionnaire and telephone survey with questions with open-ended answers.

Questionnaires were sent to the Ministry of Labour, Employment, Veteran and Social Affairs of the Republic of Serbia, the Ministry of Social Policy and Youth of the Republic of Croatia and the Chambers of Social Workers of Serbia and Croatia. The responses were received in a timely manner from the Chamber of social protection of the Republic of Serbia and the Republic of Croatia.

# I. REVIEW OF THE LEGISLATION IN THE AREA OF SOCIAL PROTECTION

## 1.1. EUROPEAN UNION

### Social work, qualifications and regulation in Europe

In the context of action at the international level, it is important to mention the work of the International Federation of Social Workers (IFSW), which in the European Region has 40 members in 35 countries with a total of 165,600 social workers. This global organization striving for social justice, human rights and social development through the promotion of social work, models of best practices and facilitating international cooperation.

In 2001, IFSW and the International Association of Schools of Social Work (IASSW) had reached the following agreement on adopting the following international definition of social work: "The social work profession promotes social change, problem solving in human relationships and the empowerment and liberation of people to enhance well-being. Utilising theories of human behaviour and social systems, social work intervenes at the points where people interact with their environment. Principles of human rights and social justice are fundamental to social work. [1] "

The two organizations have worked together in 2004 on the harmonization of the two documents and to global standards for education and training in social work and a new Ethics document, which together with the definition of social work is essential for the development of the curriculum in the field of social work, as well as professional development at the international level. Adoption, implementation and control principles and guidelines mentioned documents are the basis for common standards of social work profession in each country.

The ethical document consists of five sections and takes as its starting point the definition of social work. In the second section it confirms the importance of the various declarations and conventions on human rights that are relevant to social work [2]. The following section is under two broad headings - human rights and dignity and social justice referring to general ethical principles. The final section introduces the general principles of ethical conduct in social work. [3]

Global standards for education and training in social work include standards on the mission or purpose of the study, the standards of the program objectives and outcomes, standards of curriculum and fieldwork practices and standards for the basic curriculum.

According to a survey conducted ISFW in the period 2007-2009. it was found that education in most countries [4] Oriented towards the Bologna process, which supports the transfer of academic knowledge to professional practice. The most common available degrees of education for social workers in all countries participating in the research was undergraduate bachelor degree of minimum three years of study (or equivalent through continuing professional development) awarded by a recognized university. The report of Education Ministers of EU member states in 1999 laid the foundations for the creation of higher education in Europe in facilitating mobility through the uniformity of accreditation, quality, and

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[1] Global standards for education and training in social work, Marina Ajduković

[2] The Universal Declaration of Human Rights, the International Covenant on Civil and Political Rights, the International Covenant on Economic, Social and Cultural Rights, the Convention on the Elimination of All Forms of Racial Discrimination, the Convention on the Elimination of All Forms of Discrimination against Women, the Convention on the Rights of the Child, the Convention on Indigenous and tribal peoples

[4] The survey was conducted in the following countries: Austria, Ireland, Romania, Bulgaria, Israel, Russia, Croatia, Italy, Serbia, Denmark, Lithuania, Spain, Finland, Malta, Sweden, France, Norway, Switzerland, Germany, Portugal, United Kingdom



recognition system centred on the 3 + 2 principle (three years of undergraduate bachelor studies followed with 2 year master studies). Although all the countries participating in the research were not EU members, most of them have adjusted their educational systems standards Bologna process. The same is the case with Bosnia and Herzegovina, which has fully transferred to the Bologna education system on the basis of the Framework Law on Higher Education ( "Official Gazette" No. 59/07, 59/09) the harmonization of the Law on Higher Education in Republika Srpska, ten cantons in the Federation of Bosnia and Herzegovina and Brčko District.

The study also included data on the population to one social worker, and the situation in some of the EU countries is shown in the table below [5]:

State	Ratio Population / Social Worker
Austria	1187
Bulgaria	1086
Croatia	2250
Denmark	95
Finland	265
France	297
Germany	2733
Ireland	1700
Italy	1621
Malta	1345
Portugal	1666
Romania	5111
Spain	904
Sweden	150
Lithuania	425

In another study conducted by the General Social Care Council-GSCC [6] and Skills for Care and Development [7] the goal was to collect data and information on the status of the social work profession and its regulation in the European Economic Area (EEA). The study showed the presence of variation when it comes to social work activities and systems of regulation of the profession in Europe. Thus, e.g. Romania's Social Work is considered to be a legally regulated profession. The registration of social workers is obligatory before they begin to practice, after which the license /

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[5] Standards in Social Work Practice meeting Human Rights, IFSW Europe e.V.

certificate is issued. The body that is responsible for the implementation of the registration process is the National Register of Social Workers of Romania (RNASR). The process is done only once, and is valid for life. Social work is a regulated profession in Poland as well, but social workers do not have the obligation of registration and there is no recognized professional body of social work. There is no accreditation body for a competitive field of social work. Social work is also regulated in Germany, and social workers are required to register before practicing the profession. Registration is done once and is valid for life. For the performance of activities a license/certificate is necessary. Established the minimum requirements for continuous professional development, which is a part of the registration process. This includes professional ethical principles of the German professional association of social work, as well as monitoring the quality of models and quality assurance.

On the other hand, in Sweden, the social worker is not a regulated profession. There are two recognized professional bodies of social work: Socialstyrelsen (National Board of Health and well-being) and Akademikerförbundet SSR (union of graduate social workers). In this country there is no accreditation body of social work and they have established systems to ensure standards in the field of education in social work. The national body – the Swedish National Agency for Higher Education is responsible for reviewing the quality of higher education which includes evaluation of the subject matter of the study program, as well as the award of the degree of education. In Denmark also social work profession is not regulated. They established a recognized national professional body in the field of social work-Danish Association of Social Workers. There are standards for monitoring capabilities for practicing and eligibility for social work in Denmark. But there is a legal system that would follow the above in terms of access to the profession of social work.

The general results of the research in which 22 countries EEA [8] participated showed that social work is considered a legally regulated profession in 12 countries (54, 5%), and unregulated in 10 countries. Five of the ten countries in which the social work profession is not regulated noted that education and training in the field of social work is required. In relation to the compulsory registration of social workers from regulatory authorities before practicing the profession, the results showed that registration is required in 58.3% of countries, while 41.7% of countries responded that this obligation does not exist. The obligation of acquiring a license to practice the profession exists in 62.5% of countries. A total of 55.6% of the countries that participated in the survey noted that in their systems there is an accreditation body. [9]

Social services and child protection in the EU have a key role in improving the quality of life of citizens and including: social security, employment and training services, social housing, child care, long term care and social assistance services.

## **Review of relevant European documents in the field of social protection**

*The European Social Charter* <sup>35</sup> (hereinafter: the Charter) is a document adopted by the Council of Europe in 1961, revised in 1996, which guarantees a wide range of basic social and economic rights. The Charter obliges the States signees to undertake to ensure the right to housing, health, education, employment, legal and social protection, freedom of movement and non-discrimination, and establishes a system for monitoring its

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[8] Romania, Poland, Germany, Cyprus, Denmark, Austria, Belgium, Estonia, Finland, Austria, Belgium, Estonia, Finland, Iceland, Latvia, Malta, Luxembourg, Liechtenstein, Slovenia, Sweden, Switzerland, The Netherlands, Spain, Norway, Greece, Czech Republic

[9] Social Work Qualifications and Regulation in European Economic Area (EEA), General Social Care Council and Skills for Care and Development, 2011, dostupno na <https://www.kcl.ac.uk/sspp/policy-institute/scwru/pubs/2011/hussein2011eea.pdf>

<sup>35</sup> The European Social Charter

implementation by the Member States. States are committed to establishing a system of social protection at a satisfactory level<sup>36</sup>, and with a view to ensuring effective law on the use of social welfare services, to promote or provide services, which use methods of social work contribute to the welfare and development of individuals and groups within the community, and undertake to encourage the participation of individuals, voluntary and other organizations in the establishment and maintenance of services of social protection.<sup>37</sup>

**European Code of Social Security with the protocol** signed in 1964 represents the minimum standards and recognizes the need to harmonize national systems of social protection by establishing minimum requirements that states must comply. The aim is to guarantee at least a certain minimum level of social protection while respecting the diversity of the system, and the country if they wish, are free to provide more.<sup>38</sup>

**Treaty on European Union**<sup>39</sup> (hereinafter referred to as Treaty) confirms the commitment to the fundamental social rights set out in the European Social Charter and the Charter of Fundamental Rights of Workers in 1989. The European Union (hereinafter the Union) works to combat social exclusion and discrimination, promoting social justice and protection, equality between women and men, inter-generational solidarity and protection of the child. It also promotes the economic, social and territorial cohesion and solidarity among Member States.<sup>40</sup> Chapter X of the Treaty defines the common goals in the field of social protection and social dialogue.<sup>41</sup> The European Union may take initiatives to ensure coordination of the social policies of the Member States.<sup>42</sup>

**EU Charter of Fundamental Rights** is a legally binding instrument that lays down the fundamental rights which the EU and Member States must respect when implementing EU law. This Charter reaffirms, with due regard for the powers and tasks of the Union and the principle of subsidiarity, the rights deriving from the constitutional traditions and international obligations common to the Member States, the European Convention for the Protection of Human Rights and Fundamental Freedoms, from the social charter adopted by the Union and the Council of Europe and in the Court of the European Union and the European Court of Human rights.<sup>43</sup>

Of the current legal policies at the EU level it is important to mention **Strategy Europe 2020** for smart, sustainable and inclusive growth with major initiatives, and particularly the European Platform against Poverty and Social Exclusion which aims to ensure the economic, social and territorial cohesion, to raise awareness and recognition of the fundamental human rights of those living in poverty and social exclusion, enabling them to live in dignity and to participate actively in society. This strategy is based on five basic objectives, namely: employment, research and development, climate change and energy sustainability, education and the fight against poverty and social exclusion.<sup>44</sup>

Of the documents specifically relating to social workers, recognizing that social work has contributed and continues to significantly contribute to dealing with economic and social changes it is important **Recommendation of the Council of Europe on social workers** (Rec (2001)1). This document recommends the governments of member states of the Council of Europe to respect the principles incorporated in the text, and that accordingly take appropriate measures, as follows:

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<sup>36</sup> Article 12 of the European Social Charter

<sup>37</sup> Article 14 of the European Social Charter

<sup>38</sup> [http://www.coe.int/t/dg3/socialpolicies/source/socialsecurity/shortguide\\_en.pdf](http://www.coe.int/t/dg3/socialpolicies/source/socialsecurity/shortguide_en.pdf)

<sup>39</sup> Consolidated version of the Treaty on European Union

<sup>40</sup> Article 3 paragraph 3 of the Treaty on European Union

<sup>41</sup> Article 151, paragraph 1 of the Treaty on European Union

<sup>42</sup> Article 5, paragraph 3 of the Treaty on European Union

<sup>43</sup> EU Charter of Fundamental Rights, available at: <http://eur-lex.europa.eu/legal-content/HR/TXT/HTML/?uri=CELEX:12007P&from=HR>

<sup>44</sup> OVERVIEW OF THE EUROPE 2020 STRATEGY for smart, sustainable and inclusive growth, Directorate for European Integration, Council of Ministers, 2014.

1. Establishment of a stable legal framework within which social workers are able to work;
  2. Connect the social workers and users in defining the form of benefits and services, and to control their implementation;
  3. recognize the impact of political and social development in Europe, the practice of social work and the basic training, continuing education and professional development of social workers at all levels;
  4. Promote the constant development of new communication technologies in education for social work;
  5. Take care that training for social work provides for mandatory courses on universal human rights, and especially their application in the field of social work;
  6. Encourage the recruitment of students, teachers and practitioners from minority and ethnic groups, and that in the field of social work insist that the working methods corresponding to all communities;
  7. Promote the creation of didactic materials on human rights and minority rights, as well as the translation of the document "Human Rights and Social Work: A Manual for Schools of Social Work" in the appropriate languages (Centre for Human Rights of the UN), depending on the local social practice;
  8. Provide mechanisms that will allow the social services avoid hiring people who have been convicted of ill-treatment of children and adults beneficiaries;
  9. support the development of the code of ethics adapted to existing international instruments and require social organizations / institutions to support good practice in the integration of the code of ethics to offer services, and through working conditions appropriate ethnic requirements;
  10. Identify measures to incentives mobility of professional social workers, teachers and students in European countries;
  11. Need to be developed and promoted better compatibility in all areas of education in social work, and to develop initiatives in this direction;
  12. Work closely with professional organizations, social workers, in order to apply these recommendations;
  13. Take care to social services in their work using professional action,
- Until Annex focuses more on the need to define the standard quality and provision of services, education, and the upgrading of social workers.

***Voluntary European Quality Framework for Social Services***<sup>45</sup> was created with the aim of developing a common understanding of social services in the EU by identifying quality principles that these services should meet.

What is specific to the European Union is that the systems of social protection in the jurisdiction of the state, and in most cases are highly developed. Unlike many other areas of social protection has no direct harmonization of national legislation with the EU legal framework, however, the European Commission and national governments to coordinate the systems of social policy through the creation of joint strategic objectives by adjusting practices and measuring progress by means of the Open Method of Coordination (OMC) and financial mechanisms supporting investment in people and reform the system in order to achieve common goals. In addition to social protection in the field of national legislation, EU it affects and through the coordination of economic and fiscal policy. One of the instruments in this area is the "European semester" during which they prepare guidelines for each Member State. Based on the guidelines, Member States prepare their plans of public policy to be evaluated at EU level. After

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<sup>45</sup> Social Protection Committee of the EU SPC / 2010/10/8, voluntary European framework for the quality of social services, published as 1.Prilog in the second biannual report on services of general interest, issued by the European Commission in October 2010.

evaluation of these plans the country receives individual recommendations for their budgetary policies and policy reforms. These recommendations, Member States should take into account when drafting their budgets for next year and to make decisions related to their economic and fiscal policies, education policies, social and other policies.<sup>46</sup>

The tendency of B&H for access to and membership in the EU implies the obligation to respect EU policies and attitudes related to the field of social services and social exclusion.

## 1.2. CROATIA

After meeting the commitments and implementation of the necessary reforms under the supervision of the institutions of the European Union from **1 July 2013**, the Republic of Croatia started the footsteps of functioning as a full member of the European Union, and it is obliged to harmonize their national policies with the common objectives defined EU.

In accordance with constitutional provisions, the Croatian as the welfare state, and directing the policy of the Croatian Government to active welfare state which, in partnership with all stakeholders helps and protects vulnerable members of the community, directed is development of the social protection system in order to ensure minimum living standards of the most vulnerable part of the population, facilitating access to social rights, and appropriate to meeting the needs of vulnerable groups.

Social rights are not derived from the Constitution and the law, but it also created and implemented through social programs and activities of various stakeholders (government bodies, local and regional (regional) governments, civil society organizations).

**Joint Memorandum on Social Inclusion** (JIM) In March 2007 was signed by the Croatian Government and the European Commission. This document describes the major challenges related to addressing poverty and social exclusion, presents the major policy measures taken and that Croatia would take to implement the common objectives of the European Union into national policies and identifies the key issues for future monitoring and policy review. In the preparation of this document was attended by representatives of government bodies, academic community, civil sector, social welfare institutions, social partners and local and regional (regional) governments.

On the basis of the legislative framework built harmonization of national policy with EU policies, work has begun on reforming the social welfare system by focusing on deinstitutionalization system<sup>47</sup>, adjusting to the real needs of users<sup>48</sup>, and planning resources for the implementation of social policy through the social welfare system.

The social protection system is defined by the Social Welfare Act<sup>49</sup> as the basic law governing the manner of conducting and financing social protection activities, services, users, rights, the procedure for exercising these rights, and other issues of importance for the performance of these activities.

Other significant legislation concerning the system of social protection, the **Law on the Activities of Social Work**, standardized content and course of action, the standard of education, the conditions for carrying out activities of social work, duty, professional supervision of social workers of the implementation of social work in Croatia.

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<sup>46</sup> Ministry of Social Policy and Youth of the Republic of Croatia, Project "Synergistic social system", Zagreb 2016.

<sup>47</sup> Plan for deinstitutionalisation and transformation of social welfare homes and other legal entities in the Republic of Croatia 2011 -2016. (2018)

<sup>48</sup> Strategy of Social Welfare Development in the Republic of Croatia 2011.-2016.

<sup>49</sup> **The Social Welfare Act**<sup>49</sup> (Official Gazette, No. [157/13](#), [152/14](#), [99/15](#))

On the basis of these two basic and most important legal regulations which define issues that are the subject of analysis, adopted several bylaws that deal with questions that should answer this analysis.

**Regulations on minimum requirements for the provision of social services** lay down minimum requirements for the provision of social services. Minimum requirements are defined in terms of space, equipment, content and scope of services in relation to a particular user group, and the minimum number of professional and other staff for a service. The regulators decided on the orientation of activities, types of service providers, and the need for professional and other workers for each service, adapt to the user groups that provide services in accordance with the Law on Social Welfare of the R. of Croatia.

### 1.3. SERBIA

The development strategy for social protection, inclusion of Serbia in the European integration process<sup>50</sup>, with the aim of faster economic and social development, involves the construction of institutions of a modern and efficient state based on the rule of law, which contributes to the quality of life of its citizens. General processes of democratization of society, economy restructuring and social policy reforms should be accompanied by effective social protection system.<sup>51</sup>

Field of social protection in Serbia is regulated by the Law on Social Protection, which is inter alia, the activity of social protection, rights and services, the position of skilled workers and professionals in social protection, and the establishment of the Chamber of social protection. The application of the law is provided through a number of by-laws, among which are most relevant Rules on organization, norms and standards of social welfare centre regulating the performance of activities of social welfare centre in the exercise of public authority, namely: organization, norms and standards of professional performance and content and manner of keeping records of users and documentation of professional work<sup>52</sup>, Rules on professional activities in social protection, which defines the professional activities in social protection, as well as closer to the conditions and standards for their performance<sup>53</sup>, Rules on detailed terms and standards for provision of social services, which prescribe minimum standards for the provision of social welfare services<sup>54</sup>, Regulations on licensing organization of social protection, which defines the closer conditions for issuing licenses, license form and manner of issuance and renewal, suspension or revocation of a license and child welfare organizations, as well as keeping the content of the Register of licensed providers of social services<sup>55</sup> and Regulations on licensing of professional workers in social protection, which prescribe closer conditions for issuing licenses, license form and method of issuing and renewing licenses or suspension and revocation of licenses professional workers in social protection.<sup>56</sup>

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<sup>50</sup> In March 2012, Serbia was granted candidate status for membership in the European Union. According to the Stabilisation and Association assumed the obligation to harmonize its legislation with EU law.

<sup>51</sup> Development Strategy of Social Protection ("Official Gazette of RS" No. 108/2005)

<sup>52</sup> Article 1 of the Rules on organization, norms and standards of the Center for Social Work ("Official Gazette of RS" No.: 59/2008, 37/2010, 39/2011)

<sup>53</sup> Article 1 of the Rules of professional employment in Social Protection ("Official Gazette of RS": 1/2012)

<sup>54</sup> Article 1 of the Rules on detailed conditions and standards for the provision of social protection ("Official Gazette of RS" No.: 42/2013)

<sup>55</sup> Article 1 of the Rules on Licensing an organization of social protection ("Official Gazette of RS" No.: 42/2013)

<sup>56</sup> Article 1 of the Rules on licensing of professionals in Social Protection ("Official Gazette of RS" No.: 42/2013)

## 1.4. BOSNIA AND HERZEGOVINA

The B&H Constitution prescribes the direct application of the rights and freedoms set forth in the European Convention for the Protection of Human Rights and Fundamental Freedoms and its Protocols, and their priority over all other laws. In addition, Annex I of the Constitution lists the additional 15 international documents, including the International Covenant on Economic, Social and Cultural Rights, the Convention on the Elimination of All Forms of Discrimination against Women, the Convention on the Rights of the Child. However, these documents do not have the same status as the European Convention on Human Rights and Freedoms, nor guaranteed direct application.<sup>57</sup>

The constitutional system and the competencies, the area of social work is the responsibility of the entities, and then further jurisdiction in the FB&H divided at the cantonal level.

## 1.5. FEDERATION OF BOSNIA AND HERZEGOVINA

In FB&H, social protection is defined by the **Law on Social Protection, Protection of Civilian War Victims and Families with Children in the FB&H**<sup>58</sup>. Under the Law on the takeover of the rights and obligations of the founders of the Social Welfare Institutions in the Federation B&H ("Official Gazette of B&H" No. 31/08 and 27/12) by the Federal Ministry of Labour and Social Policy adopted the **Rules on standards for operation and provision of services in social welfare institutions in FBH**<sup>59</sup> stipulating the common minimum standards for work and services as well as other private minimum standards for the conduct of operations or activities of social protection in social welfare institutions in the.

Federal Law on social protection, protection of civilian victims of war and families with children gives the right to the cantons have regulations in addition to the minimum of the rights under this law, can determine other rights relating to the use of certain services of social protection, in accordance with the program of development social protection and its capabilities. At cantonal level have been adopted following the regulations that are not fully harmonized among themselves and with federal law:

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Sarajevo Canton<sup>60</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Zenica-Doboj Canton<sup>61</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Tuzla Canton<sup>62</sup>
- Law on Social Protection of the Herzegovina-Neretva Canton<sup>63</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Central Bosnia Canton<sup>64</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children BPK Goražde<sup>65</sup>

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<sup>57</sup> The report, Economic and Social Rights, Human Rights Center, University of Sarajevo, 2010

<sup>58</sup>, Official Gazette of the FB&H" No.: 36/99, 54/04, 39/06, 14/09

<sup>59</sup> „Official Gazette of the FB&H" No.:15/13

<sup>60</sup>, Official Gazette of Canton Sarajevo" No.: 38/14, revised text

<sup>61</sup>, Official Gazette ZDC" No.: 13/07, 13/11, 3/15 i 2/16

<sup>62</sup> " Official Gazette TC" No.: 5/12,7/14 I 11/15

<sup>63</sup>" Official Gazette HNC", No.: 3/05

<sup>64</sup>, Official Gazette SBC" No.:10/05

<sup>65</sup> " Official Gazette BPC Goražde" No.: 7/08,2/13,12/13

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of West Herzegovina Canton <sup>66</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Canton 10<sup>67</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Posavina Canton <sup>68</sup>
- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Una-Sana Canton <sup>69</sup>

## 1.6. REPUBLIKA SRPSKA

The field of social protection in Republika Srpska is regulated by the Social Protection which generally regulates the system of social protection, holders, users and of the rights of beneficiaries of social protection, the procedure and conditions for the exercise of rights, the institutions of social protection, independent work in the field of social protection, funding, supervision and other issues important for the functioning and realization of social protection<sup>70</sup>. From the aspect of the objectives of analysis, relevant by-laws to ensure implementation of laws, ***Regulations on the conditions for the establishment of social protection***, which sets out the general and special conditions regarding space, equipment and number of professional and other staff for the establishment of social welfare institutions and accreditation procedures are conditions for the start of work of the institution<sup>71</sup> and the ***Rulebook on keeping the single registry records and documentation of user of the rights, forms, measures and services of social protection***, which regulates the method of keeping the single registry records and documentation of user of the rights, forms, measures and services of social protection, which in the area of social protection of water centres for social work and social welfare services<sup>72</sup>.

### FINAL REMARKS

- **In the area of social protection at EU level there is no direct harmonization of national legislation with the EU legal framework. Although the systems of social protection in the jurisdiction of the Member States, the EU has established a system of coordination of social policies through the definition of common strategic objectives.**
- **There is no uniform practice of social work in the EU.**
- **The legal framework for social protection in the R. of Croatia and activities of social work in Croatia has been established through the Law on Social Protection and the Law on social activities. The Social activities are regulated by the basic issues related to social activities, and issues detailed application of the law by-laws.**  
**In Serbia, social protection and social activities is regulated by the Law on Social Protection (rights and services, the situation of skilled workers and experts and the establishment of the Chamber of social protection) and the application of the law has provided for a series of implementing regulations.**

<sup>66</sup> " Official Gazette of the West Herzegovina Canton" No.:16/01, 11/2, 4/04, 9/05, 21/12, 13/14

<sup>67</sup> " Official Gazette of Canton 10" No.: 25/98

<sup>68</sup> " Official Gazette of the Posavina Canton" No.: 5/04

<sup>69</sup> " Official Gazette of the Una-Sana Canton" No.: 5/00 i 7/01

<sup>70</sup> Article 1 of the Law on Social Protection of the Republika Srpska (RS) ("Official Gazette of RS" No.: 37/12)

<sup>71</sup> Article 1 of the Rules on the conditions for the establishment of social protection ("Official Gazette of RS" No.: 24/13)

<sup>72</sup> Article 1 of the Rules on the conduct of national identification records and documentation of user rights, forms, measures and services of social protection ("Official Gazette of RS" No.: 80/24)



- **The obligation of Bosnia and Herzegovina to establish a stable legal framework for the effective operation of social workers**
- **The legislative framework in the FB&H that standardized questions of social activities is not in conformity with the recommendations of the Council of Europe on social workers as well as the voluntary European framework for the quality of social services.**
- **The Law on Social Protection, Protection of Civil War Victims and Families with Children, the Law on Social Protection of RS, by-laws adopted on the basis of these laws, and the laws and regulations on the cantonal level, are not clearly defined issues and to perform financing of social protection activities, users, of the rights and social services as well as issues of social work activity (content and mode of operation of skilled workers in the sector of social work, the standard of education, the conditions for carrying out activities, duties of professional workers, supervise the implementation of activities, financing activities and social other issues of importance for social activity).**

## II. IDENTIFICATION OF SOCIAL SERVICES IN THE ANALYZED COUNTRIES

### 2.1. BOSNIA AND HERZEGOVINA (The Federation of Bosnia and Herzegovina)

In Bosnia and Herzegovina, social protection is regulated at the entity level. The present analysis looked at all the existing legislation in terms of the existing services that are standardized. From the point of the legislation of the Federation of Bosnia and Herzegovina, social services are standardized by the Law on Social Protection, Protection of Civil War Victims and Families with Children in the FB&H<sup>73</sup>. The first observation relates to the standardization of minimum social protection rights, which are highlighted in Chapter 3 of the law, with the lack of clear differentiation between the of the rights and services. But by observing the existing of the rights can be concluded that include a number of services that are standardized as: the first social services; training for life and work; placement in another family; accommodation in social care, social services and other professional services home care and home help.<sup>74</sup> The available situational analysis <sup>75</sup> offered a mapping of social services in the Federation of Bosnia and Herzegovina, both in terms of those that are standardized, and the aspect of those that do not, or those for which the expressed needs. According to the Law on Social Protection, Protection of Civil War Victims and Families with Children of FB&H Law on standards for operation and provision of services in social welfare institutions in the Federation and the above situation analysis made a comparative table in terms of social services, sub services, the number of necessary social workers and their minimum technical conditions to be met.

#### 2.1.1. Republika Srpska

Social protection in the Republika Srpska is defined in the Law on Social Protection of RS and other related regulations were not analysed because it is not related to the subject of this analysis. Law on Social Protection RS, the system of social protection, the holders, beneficiaries of social protection, the rights of users and the activities of social welfare institutions. In comparison to the law, in terms of social services, at first glance, can be noted similarities in relation to the Federal Law on Social Protection in terms of scaling of the rights without a clear differentiation of the rights and services.

Rights in accordance with this Act are implemented cash benefits, social services and other measures provided to the individual, family members or the family as a whole and aims to meet social needs, and the prevention of social problems<sup>76</sup>. To carry out the operations, providing and implementing the above social protection rights are established institutions of social protection, while business activities other than social security institutions can perform and citizens' associations and other persons in accordance with the law<sup>77</sup>. The legislator has predicted that in addition to of the rights provided by the law, local governments in its decision, in accordance with the needs of the population, may determine other rights and services, the conditions and criteria for their implementation. As expanded of the rights and services provided are: personal assistance for persons with disabilities, supported housing, sheltered housing, assistance in the management of adult persons after leaving institutions or foster families,

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<sup>73</sup> „Official Gazette of the FB&H " No.: 36/99, 54/04, 39/06, 14/09

<sup>74</sup> Articles from 29-47. Law on Social Protection, Protection of Civilian War Victims and Families with Children in FB&H "Official Gazette of FB&H" No.: 36/99, 54/04, 39/06, 14/09

<sup>75</sup> Situation analysis on the survey "Mapping social services in FB&H" - April 2016 - Land of children

<sup>76</sup> Article 10 of the Law on Social Protection RS

<sup>77</sup> Article 8 of the Law on Social Protection RS

one-time assistance in kind, services soup kitchens, assistance for education of children from socially disadvantaged families, help in the education of children with disabilities, subsidizing utility costs for poor families, assistance in housing for poor families, funeral expenses beneficiaries of this law, hotline services, as well as other rights and services according to the needs of local governments<sup>78</sup>. We conclude that the law in Republika Srpska does not provide a classification of social services nor the social services recognized by law as a category differentiated norms of the rights. Given the lack of official studies through which to map the existing social services as is the case in the Federation of Bosnia and Herzegovina, this analysis will not deal with the recognition and mapping of social services in the Republika Srpska, but will only produce an overview of the rights under the Law on Social Protection in which contained norms of social services, through a brief tabulation.

### 2.1.2. Cantons

The Law on Social Protection, Protection of Civilian War Victims and Families with Children of the Federation of Bosnia and Herzegovina, established the foundations of social protection of citizens and their families, the basic rights of social protection and beneficiaries. The same law stipulates that the authorities of the Canton, in accordance with the constitution and the act, closely regulate the activity of social protection, protection of civil war victims and families with children<sup>79</sup>. The federal law set the minimum scope of rights and social protection, while the cantons left the jurisdiction make provision for expanded of the rights, rates of benefits, conditions and procedures for eligibility and their use<sup>80</sup>. Cantons were also given the option of widening the scope of social protection in accordance with the development programs of social protection and specific conditions in the cantons<sup>81</sup>. By analysing and comparing the cantonal regulations, differences have been observed in the individual sections non-harmonization to the federal law and the mutual relationship between cantonal regulations<sup>82</sup>, especially in terms of standardization of social rights and access to social service social rights. Given the scope of this review, but for the purposes of this chapter, we have identified the types of social services that are provided in each canton separately, in order to make an overview of existing services in relation to the services that have been identified under the federal law. Although it should be noted that no legislation, either federal cantonal was no distinction between the of the rights and services as previously explained, the identification of service imposed as a condition for the analysis of secondary legislation that sets standards in terms of the number of social workers to any social service, as well as the minimum technical conditions necessary for carrying out activities in the context of the social protection system.

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<sup>78</sup> Article 11 of the Law on Social Protection RS

<sup>79</sup> Article 8 of the Law on Social Protection, Protection of Civil War Victims and Families with Children of the Federation of Bosnia and Herzegovina

<sup>80</sup> Article 19 of the Law on Social Protection, Protection of Civil War Victims and Families with Children of the Federation of Bosnia and Herzegovina

<sup>81</sup> Article 12 of the Law on Social Protection, Protection of Civil War Victims and Families with Children of the Federation of Bosnia and Herzegovina

<sup>82</sup> Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Sarajevo Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Zenica-Doboj Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of the Tuzla Canton; Law on Social Protection of the Herzegovina-Neretva Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Central Bosnia Canton; The law on social security protection, protection of civilian victims of war and families with children of the BPC; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of the West Herzegovina Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Canton 10; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of the Posavina Canton; Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of the Una-Sana Canton.

## 2.2. REPUBLIC OF CROATIA

The Republic of Croatia in the accession process, carried out a series of reforms of the legal system, and among other things, a comprehensive reform of the social welfare system. By joining the European Union (01.07.2013.) the Republic of Croatia has made a commitment to continue working to align their national social policy with common defined objectives of the EU. It is important to understand the reformed system of social welfare in the Republic of Croatia to know that social rights are not derived from the Constitution and the law, but it also created and implemented through various programs and activities of government bodies, local and regional governments, civil society organizations, etc. Also, the reform has enabled the process of deinstitutionalization and orient the welfare system to meet customer needs as opposed to the previous orientation towards institutionalization.

In 2013, Croatia established the basis for a future system, the adoption of the Social Welfare Act<sup>83</sup> which regulates the activity of social welfare, principles, finance, law and social services in the social welfare system, the procedures for their exercise, users, way of doing business, professional workers in social services, databases, inspection and administrative supervision and other important issues.

Advantages of the said Act are reflected in a unique harmonization in standardization and unification of all the key segments of operation of the system of social welfare (rights, services, establishment of institutions, management systematization, finance, database, control and so on) in a single regulation. Given the apparent intention of the legislature that in a regulation merge several segments that had previously been decorated with more regulations, analysis at first glance it is possible to identify a number of differences compared to the regulations that deal with social protection in Bosnia and Herzegovina. The differences relate primarily to the different scope of user rights and what is most important in relation to the subject of this analysis service differentiation of rights. Also the law has regulated the obligation of a special scaling minimum requirements for the provision of social services and in relation to a particular user group, the structure and duration of the tasks and requirements and the minimum number of skilled workers for a service, which is regulated by a special bylaw which is analysed in more detail in hereinafter. For the purposes of this analysis, we have identified the types of social services, with their sub services intended user groups provided by law.

## 2.3. REPUBLIC OF SERBIA

Social protection services in the Republic of Serbia are organized as services for children, youth and family services for adults and older users, with respect for the integrity, stability and connection environment of users and families.<sup>84</sup> Law on Social Protection is clearly differentiated rights and social services, which are classified into five main groups, which are further divided into individual services within each group. Users' rights or social welfare services as individuals or families who are facing obstacles in meeting the needs are divided according to age to minors, i.e. children, adults up to 26 years, i.e. Young, then adults from the age of 26th to 65th years, and adults older than 65 years (older). User Groups are defined according to the characteristics of users that are relevant for the provision of adequate social welfare services.<sup>85</sup>

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<sup>83</sup> The Social Welfare Act (Official Gazette 157/13; 152/14; 99/15)

<sup>84</sup> Article 42, paragraph 1 of the Law on Social Protection of RS ("Official Gazette of RS" No.: 24/11)

<sup>85</sup> Article 41 of the Law on Social Protection of RS ("Official Gazette of RS" No.: 24/11)

## 2.4. COMPARATIVE SUMMARY OF SOCIAL SERVICES IN CROATIA, SERBIA, BOSNIA AND HERZEGOVINA (FEDERATION OF BIH AND RS)

Table 1 provides an overview of social services that are standardized in the Republic of Croatia, the Republic of Serbia and Bosnia and Herzegovina (FB&H and RS). Due to the fact that in Croatia, and partly in Serbia, services explained to a large number of sub services and users of sub services in the table, illustration listed some sub services and users of the same.

SOCIAL SERVICES																			
CROATIA		SERBIA		BOSNIA AND HERZEGOVINA															
				FEDERATION OF BIH										REPUBLIKA SRPSKA					
TYPE OF SOCIAL SERVICE	TYPE OF SERVICE / USERS	TYPE OF SOCIAL SERVICE	TYPE OF SERVICE / USERS	TYPE OF SOCIAL SERVICE	TYPE OF SERVICE / USERS	OVERVIEW OF SERVICES BY CANTONS										TYPE OF SOCIAL SERVICE	TYPE OF SERVICE / USERS		
						CS	TC	ZDC	USC	HNC	WHC	CBC	BPC	PC	C10				
<b>1. The first social service</b>	Users: It is intended for all citizens, beneficiaries of social welfare. 1.1. The first social service includes an initial evaluation of customer needs and assessing its safety, as well as professional support and assistance in choosing the right of the social welfare system.	<b>1. Services of assessment and planning</b>	Users: It is intended for all users of rights and service of social protection 1.1. Assessment, needs, strengths and risk profile and other important people in his environment; 1.2. Assessment guardians, foster parents and adoptive parents; 1.3 Preparation of an individual family plan to provide services and legal protection measures and other assessments	<b>1. The first social service</b>	Users: It is intended for all citizens, beneficiaries of social welfare 1.1. The first social service includes an initial evaluation of customer needs and assessing its safety, as well as professional support and assistance in choosing the right of the social protection system	•	•	•	•	•	•	•	•	•	•	•		N/S	
<b>2. Assistance at home</b>	Users: Adults with disabilities 4.1. Assistance at home Users: Elderly	N/S		<b>2. Home care and assistance</b>	for the elderly and infirm	•	•	•	•		•	•	•					<b>1. Home care and assistance</b>	Users: - Elderly and feeble person, - Severely ill person - Another person who is not able to take care of themselves. Provides:
					for persons with disabilities	•	•		•										

	4.2. Assistance at home			Health care (nursing)		•		•													- Housework, - Personal hygiene, - The purchase of food and organizing food, - Satisfying other daily needs
<b>3. Organized housing</b>	Users: -Children And young people without parental care -Children And young adults with behavioural problems -Children With intellectual, physical and impairments Children without parents or parental care Organized by the housing; comprehensive support, intensive support, short-term support	<b>2. Support services for independent living</b>	Users - People with physical disabilities, intellectual or mental disabilities from 15 years of age, persons age 15-26 from the statutory reasons they do not want in the biological family or do not have the ability to live in the biological family and persons above 18 years treated for addiction, victims trade - Adults with disabilities, - Personal assistance - Training for independent living	<b>3. Support services for independent living</b>	3.1 Supported housing	CS	TC	ZDC	USC	HNC	WHC	CBC	BPC	PC	C10	N/R					
					- for persons with disabilities	•	•		•	•		•									
					for young people coming out of institutions	•	•	•	•					•							
					3.2 Personal assistance for adults and children		•	•	•												
					3.3 Mobile teams For children with disabilities, children involved in the life and work on the street, domestic violence	•	•		•				•								
					3.4 Support for Employment and Work	•	•						•								
<b>4. Counselling and assistance</b>	-Children and young adults without parental care, - Children and young people after leaving care - Adoptive	<b>3. Consultative therapy and social education services</b>	Users: Families parents Foster parents, Families with children or other members with disabilities, victims of violence	<b>4. Consultative-therapeutic and socio-educational</b>		CS	TC	ZDC	USC	HNC	WHC	CBC	BPC	PC	C10	<b>2. Counselling</b>	Users: - individuals, family members and the family, provides: - Consulting in the realization of certain social rights				
				4.1. Counselling for individuals and families		•	•	•	•	•	•	•	•	•							

	families - Primary or specialized family - Victims of Violence sub services General counselling and help legal assistance		<b>Sub services</b> intensive services consultation family support Maintenance of family relations, Counselling and support in cases of violence Family therapy, mediation	<b>services</b>	4.2. SOS telephone	•	•	•			•	•							
5. Accommodation services	The users Children and Young Adults <b>Sub services</b> Accommodation establishments educator Accommodation in a family home Accommodation services Provide children and adults by age and the problem in accordance with the needs	4. ACCOMMODATION SERVICES	The users Children and young people up to the end of regular schooling or 26 years of age Adults and the elderly <b>Sub services</b> Accommodation with relatives, foster family or another family, standard rooms, emergency, casual another form of accommodation, users pregnant women, adults with disabilities, foreigners users Children, youth and adult victims of human trafficking sub services Residential / standard / occasional / emergency accommodation Another type of dormitory places The users Victims of domestic violence, victims of abuse, neglect and trafficking.	5. ACCOMMODATION SERVICES	5.1 Social protection institutions, for adults: the old and the infirm, disabled, mental and psychological problems, drug, sick children: without parental care, adequate aging, physical and intellectual disabilities, behaviour disorders, in conflict with the law.	CS	TC	ZDC	USC	HNC	WHC	CBC	BPC	PC	C10	3. Placement in institutions	3. Accommodation at an institution 3.1. The social welfare institution 3.2. Another institution that is outside the system of social protection, and meets the requirements for the disposal of social protection are provided: - Housing, - Care, support and care, - Education, - Training for business, - Cultural, entertainment, recreational and rehabilitation activities, - Health care and other services		
					5.2 Family placement (for adults and children )	•	•	•	•	•	•	•	•	•					
					5.3 Shelter Users: adult homeless , trafficking victims, perpetrators and victims of domestic violence, elderly and persons	•	•	•	•	•	•	•	•						

					addicted													
					5.4 Alternative forms of accommodation (SOS children's villages, children's village, halfway house)	•	•	•	•	•			•		•			
																<b>4. FOSTER FAMILY CARE</b>	Users: The same users as well as with placement in an institution It provides the - Satisfaction of basic needs, - Care of personal users and help in the exercise of rights and fulfilment of obligations	
	<b>The users</b> Children and Young Adults	<b>5. Daily services to the</b>	<b>The users</b> Children, youth and adults with disabilities who need		6.1 All-day stay Users:	CS	TC	ZDC	USC	HNC	WHC	CBC	BPC	PC	C10	N/S		



6. Day care	without parents or parental care Half-day stay by age group All-day stay by age group <b>The users</b> Adults with disabilities Full day and half day <b>The users</b> The elderly and ill persons Full day and half day	community	day care, care and supervision Children and young people in conflict with the law Adults and the elderly who need daily care and control Living room Users children, adults and elderly persons with disabilities Assistance at home Children, youth and adults who are working or living on the streets The Shelter, and other services	6. Day care	adults (elderly and infirm persons, persons with physical disabilities, with hearing impairments for children, included living and working on the street, with behavioural disorders, in conflict with the law, victims of violence, with physical disabilities, visual impairment, hearing and speech	•	•	•	•	•	•	•							
						6.2 Half day accommodation	•	•	•	•	•		•						
N/S																			

**Table. 1 Comparative review of social services in Croatia, Serbia, Bosnia and Herzegovina (FB&H, RS, Cantons)**

In the column for services in FB&H entered the services envisaged by the Law on Social Protection, Protection of Civil War Victims and Families with Children, and the Rules on standards and conditions for the operation and provision of services in social welfare institutions in FB&H and sub services mapped in the situation analysis on social services in the. Mapped sub services are highlighted in blue.

In FB&H special services are regulated as „other services“ which includes services for early detection, diagnosis and developmental disorders, soup kitchens and services material assistance to socially vulnerable individuals and families. These sub services are mapped in the Situation Analysis.

According to a comparative examination of types of social services and sub services, social services and sub services shown in Table 1, it is clear that the area of social services in B&H (RS and FB&H/cantons) compared to the Republic of Croatia and Serbia is unregulated, and that in B&H there is no differentiation between the rights and services.

From table it is clear that they are in the Republic of Croatia legally prescribed types of social services and sub services and which categories of users exercise prescribed social services and sub services.

-In the Republic of Serbia to the tabular overview, the Law on Social Protection stipulates the right to social services, types of social services and categories of users can achieve specified services.

-According To the table all three countries have standardized the first social service (Republic of Croatia and Bosnia-Herzegovina) in Serbia this service assessment and planning. The purpose of this service is identical and includes similar activities and users. The same goes for the service of consulting and assisting / Croatia, and Serbia and FB&H advisory therapeutic and social educational services in the Republic of Slovenia, counselling. In Croatia and Serbia are defined by the service users and sub services while in B&H they are defined only as individuals and families.

-The service of organized housing is recognized in Croatia, Serbia and Bosnia and Herzegovina as well as support services for independent living, with the difference that in the Federation are not defined sub services and that the category of users is limited to young people leaving social care and people with disabilities.

-The services of psychosocial support and assistance services for inclusion in the programs of education and regular education (integration) is normalized only in Croatia,

-Services of assistance and care and categories of users of the services are regulated in Croatia and Bosnia and Herzegovina (FB&H and RS)

-Services of accommodation and sub services, categories of users of this service are defined in detail in Croatia, in Serbia this service is defined as a daily service to the community, and in the Federation as daily services as well.

-In FB&H, there are other services defined that are not recognized as norms in Croatian and Serbian.

-Services of accommodation are defined in all three countries (both entities). In Croatia, the sub services within the accommodation thoroughly explained as well as users of these services, the situation is similar in Serbia and in terms of users and in terms of sub services.

## **CONCLUDING REMARKS**

**Social services in Croatia are thoroughly regulated and can serve as guidelines for the standardization services in the Federation.**

**Through the services was done very detailed classification of users, defined by sub services can use certain categories of users.**

**Scaling social services, sub services and categories of users of social services should be based on the real possibilities of the Federation (the possibility of opting for the joint jurisdiction of the cantons).**

### **III. NUMBER OF PROFESSIONAL WORKERS IN SOCIAL SERVICES**

#### **3.1. FEDERATION OF BOSNIA AND HERZEGOVINA**

The Rules on standards for operation and provision of services in social welfare institutions in the Federation lays down common minimum standards for work and services as well as other private minimum standards for the conduct of operations or activities of social protection in social protection in the FB&H.<sup>86</sup> The common minimum standards include requirements that need to be fulfilled, and relate to, among other things on the space, location, capacity, hiring professionals, as well as services that institution provides independently of the user category to which the service is intended<sup>87</sup>. The Rules are required minimum professional requirements of professional workers to any social service, which regulates individual Regulations on internal organization and job classification for each an institution. The number of skilled workers has not been regulated by types of social services, but the number of users.

#### **3.2. REPUBLIKA SRPSKA**

The issue of the number of skilled workers who are needed in relation to social services in the Republika Srpska is not standardized in relation to the existing social services provided, according to the institutions provided for by the Law on Social Protection. The same law, the legislator has envisaged the establishment of institutions for the provision of social services intended for specific user groups. According to the law, the Ministry of Health and Social Welfare<sup>88</sup> issued the Regulations on the conditions for the establishment of social protection <sup>89</sup> which prescribes in detail the general and special conditions regarding space, equipment and number of professional and other staff for the establishment of social protection. With this Regulation, the number of skilled workers is determined by each institution intended, and their employment is a condition for the start of operation of the institutions of social protection.

#### **3.3. REPUBLIC OF CROATIA**

The Rules on minimum requirements for the provision of social services of the R. of Croatia, sets the minimum requirements for the provision of social services and the operation of the committee that examines their fulfilment.

The minimum requirements for the provision of services include:

- Minimum requirements of premises and equipment for the provision of social services,
- Nature and the minimum content and scope of services in relation to a particular user group,

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<sup>86</sup> Article 1 of the Rules on standards for operation and provision of services in social welfare institutions in FBiH ("Official Gazette of FB&H " No.: 15/13)

<sup>87</sup> Article 2 of the Rules on standards for operation and provision of services in social welfare institutions in FBiH ("Official Gazette of FB&H " No.: 15/13)

<sup>88</sup> Article 82 of the Law on Social Protection of Republika Srpska (37/12)

<sup>89</sup> Rules on the conditions for establishing institutions of social protection adopted 19.03.2013.

- Structure and duration of direct professional work with customers, the structure and duration of other activities, and the conditions and minimum number of skilled workers for a service,
- Minimum range of services and the minimum number of professional and other staff for a service
- The number of skilled workers for certain rights of user groups.

### 3.4. REPUBLIC OF SERBIA

Social protection services in the Republic of Serbia are organized as services for children, youth and family services for adults and older users, with respect for the integrity, stability and connection environment of users and families.<sup>90</sup> The Law on Social Protection clearly differentiated rights and social services, which are classified into five main groups, which are further divided into individual services within each group.

Users of rights or social welfare services as individuals or families who are facing obstacles in meeting the needs are divided according to age from minors, i.e. children, to adults up to 26 years, tj. young people, then persons from the age of 26 to 65, and adults older than 65 years (elderly). User groups are defined according to characteristics of users that are relevant for the provision of adequate social welfare services.<sup>91</sup>

The Rules on detailed conditions and standards for the provision of social protection prescribes minimum standards for the provision of social welfare services.<sup>92</sup> In this regard a specification of services was made governing the purpose of services, the user group which the services are intended for, activities undertaken to meet the needs of specific user groups, and established minimum standards that structural setting forth the infrastructural, organizational and staffing parameters, and functional which determines value, quantitative and qualitative dimensions of professional procedures.<sup>93</sup> From the aspect of the objectives of analysis and confirmation number of skilled workers to social service, here it is necessary to point out that those rules standardize the number of skilled workers per service, where professionals working in social welfare centres consisting of a social worker, psychologist, teacher, adult education, special educator, lawyer and sociologist, and other social care with providers of social welfare and special education teacher and another doctor.<sup>94</sup>

Professional activities in social protection, as well as closer to the conditions and standards for their performance are defined in The Rulebook on professions.<sup>95</sup> Professional activities have been classified on the basic professional duties, specialized professional activities, supervisory tasks, legal and business planning and development. Other professional activities in social protection jobs are labour-occupational therapists, jobs of doctors and other professional activities involving direct work with the user.<sup>96</sup> In Table 2 are listed the members of the Rules which are prescribed; number and profiles of professionals in relation to the number of users. Table 2.1. which shows the number and profile of professional workers according to the number and category of user is in Analyses attached and forms part of the same.

<sup>90</sup> Article 42, paragraph 1 of the Law on Social Protection of RS ("Official Gazette of RS" No.: 24/11)

<sup>91</sup> Article 41 of the Law on Social Protection of RS ("Official Gazette of RS" No.: 24/11)

<sup>92</sup> Article 1 of the Rules on detailed conditions and standards for the provision of social protection ("Official Gazette of RS" No.: 42/2013)

<sup>93</sup> Article 3 of the Rules on detailed conditions and standards for the provision of social protection ("Official Gazette of RS" No.: 42/2013)

<sup>94</sup> Article 136, Paragraph 1 of the Law on Social Protection of RS ("Official Gazette of RS" No.: 24/2011)

<sup>95</sup> Article 1 of the Rules of professions ("Official Gazette of RS" No.: 1/2002, 42/2013)

<sup>96</sup> Article 3 of the Rules of professions ("Official Gazette of RS" No.: 1/2002, 42/2013)

FEDERATION			REPUBLIKA SRPSKA		
Institutions / services	Type of services / users	Professional workers in the field of social protection *	Institutions / services	Type of services / users	Professional workers in the field of social protection *
1. Institution for people with disabilities	Children and adolescents with moderate, severe and severe disabilities	Rules on standards for operation and provision of services in social welfare institutions in the Federation <sup>97</sup> Article 37 Table children and youth with moderate, severe and severe disabilities	1. Social protection institutions for accommodation	1.1 The Centre for Social Rehabilitation of Persons with Disabilities	Minimal: 1 social worker; 1 special education teacher; 1 sociologist;
	Adults with moderate, severe and severe disabilities	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 37 Table adults with moderate, severe and severe disabilities		1.2 Home for Disabled Persons	Minimal: 1 social worker 1 special education teacher; 1 psychologist;
	Dual diagnosis children and youth	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 37 Table dual diagnosis -children and youth		1.3 Centre for Children and Youth with Disabilities	Minimal: 1 social worker; 1 special education teacher; 1 psychologist;
	Adults with dual diagnoses	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 37 Table Adults with dual diagnoses		1.4 Home for children and youth with disabilities	Minimal: 1 social worker; 1 special education teacher; 1 psychologist;
	geriatric patients	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 37 Table Geriatric patients			
	psychiatric patients	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 37 Table psychiatric patients			
2. Housing in the community with support	Comprehensive support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 41 Table comprehensive support			
2.1. Temporary supported housing	Daily intensive support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 41 Table daily intensive support			
2.2. Residential community with support	Daily short-term support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 41 Table daily short-term support			
	Occasional support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 41 Table occasional support			

<sup>97</sup> FBiH Official Gazette 15/13 of 22/02/2013.

3. Institution for elderly and disabled	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 43			
	Supported housing for the elderly and disabled	Comprehensive support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 43 Table comprehensive support	2. Gerontology Centre	Minimum 1 social worker
		Daily short-term support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 43 Table daily short-term support	3. Home for the elderly	Minimum 1 social worker
		Occasional support	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 43 Table occasional support	4. Centre for assistance and home care	Minimum 1 social worker
4. Institution for children without parental care	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 45 Table institution for children without parental care		5. Institution for children without parental care	Minimal: 1 social worker; 1 educator; 1 psychologist;
5. Support Unit for single pregnant women and parents	The overall treatment and the provision of services to pregnant women and parents with young children Users: Children and young adults with behavioural problems	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 48 Table pregnant women and parents with young children			
6. The institution for the acceptance and education of children and minors	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 52 Table The institution for acceptance and education of children and minors			
7. The educational centre for juveniles	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 54 Table Educational Centre for juveniles		6. Centre for education of children and youth	Minimal: 1 social worker 1 special education teacher, special educator direction; 1 psychologist;
8. Life-therapeutic community	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 56 Table Life-therapeutic community			
9. The institution for the care of victims of violence,	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 58 Table The institution for care of victims of violence,			

trafficking		trafficking and others.			
10. Shelter	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 60 Table Shelter	7. Shelter		Minimum 1 social worker
11. The institution for day care	The overall treatment and the provision of services	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 62, Table. The institution for day care	8. Social welfare institutions for day care services	8.1. Centre for day care for children and youth	Minimal 1 special education teacher; 1 social worker; 1 psychologist; 1 worker on occupational activities ;
				8.2. Centre for the daily care of adults	Minimal 1 social worker; 1 worker on occupational activities;
				8.3. Centre for specialist social services	Minimal two professional workers from: - social worker; lawyer; psychologist; sociologist; special educator; special education teacher;
12. Centre for support and care	The overall treatment and the provision of services / services of help or support and home care and other support programs in local communities	Rules on standards for operation and provision of services in social welfare institutions in the Federation Article 64 Table services of help or support and home care and other support programs in local communities.			
13. Centre for Social Work- municipal department in charge of social protection		1 social worker ; (4000st <sup>98</sup> )  1 lawyer; (20.000st)  1 psychologist; (15.000st)  1 pedagogue ;(15.000st)  1 sociologist ; (50000st)	9. Centre for Social Work		- 1 social worker per 7,000 people, and each of the following 10,000 by another social worker. if necessary to hire a social worker in the business: protection of child victims of violence, on the protection of older persons protection of victims of domestic violence family and legal protection / maintaining personal relations of children with parents family and legal protection / guardianship - 1 lawyer to 20,000 inhabitants, and on each additional 25,000 plus one; - 1 psychologist to 25,000 inhabitants; - 1 special education teacher at 30,000; - 1 special education teacher, special educator in the direction of 35,000 inhabitants; - 1 educator to 40,000 inhabitants; - 1 sociologist per 100,000 population;

<sup>98</sup> „St“ – Stanovnika

					In addition to this minimum number of skilled workers, the final number of skilled workers is determined depending on the number of users, types and number of measures and social services / family law protection
14. Counselling centre	The overall treatment and the provision of services	1 social worker; (6 users per day) 1 lawyer; (6 users per day) 1 psychologist; (6 users per day) 1 teacher; (6 users per day) 1 sociologist; (6 users per day) 1 educator; (6 users per day)	10. Counselling centre		Two professional workers (not necessarily a social worker)

*Table 2 Comparative indicators of the number of professionals in the field of social protection in the institutions and the minimum technical requirements to be met for the provision of social services in FB&H and RS*

Excerpt from Table 3. (Complete Table 3 attached Analysis)

<b>CROATIA</b>	<b>Excerpt from Table 3. (complete Table 3)</b>	<b>SERBIA</b>
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Type of service	Type of services of and users	Type and number of skilled workers by service	number of users	attached Analysis) 99, 100, 101, 102, 103	Type of service	Type of services of and users	Type and number of skilled workers by service		
1. The first social service	Users: It is intended for all citizens, beneficiaries of social welfare and professional workers.	Not regulated	N/S		attached Analysis) 99, 100, 101, 102, 103		N/S		
	The first social service includes an initial evaluation of customer needs and assessing its safety and professional support and assistance in choosing the right of the social protection system								
	Users: Children and young adults without parents or without parental care								
2. Accommodation services	Accommodation (for children aged 0-3 / 3-7 / 7-21);							1.1. Residential care	
	Health care and Care	0,5 Med. nurse and educator for early development	30/30/30					Children and young people with intellectual disabilities	One social worker to 10 users

<sup>99</sup> \* **Republic of Croatia** – The basic requirement for all professionals: R. Croatia citizenship; The minimum technical requirements of professional workers: **Social worker** – completed graduate study for graduate- Social Worker; 12 months of service; passed the certification exam; that there is no obstacle to enrollment in the list of the Croatian Chamber of social workers; approval for independent work; – **Psychologist** – completed graduate university study psychology; 12 months of service; passed the certification exam; – **Educator of preschool education** – completed graduate university study of early and pre-school education; 12 months of service; passed the certification exam; – **Educator** – completed graduate studies in educational sciences, educational sciences, education and rehabilitation sciences, social work, psychology, pedagogy, speech pathology and kinesiology; 12 months of service; passed the certification exam; -

<sup>100</sup> **Educator who lives with the children in the context of accommodation, organized housing and family home** – completed four-year secondary education and training for work with abused and neglected children; – **Nurse** – secondary education for nurse / technician; – **Social educator** – completed graduate university study of social pedagogy; 12 months of service; passed the certification exam; - Rehabilitation - undergraduate or graduate study in the field of education and rehabilitation sciences and completed graduate studies in educational sciences, educational sciences, pedagogy, speech pathology and kinesiology; 12 months of service; passed the certification exam; – **Physiotherapist** – professional study physiotherapy or secondary education for physiotherapy technician;-

<sup>101</sup> **Expert Associate** – undergraduate or graduate program in social work, psychology, pedagogy, educational rehabilitation, social pedagogy and other social sciences; 12 months of service; passed the certification exam; – **Assistant in the therapeutic community** – secondary education completed training for work with addicts;

<sup>102</sup><sup>102</sup> **Senior advisor** – undergraduate or graduate university study psychology, social pedagogy, educational rehabilitation;- **Assistant at the shelter** – secondary education with training in the field, working with victims of domestic violence, or with training in the field of work with victims of human trafficking;- **Operating therapist** – completed professional study of occupational therapy; – **Instructor of sign language** – undergraduate or graduate study in the field of education and rehabilitation sciences and completed graduate studies in educational sciences, educational sciences, pedagogy, speech pathology and kinesiology; 12 months of service; passed the certification exam; – **Speech therapist** – completed graduate university study speech pathology; 12 months of service; passed the certification exam;

<sup>103</sup> **The Republic of Serbia - General Conditions** for all professionals: the citizenship of Serbia; University degree VII (seventh degree) or educational attainment of the first cycle in at least three and no more than four years and are measured with at least 180 or 240 ECTS credits; or to have qualifications acquired under the law governing higher education, an appropriate direction. In relation to the type of work are determined by the following **special conditions**: Basic Professional / Specialized / Supervision jobs: these tasks are performed by a social worker; psychologist; educator; adult education; special education teacher; Special educator who have special knowledge and skills, and appropriate license to perform such activities issued by the Chamber's Social Protection of the Republic of Serbia; For **Legal Affairs**, has determined the following minimum requirements: completed studies at the 4th annual duration in the field of legal sciences; and to work at the Centre for Social Work must have a license issued by the Chamber of social protection;

Education	3/xx/2,5 Educators	5/7/8	1. Accommodation services		
Care at night	1,3/1,3/1,3 Educators	12/25/25			
Social Work	0,5/1,3/1,3 Social Worker	30/30/30			
Psychological support	0,5/0,5/0,5 Psychologist	30/30/30			
Users: Pregnant women before birth or a parent of a child under 1 year of age					
Accommodation					
Health care and care	0,5 Med. nurse	30			
Social work	0,5 Social work	30			
Psychological support and assistance in daily activities	1 Psychologist	30			
Users: Children and young adults with behavioural problems					
Team assessment / diagnosis - accommodation / stay					
Education	60 treatment within accommodation and 10 processing within the residence a year running a team composed of: - 3 social pedagogues, - 1 social worker, - 1 psychologist and - 0,5 medicinske Nurses / technicians - 0.5 educator for care during the night (only accommodation)			Children and young people in conflict with the law	1 social worker to 6 users
Social work					
Social-pedagogical support					
psychological support					
Health care and care					
1. Accommodation in small groups / 2. Temporary accommodation for the implementation of shorter rehabilitation (of treatment) programs / 3 Temporary accommodation in a crisis situation (acceptance)			1.2. Accommodation in a small residential community		
Education	3/3/3 Educator	5/8/8	Children and young people III and IV level of support	5 professional workers at two small residential community in day shift and one social worker to two small residential community on the night shift	

*Table. 3 Comparative review of the minimum number of skilled workers and the minimum necessary technical conditions to social service and to Croatia and Serbia*

As can be seen from the excerpts from the table, in Croatia are specified categories and sub-categories of users, sub services that in the context of a service performed by its users, the profile and the number of skilled workers snail sub services and the number of users that the service is provided. Unlike R. of Croatia, in the Republic of Serbia these issues are resolved in a way that there are defined services, service users and the number of skilled workers at the respective service. So the Republic of Serbia did not address the detailed interpretation subcategories users or types of sub services provided to users. This is the definition of users and services in the Republic of Serbia does not leave the possibility of scaling the length of time required for the provision of some sub services, a clear definition of the competence of professional workers in the provision of sub services, monitor the effects of sub services provided by the user and measuring the effectiveness of various profiles of experts. In addition, such standardization of services, users and professionals in the Republic of Serbia leaves the dilemma that is present in the FB&H, which refers to the definition of the tasks for each expert in social activities individually to his work, was appreciable.

#### **CONCLUDING REMARKS**

**The Rules on standards for operation and provision of social services in social care institutions in the Federation, the number of skilled workers is set out according to the number of users. The Rules on conditions for establishing institutions of social protection in RS prescribes the minimum number of skilled workers at institutions of social protection. The Rules on detailed terms and standards for provision of social services Serbia number of skilled workers has been defined by service, sub services and customer services, while in Croatia, The Rules on minimum requirements for the provision of social services defined by the number of skilled workers relative to the number of users, type of sub services and services.**

**U FB&H, compared to the Republic of Serbia and the Republic of Croatia, is not possible to monitor the number of advisory therapeutic and social educational services, for reasons of lack of official records of these services (record is kept of the number to which the service is provided) which is caused by a lack of standards which define the number of professional workers per service.**

**Within services and sub services provided in FB&H is not defined which jobs are social workers in the provision of appropriate services and sub services as is the case in Croatia. Furthermore, not prescribed minimum technical conditions to be met by a social worker in providing appropriate services in the. When it comes to the minimum technical conditions to be met by a social worker in FB&H those prescribed in the Regulations on internal organization and work of the institution that provides the service. The minimum technical requirements to be met by a social worker in Croatia and Serbia are regulated by the social work activities of the R. of Croatia and Regulations on the professional activities in the Republic of Serbia.**

**Standardization in Croatia, the number of social workers by service, under the services and users is very detailed and could be the guideline to act in the standardization of this issue in the Federation.**

## IV. METHODS OF CERTIFICATION OF PROFESSIONAL EMPLOYEES

### 4.1. BOSNIA AND HERZEGOVINA

In the context of professional development and training analysis included the training system for local governments in the Federation, which was established in 2008 as a mechanism for professional training of employees and elected officials, and managed by the Agency, the FB&H Ministry of Justice and the Association of Municipalities and Cities. The Civil Service Agency of FB&H has been established in accordance with the Law on Civil Service of the FB&H ( "Official Gazette of B&H" No. 29/03, 23/04, 39/04, 54/04, 67/05, 8/06, 04/12 , 99/15) and was among other things under the jurisdiction of the organization and implementation of vocational education and training of civil servants employed in the civil service, as well as the development of the civil service. Training implemented by the Agency may attend the civil servants employed in government institutions, civil servants employed in local government, employees, or the employees under labour law of FB&H including non-governmental organizations if the training touch upon topics of importance for these categories of employees, such as sending application for training be decided by the Agency. <sup>104</sup>

Although the Agency is not primarily established to organize professional training of social workers, they may participate in some training sessions that are important for the performance of activities within the scope of their work. Agency for each calendar year returns catalogue of professional training and professional development program in the local government in which the specified types of training and the previous analysis needs. Decision on ensuring financial sustainability training for employees and elected officials in local governments FB&H<sup>105</sup>created a model of financial sustainability training for local governments. It is anticipated that the model of financial sustainability ensure continuous training of civil servants, employees and elected officials in local governments with co-financing of priority training programs. In accordance with this model of training conducted by the Agency (civil servants and employees), and the Union of Cities and Municipalities (elected officials). Annual programs approved by the Coordinating Body for the training of local self-government, based on the analysis of needs. The model is designed to allow continuous operation of the system of training of Local Self Government, which will not depend on external funding, either donor or the other. It does not cover the operating costs of units that have been established within the Civil Service Agency and the Association of Cities and Municipalities, because the same financed from the budget of the Government of FB&H, or membership fees to the Association of Municipalities and towns are paid by municipalities and cities. Suggested products relates exclusively to the costs provided for training which include: the cost of training, the cost of printing materials and the cost of refreshments. One of the principles on which is based the model of sustainability is the principle of solidarity, which implies a slightly larger allocation municipalities in higher categories, thus municipalities in the lower categories to train their employees and elected officials. The model is dynamic in terms of input parameters and includes the annual calculation of the amount that the municipality allocated and paid to the Agency and the League of Cities and Municipalities. The table below provides an overview of the necessary appropriations by category of municipality in the column% MTS:

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<sup>104</sup> Interview with the clerk of the Civil Service Agency 02.09.2016.

<sup>105</sup> "Official Gazette of FB&H " No.: 50/14

Category I - Municipalities / cities whose planned budget does not exceed 1.000.000,00 KM. – 70KM/ month	Category	The range of the municipal budget		% MTS
	1	0	1000000	0,004%
Category II between 1,000,000.00 and 3,000,000.00 KM	2	1000000	3000000	0,006%
Category III - between 3,000,000.00 and 6,000,000.00 KM	3	3000000	6000000	0,008%
Category IV - between KM 6,000,000.00 and 10,000,000.00 KM	4	6000000	10000000	0,010%
Category V - between 10,000,000.00 15,000,000.00 KM and KM	5	10000000	15000000	0,012%
Category VI - between 15,000,000.00 20,000,000.00 KM and KM	6	15000000	20000000	0,014%
Category VII - Municipalities / cities whose planned budget exceeds 20,000,000.00	7	20000000	and more	0,016%

The analysis of the total costs of the Agency for Civil Service Agency has reached an average price of 50.00 KM per participant per day for a one-day basic training programs. Price two days of training per participant is 130, 00 KM. The analysis of costs, Association of Municipalities and cities came to the average cost per participant training for counsellors from 40, 00 KM and 60.00 KM for mayors<sup>106</sup>.

In Bosnia and Herzegovina there are no applicable regulations governing the concept of certification of qualified workers in social protection and social activities, the procedure, the competent authority, nor the license such documents. In some cantons in FB&H there is an obligation of taking professional exams [1] the Ministry of Education, Science, Culture and Sport of Tuzla Canton in certain areas, such as for work in primary and secondary schools, institutions for training and education of persons with difficulties in physical and mental development, institutions for pre-school education in their homes and Fig., and which regulations are covered and the person with the title of graduate social worker, or just to work in these institutions. But the question the professional exam for professional workers to work on activities in the framework of social protection is not governed by a special regulation. In general it can be stated that the obligation of professional workers in the performance of a profession or occupation is conditioned by the performance of internship and successfully passing the examination, which is also dealt with differently in the entities and cantons. While some cantons stipulate the obligation of passing the professional exam (e.g. Posavina Canton), other cantons in implementing regulations to address the issue of the professional examination by a special regulation (e.g. Tuzla Canton), while other cantons generally do not prescribe or prescribe (e.g., Sarajevo Canton) special regulation (Ordinance on the minimum spatial and technical standards), the obligation of planning this issue internal acts of institutions (Regulations on organization and systematization of jobs). Social workers have an obligation taking the professional examination, however, this obligation is regulated differently in different cantons and there is no single regulation that would define specific requirements in order for the professional exam, so no programs and ways of professional continuous education of social workers.

<sup>106</sup>See more "Model of financial sustainability in local government" ("Official Gazette of FB&H " No.: 50/14)

[1] Rules on Professional Examination of Tuzla Canton (Official Gazette of the Tuzla Canton No.. 05/03; 01/07; 07/07; 08/08; 05/09)

## 4.2. REPUBLIC OF CROATIA

The reform of legislation in the field of Social Welfare, Republic of Croatia is the adoption of the Social Welfare Act that regulates the issues; who are professional workers in the activities of social work, and that the conditions of their employment. Law on social work activities is regulated by the questions; content and mode of operation, the standard of education and conditions for carrying out activities of social work. The same law, the legislator has set two educational degrees of social workers and three types. Social workers are sorted in the Master of Social Work, Master of Social Policy and university graduate for which standardized scope of work and complexity. So university graduate for social work can perform basic tasks in the field of social work, in addition to the most complex tasks of caring, organizing, management, design and project management, analytical affairs and social planning and coordination. While Master of Social Work and Social Policy Master will be performing all tasks, including tasks that cannot be performed by a university graduate<sup>107</sup>.

### 4.2.1. Vocational training and professional examination

The Social Welfare Act includes a provision which regulates the obligation of social workers that are professionally trained to work independently, and then pass the exam before a committee established by the Ministry of Social Policy and Youth<sup>108</sup>. On the basis of the said Act, enacted in 2015, is a special implementing regulation is called "Regulation on internship and professional exam in social welfare activities," which in more detail regulates this issue<sup>109</sup>.

The rulebook prescribes the content and manner of conducting internship in social welfare activities, the conditions to be met by institutions and other legal persons and engaged in social welfare activities, and natural persons who perform professional social welfare to carry out their internship. It also regulates the issue of content, program and manner of taking professional exam and the content and appearance of the professional exam<sup>110</sup>.

The importance of vocational training for the social welfare system in the Republic of Croatia is best seen through a solution that is accepted subject The Rules. The social worker, an internship done by the employer unless they meet the requirements, so that in the framework of its activities perform technical tasks anticipated in practice certain professions, employing workers who meet the requirements for the main mentor<sup>111</sup>, and has other physical and technical conditions. If the employer does not fulfil the prescribed conditions, the trainee can arrange an agreement with another employer who meets the requirements to carry out an internship with him while working for an employer who does not have the conditions. However, if this is not feasible in the sense that it would not contribute to the successful training then a trainee can be done only practice with the employer to meet the requirements.

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<sup>107</sup> Član 4. Zakona o djelatnosti socijalnog rada Republike Hrvatske

<sup>108</sup> Član 216. i 217. Zakona o socijalnoj skrbi Republike Hrvatske

<sup>109</sup> Pravilnik o pripravničkom stažu i polaganju stručnog ispita u djelatnosti socijalne skrbi (link. [http://narodne-novine.nn.hr/clanci/sluzbeni/2015\\_06\\_66\\_1273.html](http://narodne-novine.nn.hr/clanci/sluzbeni/2015_06_66_1273.html))

<sup>110</sup> Član 2. Pravilnik o pripravničkom stažu i polaganju stručnog ispita u djelatnosti socijalne skrbi

<sup>111</sup> Član 7. Pravilnik o pripravničkom stažu i polaganju stručnog ispita u djelatnosti socijalne skrbi – Mentor mora imati najmanje tri godine iskustva na istim ili sličnim poslovima

A trainee who in the opinion of the mentor is successful trainee practice that takes a minimum of ten (10) months <sup>112</sup>, a request to the competent ministry, the exam is taken before the commission formed to the same ministry. The exam is taken in combination oral and written form (general and special part)<sup>113</sup>.

#### **4.2.2. Chamber of social workers and the authorization for independent work (license)**

Established in accordance with the activities of social work<sup>114</sup> as an independent professional organization with the status of legal persons vested with public authority.

Chamber of social workers in the Republic of Croatia is the most important entity that decides on granting, renewal and revocation of licenses for independent work of social workers, determines the minimum cost of social workers, supervise, decide and organize professional training, establish standards and norms for the activity of social work, etc.

To social workers get approval for the performance of social welfare, and to establish an employment relationship, it is necessary to be organized in the framework of the Chamber of social workers. Social workers, depending on qualifications and the type entered in the directories by the Chamber. Entry in the list is a formal procedure, and can be done only if the conditions are met<sup>115</sup>.

As a rule, have passed state exams, social workers applying for entry in the list with the Chamber, and then applying to the Chamber for the authorization (license), which is a proof of their professional empowerment and all together is a prerequisite for employment in the system of social welfare. The authorization shall be issued for a period of six (6) years of the onset of the renewal of the authorization, which is hereinafter explained in more detail.

A detailed procedure of the directories looks and licensing, the Chamber is regulated by a special regulation<sup>116</sup> which brought on the basis of public powers allocated to it by the Social Welfare Act. Given the subject of this analysis rules we analyse in more detail, but it is important to note because the current licensing process of social workers.

It is important to point out that membership in the Chamber is charged, and the payment of membership fees is the obligation of each member or social worker in the Republic Croatia. The same The Rules has not furnished the required amount of membership fees, but left the Comoros to special decision determines the amount of membership fees. Accordingly, the Chamber has on 9.12.2013., decided that the membership fee is calculated and charged per month, amounting to 0.7% net wage<sup>117</sup> of each member or social worker.

The cost of issuing licenses and renewal of licenses (work permits) are covered as part of the membership fee that is calculated and charged. Thus, when applying for registration, a social worker is required to give a statement Chamber of acceptance to his employer during the month payroll

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<sup>112</sup> Article 3 of the Ordinance on internship and professional exam in Social Welfare Official Gazette number 66/15.

<sup>113</sup> Article 32 Rules on internship and professional exam in Social Welfare Official Gazette number 66/15. - Standardized catalog of regulations that serve as the basis of assessment (the catalog contains 45 regulations that are important for the social protection system);

<sup>114</sup> Article 4 of the Law on the activities of social work of the Republic of Croatia;

<sup>115</sup> Article 1 and 2 of the Rules of Procedure of issuance, renewal and revocation of licenses for independent work (license) - link [http://www.hksr.hr/docs/Pravilnik\\_o\\_postupku\\_izdavanja\\_obnavljanja\\_i\\_oduzimanja\\_Odobrenja\\_za\\_samostalan\\_rad.pdf](http://www.hksr.hr/docs/Pravilnik_o_postupku_izdavanja_obnavljanja_i_oduzimanja_Odobrenja_za_samostalan_rad.pdf)

<sup>116</sup> Regulations on the procedure of registration in the names of members of the Croatian Chamber of social workers link: [http://www.hksr.hr/docs/Pravilnik\\_postupku\\_upisa\\_u\\_imenike\\_Komore.pdf](http://www.hksr.hr/docs/Pravilnik_postupku_upisa_u_imenike_Komore.pdf)

<sup>117</sup> Decision on membership fee Croatian Chamber of social workers; 9.dec.2013.

deducted monthly membership fee (0.7% net salary) for the Chamber and the amount paid on their behalf at the expense of the Association or may attach a statement which is obliged to itself pays a monthly membership fee to the Chamber<sup>118</sup>.

On the basis of registration in the appropriate directory, Article shall be issued membership card, which is a public document and proof of registration at the Chamber. If a member does not pay membership fees, the end of the calendar year for which has not paid the membership fee, shall recover to the Chamber membership card, which he will not be back until after the settlement of outstanding dues.<sup>119</sup>

The same solution was used and in the case of renewal of the operating license after the expiration of a period of six years on that issue. Thus, provided that the authorization for independent work can be renewed if a member of the Chamber does not properly settled all membership fees.<sup>120</sup>

Furthermore, following the entry in the appropriate directory at the Chamber, and the issuance of work permits, social worker remains obligated to professional training in accordance with special regulations<sup>121</sup> adopted by the Chamber.

The aforementioned ordinance defines the program checks expertise, deadlines and the procedure of assessment.

The chamber brings the annual training program organized by the Chamber, and the presence of professional training or meetings that are realized dynamics of a particular program, shall be graded in accordance with the table of scoring and categorization of the educational event<sup>122</sup>, or to the same regulations has been standardized and the number of points that a social worker has to collect over the period of authorization, attending organized professional and educational events.

Very important is the adopted resolution of the issue of ensuring implementation of the education and participation of social workers in the same, scale the obligations of the employer that provides professional training of workers, the obligation to grant paid leave and reconciliation of professional development in accordance with the aforementioned program of professional training<sup>123</sup>, which provides the functionality and continuity of the certification process.

In the period of six (6) years of the duration of the work permit, a social worker must collect a certain number of points exactly in the process of professional training, based on which it is renewed authorization for independent work. An application for renewal of the authorization submitted a social worker at the latest three months before the expiry date of the authorization. The adopted solution is very efficient due to the focus obligations or liability and charged with a social worker, but the same in order to fulfil a condition of continued employment must be responsible to care about professional development and attend organized training programs to ensure the validity of their licenses and the conditions for continuing further work in the social welfare system.

#### **4.3 REPUBLIC OF SERBIA**

In Serbia, the issue of certification of skilled workers, and among other things, social workers in the social security system is governed by laws and regulations. In this country we have to deal with a system of licensing, which focuses on the licensing organization of social protection as well as

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<sup>118</sup> Article 2 of the Rules of Procedure of registration in the names of members of the Croatian Chamber of social workers

<sup>119</sup> Article 11 of the Rules of Procedure of registration in the names of members of the Croatian Chamber of social workers

<sup>120</sup> Article 13 of the Rules of Procedure of issuance, renewal and revocation of licenses for independent work (license)

<sup>121</sup> The Rules on the content, deadlines and procedures for verification expertise; link: <http://www.hksr.hr/docs/Pravilnik-o-sadrzaju-rokovima-i-postupku-trajnog-usavrsavanja-i-provjere-strucnosti.docx>

<sup>122</sup> Article 14 of the The Rules on the content, deadlines and procedures for verification of expertise

<sup>123</sup> Article 2 of the The Rules on the content, deadlines and procedures for verification of expertise



the licensing of professional workers. General Licensing aims to improve and standardize the quality of social protection. For the first time, through a licensing system is introduced for the quality of social welfare organizations and experts in this field. The licensing system guarantees the expertise, credibility and reliability of all organizations and professionals in social protection in Serbia.

Licensing subject to social welfare organizations that provide daily services in the community, family placement services and services dormitory accommodation. The procedure for the issuance, renewal, suspension and revocation of the license set by the Regulation on licensing organization of social protection.

In accordance with the Law on Social Protection<sup>124</sup>, Licensing is a procedure in which examines whether social protection organizations, and service providers, meets the requirements and standards for the provision of services in the field of social protection. The license, which is obtained after completion of the licensing process, is a public document certifying that the organization of social protection to meet the prescribed conditions for providing the services in the field of social protection. Social welfare organizations (service providers) cannot directly provide services if they do not have a license under the Act.

An organization of social protection can have multiple licenses at the same time, and each service is licensed separately, in separate proceedings. The organization of social protection must meet the requirements for the issuance of licenses throughout the period for which the license was issued. The conditions and standards for the provision of social services are regulated by the Ordinance on detailed conditions and standards for the provision of social services. The license for the provision of social services by the Ministry of Labour, Employment and Social Policy.

On the other hand the process of licensing of professional workers set by the Regulation on licensing of professional workers in social protection.

Given the subject of the analysis, below we will explain the licensing process for professional workers, who are a group of professional workers who perform tasks of social protection. The Law<sup>125</sup> has defined that professional workers social workers, teachers, lawyers, psychologists, adult, special education and social education, which for the purposes of the provision of universal, specialized and supervisory tasks in social protection must Chamber of social security to obtain a license to perform these functions, all in the process regulated by law and regulations. Terms of the licensing procedure of professional workers is explained more fully below.

It is important to note that the Republic of Serbia carried out the transition to the regulation of the licensing system in a way that all the professionals who are employed and have gained experience for at least one year in social protection award "zero license", a renewal of such license which lasts for six (6) years is implemented with the fulfilment of the conditions in the prescribed procedure. Other professional workers who do not meet the requirement of the length of service of one (1) year were sent to the examination for the license.

The process of certification	Republic of Croatia	Republic of Serbia	Bosnia and Herzegovina

<sup>124</sup> Article 178 of the Law on Social Protection of the Republic of Serbia link: [http://paragraf.rs/propisi/zakon\\_o\\_socijalnoj\\_zastiti.html](http://paragraf.rs/propisi/zakon_o_socijalnoj_zastiti.html)

<sup>125</sup> Law on Social Protection of the Republic of Serbia

			Federation of Bosnia and Herzegovina	Cantons	Republika Srpska
			Conducted licensing procedure for social workers	Yes	Yes
Professional training - Internship	12 months - mandatory	12 months - mandatory	In accordance with the Labour Law of FB&H for a university degree 12 months	In accordance with the Labour Law of FB&H for a university degree 12 months	In accordance with the Labour Law of RS for a university degree 12 months
Professional exam / competent authority	Mandatory / Ministry of Social Welfare and youth	/	In accordance with the Labour Law of RS for a university degree 12 months	Tuzla Canton - regulated by the Ordinance on professional exams; Other cantons - in accordance with the Rules on systematization	Rulebook on internal organization and job classification of individual institutions
The exam for obtaining the license	Mandatory / Chamber of social workers	Required, after passing through an accredited training program for the acquisition of specific knowledge and skills for a specific job or to work with a specific user group / Chamber of social protection	/	/	/
The regulated establishment of Chamber	Yes / Law on the activities of social work	Yes / Law on Social Protection	/	/	/
The competent authority for the issuance, renewal and revocation of licenses	Chamber of social workers	Chamber of social protection	/	/	/
Term of License	6 years	6 years	/	/	/
Application for renewal of license	No later than 3 months before the license expires	No later than one month before the expiry of the license	/	/	/
Types of licenses	/	- licenses to conduct basic, specialized, supervisory and legal affairs	/	/	/
Obligatory membership in Chambers	Yes	No - voluntary	/	/	/
The obligation of professional training	Continuous	Continuous	/	/	/
Standardised points for professional development	Yes	Yes	/	/	/
Adoption of the program / plan of professional development	Chamber of social workers	Social welfare institutions, and provider of social protection	/	/	/

**Table. 4 Comparison of the system of certification for social workers in Croatia, Serbia and Bosnia and Herzegovina**

#### 4.4. LICENSING OF PROFESSIONAL EMPLOYEES

The licensing procedure is based on the principles of legality, publicity, transparency, equal access, efficiency and economy<sup>126</sup>. License to perform basic technical tasks of social protection shall be issued by the Chamber of social protection. The chamber is an independent, professional organization of employees in social protection. Established by the Law on Social Protection<sup>127</sup> in order to perform tasks of keeping the register of members of the Chamber, organizing and conducting the examination for a license to work in the field of social protection, issue, renew and revoke licenses to professional staff, and in the context of the subject of this analysis carries out activities related to the licensing of professional workers.

In the licensing process, the first step that the social worker is obliged to take after the end of compulsory study which has gained the title of social worker refers to a probation period that is required to access the exam for the license before the Chamber and which in turn is a precondition for self-performing in social protection. Internship is conducted according to the established program for professional training for independent work in social care with providers of social services, under the direct supervision of qualified workers and professional associates (mentor) who has at least five years of experience in social protection. Internship for Social Workers lasts 12 months<sup>128</sup>. The institution of social protection, the supplier keeps records of social protection and responsible / has to implement training programs for trainees to work independently. The program, manner and place of internship program and manner of taking the exam for the license by the minister responsible for social protection.

The licensing process is regulated by a special implementing regulation<sup>129</sup> Law on Social Protection, or closer to the regulated conditions for the issuance of licenses and renewal of licenses to professional staff.

License to perform basic technical tasks of social protection shall be issued by the Chamber, professional worker unless they have completed basic vocational or academic studies and studies of second degree in social work. To be a qualified worker got the license is necessary to complete the appropriate accredited training program for the acquisition of specific knowledge and skills for a specific job, or to work with a specific user group<sup>130</sup>. As a condition determined and work experience in professional activities for a period of at least one (1) year in social welfare or completed an internship and passed a licensing examination.

The Rules on licensing of professional workers laid down four (4) types of licenses and to perform basic professional activities, specialized professional activities, supervisory and legal issues in social protection.<sup>131</sup>

The licensing procedure, as a rule starts at the request of the social worker who meets the above conditions. After assessing the fulfilment of conditions, social protection Chamber issued a license in the prescribed form<sup>132</sup>, for a period of six (6) years.

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<sup>126</sup> Article 177 of the Law on Social Protection of the Republic of Serbia;

<sup>127</sup> Article 153 of the Law on Social Protection of the Republic of Serbia;

<sup>128</sup> Article 142 of the Law on Social Protection of the Republic of Serbia;

<sup>129</sup> Regulations on licensing of professional workers in social protection (42/13) link: <http://www.uosi-beograd.org.rs/pravilnici/pravilnik-o-licenciranju-strucnih-radnika-u-socijalnoj-zastiti.pdf>;

<sup>130</sup> Article 5 Licensing of professional workers in social protection (42/13) - for example. Victims of domestic violence, persons with disabilities, the elderly and others;

<sup>131</sup> Article 3 Licensing of professional workers in the social security (42/13)

<sup>132</sup> Article 6 Licensing of professional workers in the social security (42/13)

Issuance of the license includes certain costs borne by the professional workers<sup>133</sup>. Since in Republic of Serbia membership in the Chamber is not mandatory, it has made the difference between the amounts paid by members in relation to other professional workers who cannot decide on membership.

In the list of cost professional workers who want to be members of the Chamber pay the following costs:

- Fee for registration 2.000,00 dinars / 31,12KM one time;
- Fee for the license - the supervisory activities and specialized jobs 1.000,00 dinars / 15,56KM for a period of six years;
- Monthly membership fee 300, 00 dinars / 4,67KM;
- Employees who are registered as unemployed, pay the membership fee in the amount of 350.00 dinars / 5,44KM annually,
- Employees who are retired, pay the membership fee in the amount of 2.000,00 dinars / 31,12KM annually;

It is important that professionals who have committed themselves to membership gain certain benefits in terms of costs, which are primarily related to non-payment of fees for the issuance of licenses for basic professional employment, to attend education under favourable conditions (individual basis is determined by each education) refund of the registration fee in organizing professional and scientific meetings (individual is determined by the Chamber), to obtain a free personality, beliefs and confirm membership.

In the list of cost professional workers who did not opt for membership pay the following costs:

- A license for professional workers 6.000,00 dinars / 93,35KM for a period of six years;
- A license for supervisory or specialized professional tasks 3,000.00 dinars / 46,67KM for a period of six years;
- Issuance of a certificate or certificates for skilled workers 1,000.00 dinars / 15,56KM for a period of six years;

The license validity period a social worker is obliged professionally to improving<sup>134</sup>, to attend organized training, education and professional meetings that are scored in two ways. The first involves actively collecting points through individual and team participation in the process of continuing education, in a way that contributes to the development of theoretical and practical knowledge in social protection. The second method involves passively collect points through participation in national and international professional and scientific conferences, debates, round tables and training on which does not require assessment, as the listener.

Ultimately, for a period of six (6) years of the issued license, a social worker must collect 120 points in a way that in the first three years achieve 30% of the total points determined number, and that at least 30% of the points acquired by actively participating in their collection in accordance with the score sheets<sup>135</sup>. Evidence of the number of point's accrued social worker shall submit to the Association by the end of the current year.

An application for renewal of the license shall be submitted to the Chamber no later than one month before the expiry of the license.

## CONCLUDING REMARKS

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<sup>133</sup> <http://www.komorasz.rs>

<sup>134</sup> Article 10 Licensing of professional workers in social protection - are standardized field of professional perfecting their skills (42/13)

<sup>135</sup> Article 19. Licensing of professional workers in the social security (42/13)

**FB&H no regulations for the certification of skilled workers in social protection, the certification process, the competent authorities for certification as well as licensing. The professional exam in the FB&H has regulated differently from canton to canton (Sarajevo, Tuzla, and Posavina). Similarly, there is no classification for social workers are not scaling the scope of work and the complexity of the social workers performs. Unlike B&H these questions are solved in Croatia and in Serbia laws and regulations in a manner that is quite similar.**

## V. MODELS OF PROFESSIONAL TRAINING

### 5.1. BOSNIA AND HERZEGOVINA

In Bosnia and Herzegovina, the issue of professional training for social workers differently has regulated at the entity level, where the FB&H there is no specific regulation that would treat this issue, while in some cantons, we find solutions that directly or indirectly deal with the issue of training of workers. In the Republika Srpska issue has a special regulation, in particular the issue of the entity that plans and implements educational programs of professional training, and funding model has also equipped.

#### 5.1.1. The Federation of Bosnia and Herzegovina and the cantons

At the federal level, we find regulations that treat the area of professional training for social workers directly, but in different cantonal regulations, the legislator has envisaged the implementation of the supervision process which aims to continuous professional development for social workers in order to improve social work. However, it is evident that the cantonal regulations have different approaches to the regulation of the issue without a solution for continuous and permanent training of skilled workers. The best example of the regulation of issues of professional training as compared to more complete solutions from neighbouring countries was found in the Posavina Canton, which has the legal regulation edited by the obligation of professional development, the criteria for career advancement, but with the absence of detailed standardization issues of importance such as a body that has competent and responsible for the issue of professional training, the scoring of such training, supervision of professional work, work permit, etc.

Therefore in *Canton Sarajevo*<sup>136</sup>, Supervision is carried out in institutions of social protection, and perform has supervisors who have a diploma certificate of completion of training for supervisors. It also prescribes the obligation of social protection to enable social workers presence of supervision.

In the *Tuzla Canton*<sup>137</sup>, Centre for Social Work in collaboration with NGOs and other organizations on the principles of modern professional social work with the engagement of the necessary expert profiles organizes, supervises and implements the objectives of social protection. Or the legislator has social welfare centre gave the possibility to initiate with the relevant ministries to organize supervision in the field of social work, engaging people who are trained for supervisors, with the aim of continuing professional development and improvement of social work.

In the *Zenica-Doboj Canton*, no obligation is regulated by a special regulation that would directly or indirectly standardize the standard of professional training, and are provided only general professional principles in the context of that social workers are required to perform its work in

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<sup>136</sup> Article 109-112. Law on Social Protection, Protection of Civilian War Victims and Families with Children CS – 38/14

<sup>137</sup> Article 47 and 52 of the Law on Social Protection, Protection of Civilian War Victims and Families with Children TC – 5/12,7/14 I 11/15

accordance with the objectives, principles and methods of social work and the ethics of his profession, while respecting the privacy of users services, its dignity and sanctity of his private and family life.

In the *Posavina Canton*, legislator has done in such a way that the Centre for Social Work, and the Academic Council, discussed the centre's director to opinions and suggestions on the need for professional development <sup>138</sup>. Also standardized are obligations of social workers to professional training in order to maintain and improve the performance of the activity. Professional training is carried out only with the approval of the competent ministries, unless a postgraduate scientific or professional studies. In the Canton legislator has edited the issue of professional promotion and the appointment as a mentor or counsellor. Based on the criteria to be applied during the annual assessment of workers, especially recognizing of next successful execution of the job also and training, participation in professional meetings with a written attachment, publication papers, the competent Minister may decide to improve the social worker.

In other cantons<sup>139</sup> Regulations do not contain an obligation of professional development, nor do they foresee any direct or indirect model of professional development.

Methods of professional development through supervision are set out in two cantons in the Federation of Bosnia and Herzegovina (Sarajevo and Tuzla). The Law on social protection, protection of civilian victims of war and families with children of both Canton stipulates that social and other professional workers are entitled to supervision and that the institution is obliged to allow them to use that right. In Tuzla Canton law stipulates that the Minister will special instructions prescribe the manner of performing supervision (Guidance has been issued), and that supervision is carried supervisor who has a certificate / diploma training for supervisors. The Law in the Tuzla Canton provides that the Minister shall establish a list of supervisors (not prescribed criteria for the formation of the list).

In current practice, social and other professional workers went through two models of professional training for supervisors. One model is implemented as a project of Political Sciences, University of Sarajevo and the University of Gothenburg / Stockholm involving social workers from social welfare centres in the Federation of B&H and the other as postgraduate studies of those universities. In the first case, the professionals from the social welfare centres trained supervisory get a degree supervisor, a second master's degree in social work science-supervision in social work. Laws and by-laws at the level of F B&H are not defined terms, procedures, conditions and other issues of importance for the application of this method of vocational education, social and other professionals in social work activities.

It should be noted that the labour legislation in the Federation of Bosnia and Herzegovina, namely, the Labour Law of FB&H <sup>140</sup>, as well as the relevant regulations for the work for social workers in the context of the object of analysis, the question of education, training and development. In accordance with this law, the employer has the option, that in accordance with the needs of the work or the introduction of new ways of organizing work, provide employee education, training or further training, a worker is required to be in accordance with their abilities and needs work, educate, training and development. Terms and method of education, training and training for work governed by collective agreements or employment rules. As can be seen from the foregoing, the question of professional training is oriented towards the need of the employer as well as their abilities to provide such worker training, rather than to the needs of workers and the needs of organized development of the profession of social work.

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<sup>138</sup> Član 76. ; 138. i 139. Zakona o socijalnoj zaštiti Posavskog kantona 05/04

<sup>139</sup> BPK; ZE-DO; USK; HNK; ZHK; SBK

<sup>140</sup> Zakon o radu Federacije Bosne i Hercegovine – 26/16

### 5.1.2. Republika Srpska

In Republika Srpska there are stipulations for the obligation of professional training for social workers<sup>141</sup>. It is decorated in a way that social workers are obliged to develop their professional skills in order to improve the performance of operations, on the other hand, social welfare institutions are obliged to create conditions for introducing supervision of the professionals that provides an organized and ongoing support for better and more professional performing tasks and providing customer service.

The tasks of supervision carried out by trained supervisors who have the title of supervisor gained in the process of education verified by the relevant educational institutions.

Terms and method of performing supervision in social welfare institutions by the competent minister with a special directive.

Important role in making education and training program holds a Department of Social Security, which was established by the Government as a development institution, to monitor, improve, plan and conduct research activities in the field of social protection. In this sense, the Institute carries out professional activities related to the development and training of staff to propose a plan to the plan of priority training in social protection submitted to the competent ministry. On the basis of the adopted plan and training programs, the Institute organizes training for skilled workers, including social workers.

Funds for the work of the Institute have been provided in the budget of the Republika Srpska.

Almost as in the Federation of Bosnia and Herzegovina, it is important to note that the Labour Law of Republika Srpska also regulates the issue of education, professional training and development of employees. This law is relevant for social workers in the field of social protection, because it regulates the issues of rights and obligations arising from employment. In terms of the law the employer can instruct workers to certain forms of professional training, in accordance with the requirements and needs of the jobs of workers, especially when it comes to adopting new methods of work organization<sup>142</sup>. For the duration of the training and development of the employee is entitled to compensation in the amount of full salary they would have received if he had been at work. The legislator has prescribed the obligation of workers, as a duty to comply with the request of employers for additional training and vocational education and training. The cost of training or education for the needs of the employer shall be provided from the employer.

### 5.2. REPUBLIC OF CROATIA

In Croatia, the question of professional training has specifically governed by legal and by-laws. Social workers, as professional workers in residential care have a right and a duty sustained her education. Under the concept of continuous professional development is understood individually and organized professional development. The annual program of professional training of professional workers in the social welfare institutions founded by the Republic of Croatia adopted by the Ministry of Social Policy and Youth. The Ministry has most often is the organizer of professional training, but there are examples where professional training organized by other ministries<sup>143</sup>, government offices<sup>144</sup>, faculties<sup>145</sup>, NGOs, and others. Annual

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<sup>141</sup> Article 95.; 96.; and 99 of the Law on Social Protection of Republika Srpska – 37/12

<sup>142</sup> Article 53 and Article 54 of the Labor Law of Republika Srpska – 1/16

<sup>143</sup> The questionnaire - Croatia - 19.08.2016. – E.g. The Ministry of Health, Veterans Affairs, Justice, Internal Affairs, etc..



training program offers a variety of forms and training opportunities for skilled workers, but not binding. Each year the program includes or encompass around approx. 800 of professional worker<sup>146</sup>. The structure of forms of training, most represented educational, interactive workshops, conferences, symposia. It is important to point out that non-governmental organizations taking part in the professional development of professional workers by organizing training and lectures within the same. Selection of non-governmental organizations of the Ministry shall be based on public invitation that contains the conditions to be fulfilled in order to become an NGO participant in professional development. After selecting concludes mutual agreements on cooperation in more detail the conditions and manner of participation in the implementation of education. Organizing education by the Ministry of Scheme of Social Policy and young adults or under the auspices of the same Ministry carried out the principles of availability. Access to training to all professional workers at the national level. In doing so, care is taken to form regional groups of education<sup>147</sup>. Plan and program is made public on the website of the Ministry, as well as information about the time and place of training. As mentioned above, the program of professional improvement is optional and cannot attend the interested professional workers on a voluntary basis. However, the implementation of professional training under the Programme is of great importance for the social workers and the procedure of their licensing. Since the Ministry categorizes meetings or training at the Chamber of social workers, such training are recognized, has been marked and followed up by issuing certificates, which are used in the process of licensing and renewal of licenses. The direction of development of the system of professional training, which is limited to social workers employed in the institutions established by the state, going in the direction of considering the participation of social workers in the costs of organizing the training, on the other hand is considering the introduction of compulsory education related to education, work location and development fields that would be a condition for license renewal.<sup>148</sup>

The legislator has prescribed the right professional workers on the progress in the occupation or profession and the possibility of acquiring the title of mentor and adviser.

Also, the legislation foresees has right to supervision and, as a process of learning, development and methods of support to professional staff to enable them to acquire new knowledge, develop skills, adopt professional and personal knowledge through personal experience gained from the performance of professional services, with the aim of improving quality of work with customers. Supervision performed by licensed supervisors<sup>149</sup>.

Social workers, as Masters of Social Work, Masters of Social Policy and university graduates are obliged every six years to pass a proficiency check in the Croatian Chamber for social workers, in order to renew the license for independent work on tasks of social work. Continuing professional education is conducted by participating in professional seminars, courses and professional conferences. The employer shall give the worker attending professional training programs to the extent necessary for independent work<sup>150</sup>.

The content, deadlines and procedures for continuing professional development of special regulations prescribed by has Croatian Chamber for social workers<sup>151</sup>.

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<sup>144</sup> The questionnaire - Croatia - 08.19.2016. - Office for Drugs;

<sup>145</sup> The questionnaire - Croatia - 08.19.2016. - Department of Social Work, Education and Rehabilitation Sciences);

<sup>146</sup> The questionnaire - Croatia - 08.19.2016. - Resources of the Ministry of Social Policy and Youth provided for the implementation of professional development for 2016 are provided in the Budget of R. Of Croatia in the amount of HRK 1,500,000.

<sup>147</sup> The questionnaire - Croatia - 19.08.2016.

<sup>148</sup> The questionnaire - Croatia - 19.08.2016.

<sup>149</sup> Article 218 and 219 of the Social Welfare Act of Croatia

<sup>150</sup> Article 8 and 9 of the Law on the activities of social work of the Republic of Croatia

<sup>151</sup> Ordinance on the content, deadlines and procedures for permanent training and proficiency checks

The annual program, organization and implementation of professional training organized by the Croatian Chamber for social workers bring its own chamber.

Proposals for professional training in the filing of the annual program can provide bodies, study social work, the Croatian Association for social workers, county associations, the Ministry of Social Policy and Youth, members of the Chamber of Commerce and others. Proposals evaluate chamber on the basis of quality of proposals or already held expert meetings and other forms of development<sup>152</sup>.

As stated Chamber organizes professional training, and the obligation has for social workers to attend the same. Their obligations can be seen through the office to a period of six (6) years of the duration of their work permit (license) collected 120 points, attending professional training programs according to the points list drawn carry a certain number of points depending on several criteria.

Primarily sorting is done in a way that is most valued specialist training<sup>153</sup>, then training in psychotherapy education and psychosocial treatments, then publishing articles in scientific journals and publications or in electronic form, and the presence of various local, national or international element of international conferences, etc.<sup>154</sup>.

Controlling professional development, chamber prescribed in such a way that all contractors are obliged to submit a list for social workers, who participated in each training, within 15 days of its completion, while the social workers also required to submit evidence of the to the Chamber professional training no later than three months before expiration of licenses for independent work.

Organizing training is done in a way that the organizer who wants to organize an expert meeting<sup>155</sup> (Training, conferences, forums, etc.) Submitted to the Commission for Professional Issues and Permanent Education of the Chamber, for the recognition and categorization of professional meeting as a form of permanent education, at the latest 60 days before the maintenance of the conference. The application is submitted on the prescribed forms in written or electronic form<sup>156</sup>. In the face of the above data that the organizer must meet to the Commission for Professional Issues and Permanent Education could make a decision on the categorization of the expert meeting and the number of points for the active and passive participants.

The decision on the recognition and categorization of bringing together the Commission and the decision submitted to the organizer in writing. Based on IPR, decision organizer is obliged to preparatory materials and the certificates / certificates that are delivered to participants, mark evaluation forms of education in the points.

Models of financing expert meetings vary in relation to whether the registration fee or free. So if by the organizers, organized a professional meeting without the participation fee, the Chamber determined / issued categorization together and entered points in electronic form free of charge. The cost of such a meeting falls on account of the organizer. It is the duty of the organizers is that participants issue a certificate of attendance at professional development with the text "According to the Regulations on the professional development of members of the Croatian Chamber of social workers recognize the number of ... points".

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<sup>152</sup> Article 6 Rules on the contents, terms and procedure of continuous training and proficiency checks

<sup>153</sup> Postgraduate studies

<sup>154</sup> Article 14 of of the Rules on the content, deadlines and procedures for permanent training and proficiency checks

<sup>155</sup> According to the Rules on the content, deadlines and procedures for permanent training and proficiency checks organizer is smatraju- professional body or institution of Croatian, or institutions from abroad or from several countries

<sup>156</sup> Article 7 of of the Rules Rulebook on the contents, deadlines and procedures for permanent training and proficiency checks - forms an integral part of the Rules;

If the organizer is organizing a collection for which the fee is paid, shall before or after the gathering submit to the Association a list of participants of the conference. On the basis of that list Chamber concluded with the organizer special agreement regulating mutual rights and obligations, and the organizer's obligation to pay the fee for the cost of the Chamber categorization and validation / certification and execution of entry points electronically. The certificate is a document issued by the Chamber, and confirming / proves attendance at the expert meeting evaluated by the Commission, and social workers is used as proof of the collected points in the process of renewal of approval for independent work (license).

The chamber charges a fee for certificates issued in the amount of 5% of the amount collected by the organizer of the collection fee, unless such expert meetings organized by the Croatian Association for social workers or the Department of Social Work. No payment fees Chamber is unable to issue a certificate.

The organizers who do not issue certificate participants are subject to sanctions in the sense that they are no longer allowed to organize professional meetings.

In accordance with the foregoing, it can be concluded that in Croatia the system of professional training in unbreakable connection with obtaining authorization or licensing process, and lack of active professional training by the social worker leads to the loss of the right to licenses for independent work.

### **5.3. REPUBLIC OF SERBIA**

The obligation of professional training of professional workers in the field of social protection, including for social workers in terms of continuous acquisition of knowledge and skills prescribed by the Law on Social Protection of the Republic of Serbia.<sup>157</sup> Professional workers are required in their professional work to follow the development of science and profession, and professional training in order to maintain and improve professional competence and professional performance quality. Professional development has a prerequisite for the acquisition and renewal of the license and social care institutions and providers of social services are required to provide the necessary conditions for licensing.<sup>158</sup>

Professional training of professionals in the field of social protection is progressing as planned professional development, which brings social welfare institutions, and provider of social protection, and plan staff development in social protection issued by the minister of social welfare at the proposal of the Institute for Social Protection.<sup>159</sup>

The expenses incurred in the process of professional training shall be borne by the employer and professional worker.<sup>160</sup>

The Rules on licensing of professional workers in the social security as a by-law further stipulates the obligation of professional workers to development in accordance with the law, which includes continuous monitoring of the development of the theory and practice of social protection, and the acquisition of knowledge and skills that will improve the process of care and support.<sup>161</sup>

The obligation of professional training of skilled workers is regulated by the Rules on the organization, norms and standards of the Centre for Social Work with a view to successful achievement and improvement of professional performance.<sup>162</sup>

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<sup>157</sup> Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011)

<sup>158</sup> Article 144 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011)

<sup>159</sup> Article 145 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011)

<sup>160</sup> Article 143 paragraph 2 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011)

<sup>161</sup> Article 10, paragraph 2 of the Regulations on licensing of professionals in Social Protection ("Official Gazette of RS" No.: 42/2013)

Minister of Labour, Employment and Social Policy in 2014 adopted the Rules on standards and procedures for accreditation of training programs for skilled workers and experts in social protection<sup>163</sup> which standardizes the accreditation of training programs as a means of ensuring minimum quality training of employees in social protection. The accreditation of the training program should ensure the availability, variety, comparability and competitiveness of the training program, and to provide continuous quality improvement and monitoring and evaluating the implementation of the training program. Accredited programs are divided into basic training programs for acquiring general knowledge and skills to perform tasks in social protection, in addition to activities of health workers and associates and complementary training programs which improve the expertise of staff for the performance of social protection. These Rules are established standards for accreditation of training programs that include the lowest quality that the training program has to be accredited. Standards can be shared for the basic and complementary training programs, and individual who apply only to basic and complementary training programs. After completion of training at an accredited program participants are issued a certificate containing information about the participant, the name of the accredited training program, group program, as well as the time and place of the training program.<sup>164</sup>

	CROATIA	SERBIA	B&H (FB&H, RS)
The regulation governing the issue of professional development	The Rules on the content, deadlines and procedures for permanent training and proficiency checks Croatia	The Rules on standards and the accreditation process for training skilled workers and experts in social protection Serbia	No such regulations and this issue is not regulated
Duration of professional development	Permanent through professional development programs	Permanent through training programs	/
Who is obligated to undergo professional development	Master of Social Work, Master of Social Policy, University Bachelor of Social Work,	All employees of social welfare institutions with the exception of health workers and associates	/
Who makes the training program	Management board, social workers at the proposal of the Commission for Professional Issues and Permanent Education	Republic Institute for Social Protection	/
Models of professional development	Specialization and training for therapeutic directions, mentoring and supervision, study visits at home and abroad, congresses and conferences, symposia scientific and professional meetings, postgraduate education, master's and doctoral degrees, forums, seminars, publication of articles in professional journals, publications and books	-basic training programs (which can gain general knowledge and skills to perform tasks in social protection) -complementary training programs (adopting the skills of using modern approaches, procedures and methods of work and improve programs to provide services)	/
Who proposes models of the training program for professional development	-state Chamber social workers, -educational social work, -Association of social workers Croatia, county Association social workers, -The Ministry of Social Affairs and the Croatian Youth, members of the Chamber social workers	Physical and legal persons under the conditions and in the manner prescribed by the Regulations on the basis of a public call	/
To whom can one submit a proposal	Board of Professional Issues and Permanent Education	Republic Institute for Social Protection	/

<sup>162</sup> Član 12. Pravilnika o organizaciji, normativima i standardima rada Centra za socijalni rad („Službeni glasnik RS“ broj: 59/2008, 37/2010, 39/2011, 1/2012

<sup>163</sup> Pravilnik o standardima i postupku akreditacije programa obuke za stručne radnike i stručne saradnike u socijalnoj zaštiti („Službeni glasnik RS“ broj: 31/2014)

<sup>164</sup> Član 25. Pravilnika o standardima i postupku akreditacije programa obuke za stručne radnike i stručne saradnike u socijalnoj zaštiti („Službeni glasnik RS“ broj: 31/2014)

model of professional development / application for accreditation of the training program	appointed by the Board of Directors of the Chamber social workers		
As the proposal is a model of professional development / application for professional development / application for accreditation of the training program	Using the form prescribed in the Regulations. The application form to be filled in and submitted to the organizer of professional training no later than 60 days prior to certain types of professional training	In addition to the application for accreditation of the training program the water is delivered to the personal data of the author of the program, a short biography of a legal person shall submit data on the business name, registered office ...	/
Standards for accreditation model of professional development / training program	/	-A common and apply to both groups and programs -Individual Only for one group of accredited programs	/
The content model of professional development / training program	/	-Harmonized With the goals and objectives of training, -containing elements which are mutually aligned and connected, -containing integrated theory and practice, -Related to current practice, ambition comply with the expected effects of the practice, -containing defined procedures for monitoring and evaluating the effects	/
What implies the organization of training	/	-quality implementers, -Knowledge and experience relevant to the field, -skills knowledge transfer, -participative methods and techniques that provide competence development, -The number of participants appropriate to the objectives of the training, The duration of the appropriate principles of the effectiveness of the work	/

*Table. 5 Comparison of the planning issues in the field of professional training social workers in Croatia, Serbia and B&H*

## CONCLUDING REMARKS

Laws and regulations at the level of FB&H have not standardized training. At cantonal level regulations have different approaches to professional development, without solutions for continuous and sustained improvement. The most advanced is Posavina Canton, which is cantonal law stipulates the obligation of professional development, the criteria for career advancement, professional development models or without scaling the competent authority for vocational training, scoring training, supervision...

RS stipulates the obligation of professional development, and an important role in bringing professional training programs has Department of Social Protection. The Institute organizes professional training of skilled workers in the approved plan and training programs. Funds for the work of the Institute shall be provided from the budget of RS. A means for the costs of training for the needs of the employer shall be borne by the employer.

In the R. of Croatia vocational training is a right and obligation of social workers and is regulated by the social activities and by-laws. Professional training program in social welfare institutions founded by the R. of Croatia adopted by the Ministry of Social Policy and Youth. Professional training organized by the Chamber of social workers, a proposal for professional training by members of the chamber, study

**social work, Association of Social Workers. Professional development is directly related to the licensing and lack of professional training leads to the loss of the operating license.**

**The Republic of Serbia is the obligation of professional development prescribed by the Law on Social Protection and by-laws. Professional training is being implemented in accordance with the Plan of professional training institutions. Professional training is carried out through accredited training programs. Training programs accredited by the Republic Institute for Social Protection under the conditions and in the manner prescribed by the Regulations. Professional development is directly related to the licensing and lack of professional training as well as in R. of Croatia leads to loss of license.**

## VI. TYPES OF ORGANIZATIONS THAT LICENSE SOCIAL WORKERS

### 6.1. BOSNIA AND HERZEGOVINA

In Bosnia and Herzegovina is not regulated by licensing issues social workers legal or bylaw. In domestic legislation are not present mandatory organization social workers in some form of professional organizations and such a form of organization for the domestic legal system represents the unknown? But contrary to the legal framework, in practice, are recorded cases of unsolicited Association social workers. Thus, e.g. in the Una-Sana Canton in 1998 founded is Association of USC<sup>165</sup> with the aim to bring together all social workers USC, to emphasize the importance of the profession and the importance of social work. The intensity of the Association is reduced until December 2011 until the conferences social workers in Sarajevo entitled "Association social workers of FB&H" was organized by the OSCE, since the intense work of the association. The conference adopted conclusions that in all the cantons of FB&H initiate the establishment of associations followed to form the state Association social workers. And in the Herzegovina-Neretva<sup>166</sup> Canton, West Herzegovina Canton <sup>167</sup>, Tuzla Canton, Livno Canton, Sarajevo Canton, Zenica-Doboj Canton, Central Bosnia Canton recorded is existence of association with the aim of exercising the rights social workers and their professional work more professionally. It can be concluded that all associations on cantonal level was established with the aim of efforts to improve the position and role of social work and social workers in the canton, but also in the Federation, as they form part of an umbrella institution of the League social workers of FB&H<sup>168</sup>.

In the Republika Srpska also registered organization Association of social workers of the Republika Srpska, which actively works to improve the position of the profession and the role of social work <sup>169</sup>. It is particularly important to emphasize the fact of good organization and cooperation of those associations to meet the above objectives <sup>170</sup>, especially in terms of meetings, exchanges of experience and so on.

The initiative of social workers in terms of organizing associations, in order to form alliances or chamber at the level of Bosnia and Herzegovina, reflects the wishes and needs of the profession of social workers for the editing of this issue and in Bosnia and Herzegovina.<sup>171</sup>.

### 6.2. REPUBLIC OF CROATIA

Law on the activities of social work, Croatia has addressed the issue of the establishment of the Chamber of social workers <sup>172</sup>. The chamber is an independent professional organization with the status of a legal person with public authorities. Co-founders of the Association are the Ministry of Health and Social Welfare and the Croatian Association of Social Workers.

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<sup>165</sup> <http://www.udruzenjesocijalnihradnikausk.ba/>

<sup>166</sup> <http://bljesak.info/rubrika/lifestyle/clanak/socijalni-radnici-hnz-obiljezili-tjedan-socijalnog-rada/152142>

<sup>167</sup> <http://tgportal.net/osnovana-udruga-socijalnih-radnika-hbz/>

<sup>168</sup> Union of Social Workers FBiH was established 02/12/2016. , and Articles cantonal associations are automatically members of the covenant

<sup>169</sup> <http://www.mi2.ba/agencija/godisnji-sastanak-socijalnih-radnika-iz-fbih/>

<sup>170</sup> <https://www.facebook.com/Dru%C5%A1tvo-socijalnih-radnika-ZDK-716407678469767/>; <https://www.facebook.com/Udruzenje-socijalnih-radnika-Srednjobosanskog-kantona-697192700370453/>

<sup>171</sup> <http://tgportal.net/osnovana-udruga-socijalnih-radnika-hbz/>

<sup>172</sup> Articles 24-37 of the Law on social work activities of the Republic of Croatia;

The main objective of the establishment of commerce refers to ensuring the representation of the interests of Social Workers, and membership in the Chamber is required. The Chamber is seated in Zagreb, and a legal entity acquired is date of entry in the court register<sup>173</sup>.

The legislator said Law transferred the public powers in the Chamber, but the same shall: issue a decision on granting, renewal and revocation of licenses for independent work of social workers, leading directories of social workers, prescribes and performs professional supervision with the consent of the competent ministers, shall prescribe conditions for renewal and revocation of approval for independent work, determines the minimum cost of social workers, approved individual cost of services of social workers.

In addition to these public authorities perform other tasks such as setting standards and norms for the activity of social work, adopt and monitor implementation of the code of ethics for the activity of social work, provides expert opinions in the process of adopting the regulations affect the development of the profession of social work, representing the members of the Chamber of Commerce and protects their interests, participate in determining the verification of professional training programs, the contents, terms and procedure of continuous professional development, promotes and organizes professional development of Chamber members, disciplined and impose disciplinary measures for violations of duty, etc..

You are required by law and the jurisdiction of the bodies of the Chamber and its convening and selection, terms of office and others. The organization, authority and their composition, method of election, rights and duties are regulated by the Statute and other general acts of the Chamber. Bodies of the Chamber are defined by law, which is intended to make the Chamber Assembly, Board of Directors, Supervisory Board, President and other bodies established by the Statute.

Although it is an independent professional organization, supervision over the legality of the Chamber in the exercise of its public powers conducted by the competent Ministry. In carrying out supervision, the Ministry may request the Association to submit relevant reports and data, the same Chamber shall submit to the Minister within 30 days. In addition to emergency search the above reports and information; The Association shall submit to the Minister an annual report on the work of up to 01 March of the current year, for the previous year.

The position and character of the Chamber in the social activities is reflected in particular through the statutory obligation of the Chamber to inform the competent Ministry, other administrative bodies, the competent body of local and regional government, and to its own initiative or at their request, about the situation and problems in the field of social work and on measures to be taken in order to improve the profession of social work. Independently of this, the Chamber cooperates with these bodies in finding the necessary solutions and to solve the problems identified in the field of social work.

In addition to this mandatory cooperation, which provided interaction in identifying problem of finding solutions and improving the profession of social work, the legislator has left the possibility / authorization of the Chamber to independently decide on cooperation with other chambers, universities, secondary schools, associations and other institutions and organizations in Republic of Croatia and abroad.

To achieve the above objectives, and perform these functions, the legislator has arranged financing sources of the Chamber, which should be a guarantee of achieving the goals and the execution of the Chamber.

Sources of Funding comes primarily from registration fees, membership fees and other revenues generated Chamber's activities as part of the state budget of the Republic of Croatia but only to the public service.

According to the representation in fundraising, it is evident that the registration fee is a basic form of raising funds, given that the same liability to pay all social workers a one-time, regardless of whether they work or not in view of the obligatory membership in the Chamber of Social Workers.

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<sup>173</sup> Decision of the Commercial Court in Zagreb on 01 mart.2012. The Croatian Chamber of social workers is legally registered. This created the conditions for the start of the Chamber;



The membership fee is calculated and charged per month, amounting to 0.7% of net earnings<sup>174</sup> each member or social worker. By subscribing to the appropriate directory of social workers at the Chamber, a social worker gives a declaration authorizes the employer to pay wages every time, perform the calculation of the membership fee and the same amount deducted from the salary of that social worker and payment effected Comoros.

Other income related to the salary earned by the Chamber in performing the duties entrusted to him or who has the right to perform. In practice, there were no significant so far is acquired on this basis that were recorded symbolic amounts which are shown below.

Public jobs that have been transferred to the jurisdiction of the Chamber and which the Chamber performs financed from the state budget. The funds in the budget of Croatia are planned for 2015 in the amount of 20.000,00kn, which is explained in greater detail below.

The chamber was established for the entire territory of Republic Croatia. No representation offices or regional offices. Social workers who submitted a request for membership or who are members, with the Chamber communicate in person, by mail or electronically. Since the seat chamber which is in Zagreb, and the supposed difficulty in joint communication, the legislator predicted that correspondence, requests for registration or renewal of work permits can be submitted to the Chamber in person, by mail or electronically<sup>175</sup>. And all the documents to be submitted must be original or certified by the Secretary of the Chamber or the employer or notary. On the other hand the organization of expert meetings can be conducted in multiple locations which are defined in accordance with the annual program of professional training programs and organizing and implementing professional development.

In the past period of 1<sup>st</sup> March 2012 since it was established by the Chamber, significant efforts were invested on construction of physical infrastructure, the provision of equipment and provision of funds for the recruitment of persons for technical support. In the beginning of the elected members of the Chamber bodies have performed volunteer work, and free of charge, and also the person who performed the duties of the Secretary of Commerce in the very beginning she was a no charge. The space for the Chamber provided by the Association of Social Workers of Croatia<sup>176</sup>.

The first reporting period of 10.12.2012.-19.12.2013.<sup>177</sup> followed by the establishment of organizational functionality of the Chamber, the establishment of coordination mechanisms with the relevant Ministry, being approved by the Ministry on text of the Statute, and maintenance of the Electoral Assembly.<sup>178</sup> In the same period they made the license to practice issued solutions, membership cards produced website etc.

Between 19.12.2013.-17.12.2014.<sup>179</sup> created a series of Regulations which provided the legal framework for the work of the Chamber<sup>180</sup>. A system of providing of Social Workers by the insurance companies with the aim of ensuring the representation of members in proceedings to appear

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<sup>174</sup> Decision on membership fee Croatian Chamber of social workers; 9.dec.2013.

<sup>175</sup> Article 2 of of the Rules Rulebook on the contents, deadlines and procedures for permanent training and proficiency checks; <http://www.hksr.hr/docs/PRISTUPNICA-ZA-UCLANJENJE-U-HKSR-ZADNJE.pdf>

<sup>176</sup> Minutes of the session of the Chamber 3.redovne No. : 539-07-14-02 from the day 17.12.2014. was held in Zagreb in the great hall of the educational Department of Psychiatry, Vrapče, Hospital Road 32, Zagreb, attended by 44 members;

<sup>177</sup> Minutes of the 2nd Annual Assembly of the Croatian Chamber of social workers held in Zagreb, 19.12.2013. in the premises of the House for the elderly and infirm Maksimir, Slavoljub Penkala Square 1, attended by 66 members.

<sup>178</sup> Statute adopted on 12 September 2013, published in the Official Gazette 114/13. ; Electoral Assembly held on 19 September 2013; elected members of the Commission for Professional Issues and Permanent Education and the Commission for professional supervision;

<sup>179</sup> Minutes of the third regular session of the Chamber No. : 539-07-14-02 from the day 17.12.2014. was held in Zagreb in the great hall of the educational Department of Psychiatry, Vrapče, Hospital Road 32, Zagreb,;

<sup>180</sup> Rules of Procedure of the Assembly Rules of Procedure of the Electoral Assembly, the Rules of Procedure of registration in directories, Rules of Procedure of issuance, renewal and revocation of the license to practice, Code of Ethics, the Rules on the choice of bodies, rules of procedure of the permanent committees, the Rules on Professional commissions, Regulations on the rights and disciplinary liability of members, the Rules on technical inspection, Regulations on the establishment and operation of the expert section, the rules of procedure of the disciplinary Tribunal, Rules of Procedure of the

against them in connection with the failures occurred in the performance of the tasks<sup>181</sup>. Procedure was carried out with tests, through the questionnaire on the needs of education members, as well as the training that is necessary to organize. Employed one person acting secretary, treasurer and administrative clerk / administrator in the Chamber<sup>182</sup>. The State Office for Property Management has provided the space for permanent use, free of charge, which currently represents the headquarters and offices of the Chamber. A model of the electronic (web) register of members of the Chamber, which was put into operation in early 2015, by which each member can monitor the status of points and membership fees, and through questionnaires make suggestions or opinions in connection with the necessary training.

In the period from 17.12.-2014-30.11.2015. <sup>183</sup> The chamber continued its continuous work, in the framework of entrusted public affairs and through the provision of other law or the Statute of defined tasks. *A series of expert meetings were organized which were attended by over 380 members.*<sup>184</sup>

- **Membership in the Chamber –**

The following table will explain the dynamics of growth in the number of members in the Chamber in respect of each reporting period:

MEMBERSHIP IN THE CHAMBER OF SOCIAL WORKERS <sup>185</sup>	
Reporting period:	Number of members:
- 10.12.2012.-19.12.2013. -	868
- 19.12.2013.-17.12.2014. -	1200
- 17.12.-2014.-30.11.2015. -	1680

- **Sources of financing of the Chamber <sup>186</sup> –**

RELATION OF INCOME / EXPENDITURE IN FINANCING THE CHAMBER OF SOCIAL WORKERS <sup>187</sup>			
Reporting period:	Income:	Expenditure:	Balance:
- 10.12.2012.-19.12.2013. <sup>188</sup> -	42.161,57 kn	21.103,56kn/5.511,19KM	Unknown

Board of Directors, Rules of Procedure of the Commission for professional supervision, rules of procedure of the Supervisory Board, Rules on the content, deadlines and procedures for permanent training and proficiency checks;

<sup>181</sup> Article 11 paragraph 2 point 6 - Statute of the Chamber of social workers Croatian - right on the ability of organized liability insurance in case of claims for damages incurred in the provision of their services

<sup>182</sup> Decision of the Board of Directors from 16.01.2014. Secretary salary is 6,000 net performs secretary, treasurer and administrative clerk / administrator;

<sup>183</sup> Minutes of the 4th Annual Assembly of Chambers of Social Workers held in Zagreb, November 30, 2015, in the House for the Elderly Center, Crnatkova 14, Zagreb, present 52 member.

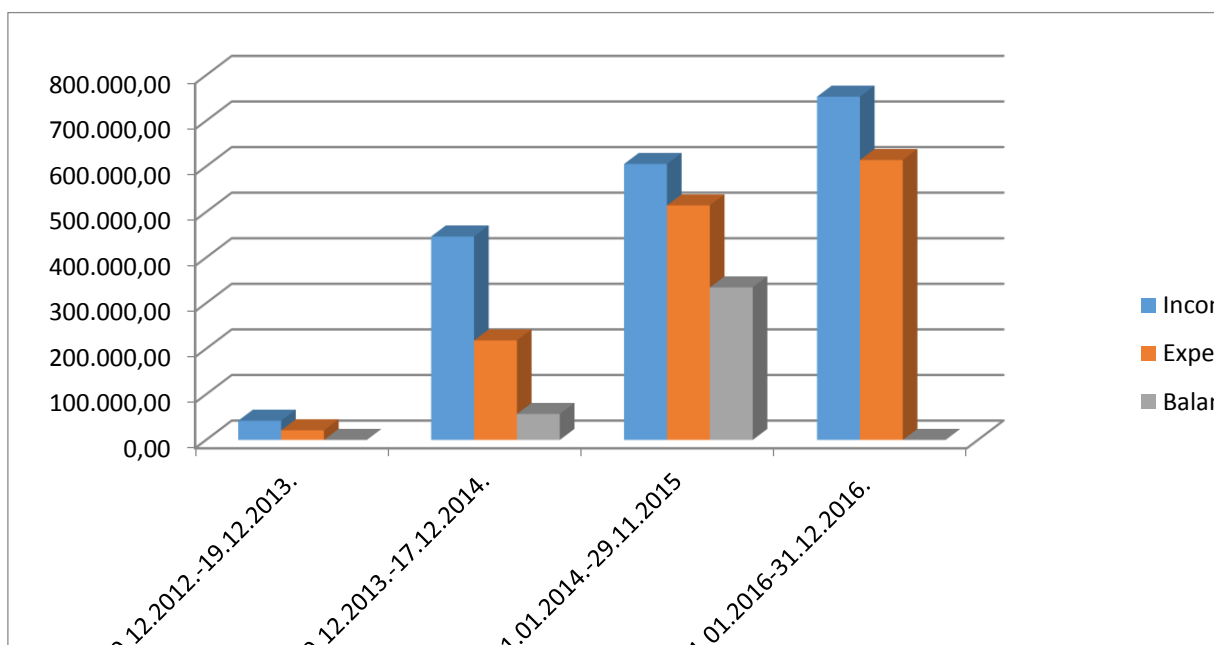
<sup>185</sup> Minutes of the 2nd Annual Assembly of the Croatian Chamber of social workers held in Zagreb, 19 12.2013 .; Minutes of the third regular session of the Chamber No .: 539-07-14-02 from the day 17.12.2014. ; Minutes of the third regular session of the Chamber No .: 539-07-14-02 from the day 17.12.2014. ; Minutes of the 4th Annual Assembly of Chambers of Social Workers held in Zagreb on 30 November 2015.

<sup>186</sup> Currency exchange 08.27.2016., Last published on the Central Bank website. The conversion were done in a way that the amount in Kuna is divided by 100, and multiplied by the middle exchange rate published on the day 08.27.2016..

<sup>187</sup> Zapisnik the 2nd Annual Assembly of the Croatian Chamber of social workers held in Zagreb, 19 12.2013. ; Minutes of the third regular session of the Chamber No .: 539-07-14-02 from the day 17.12.2014. ; Minutes of the third regular session of the Chamber No .: 539-07-14-02 from the day 17.12.2014. .; Minutes of the 4th Annual Assembly of Chambers of Social Workers held in Zagreb, 30 November 2015

	/11,010,49KM		
- 19.12.2013.-17.12.2014. -	446.325,88 kn /116.557,96KM	218.185,40 kn/56.979,10KM	243.106,48kn/63.487,24KM
- 17.12.-2014.-30.11.2015. -	605.338,24 kn /158.084,03KM	514.431,23kn/134.343,6KM	334.619,94kn/87.385,97KM
- 01.01.2016.-31.12.2016. -	753,000,00kn /196.645,8KM <sup>189</sup>	613.938,04 kn /160.329,86 KM	Unknown

The next graph - shows the dynamics of revenue growth in the financing of of the Chamber of social workers in respect of each reporting period:



Given the financial resources of the Chamber, it is important to emphasize that from the data provided can be concluded that the funding almost the entire amount of insurance through membership fees, and that the same constituted the major source of inflow of funds that made up the

<sup>188</sup> Assembly at its session on 19.12.2013. year the majority of present members accepted the proposal that membership fees from 01 January 2014 is 0.7% from net wages, while at the same session, the proposal that membership fee is the same for all members (200.00 HRK) and is to be paid one year rejected a majority of the members present because the view was taken that it would not be pravedba compensation due to the different pay grades members as revenue earned on the basis of work;

<sup>189</sup> Membership fees, funds from the state budget for technical inspection, other income;

budget of the Chamber. Of these funds, financed the whole system functioning of the Chamber, and how they both regular and public affairs entrusted to the Chamber by the law.

### **6.3. REPUBLIC OF SERBIA**

Chamber of social protection is established in accordance with the Law on Social Protection<sup>190</sup> as an independent, non-profit organizations and professional staff of skilled workers and professionals in social protection of the Republic of Serbia bound by common professional interest.<sup>191</sup> Essentially it represents a professional association<sup>192</sup> that the scope of its activities with public powers or implemented activities in the interest of the members, professionals and associates in the field of social protection which is hereinafter elaborates.

The Chamber is seated in Belgrade. It was established for the entire territory of the Republic of Serbia. No representation offices or regional offices. Communication between the Chamber and its members or professionals who are not members shall be personal access to the premises of the Chamber, electronically or through the mail. Constant communication is made via the website and created a software program that allows you to maintain and keep all documentation of each member.

Chamber implements and fulfils the objectives defined in the Work Programme of the Chamber, and the results of the work of the foundation is realized through: 1) the implementation of licensing procedures for professional workers in social protection<sup>193</sup>; 2) adoption of the Code of Professional Ethics; 3) representing the professional interests of members and employees in social protection and providing technical assistance to members; 4) giving initiative to amend the legislation in the field of social protection; 5) organization of expert meetings, data processing and research; 6) categorization sets support the introduction and establishment of a system of quality in the system of social protection, all of which represent the backbone of the Chamber.

The establishment of the Chamber of social protection is the result of many years of reforms in the social security system and the introduction of standardization and quality systems in this area. Funds for the establishment and operation of the Chamber shall be provided in the budget of the Republic of Serbia, through membership fees, donations and other sources in accordance with the Law.<sup>194</sup>

The status of a legal entity acquired the date of entry in the Register of the Business Registers Agency 16.01.2013.<sup>195</sup> and the same day officially started work of the Chamber. Their goals and tasks chamber realized through its members, organs, professionals and other bodies established<sup>196</sup>. In accordance with the Law on Social Protection and the Statute regulated the organizational structure of the Chamber, and the Rules on internal organization and activities regulated by the work of the Professional Service. Membership in the Chamber is voluntary, but in addition to skilled workers and professionals members may be persons of appropriate professions as defined by Article 136 of the Law on Social Protection, which his professional activities not carried out in the social security system.<sup>197</sup>

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<sup>190</sup> Law on Social Protection Official Gazette of the Republic of Serbia 24 / 11- Articles from 153-162.;

<sup>191</sup> Article 18 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011);

<sup>192</sup> It was founded as an association, in accordance with Article 11 and 12 of the Law on Associations Official Gazette 51/09; 99/1,

<sup>193</sup> Licensing process began with the entry into force of of the Rules on licensing of professional workers in the Social Protection Official Gazette 42/13 from 22.05.2013.

<sup>194</sup> Article 153 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011);

<sup>195</sup> Solution Business Registers Agency no. BU 94/2013 from 16.01.2013.;

<sup>196</sup> Assembly, Supervisory Board, Expert Council, Board of Directors, the Ethics Committee, Director, Professional Service, working bodies and ad hoc committees are formed as needed;

<sup>197</sup> Article 138 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011);

Members of the Chamber on the basis of membership fees paid by the benefits achieved with licensing and examination for a license, as well as obtain free of legitimacy, or certificates. The benefits for members are visible through the opportunity to attend training on more favourable terms and taking the amount of the registration fee in organizing professional and scientific meetings<sup>198</sup>. You can elect and be elected to the bodies and working and professional bodies of the Chamber. They have access to information on the website of the Chamber, which for other visitors to the portal are not visible.

Since the visible benefits of membership, particularly in terms of service and capture the general interests of professional workers and associates of a large number of them already in 2013 opted for membership in the Chamber, as hereinafter described in detail. In terms of the structure of membership in addition to professional workers in the social security system, the Chamber shall be guided by the aim in the future to ensure the enrolment of experts outside of the system of social protection and regulation of honorary membership.

In addition, the Chamber brings the Code of Professional Ethics and keeps the Register of the Chamber members. In its responsibility is organizing and conducting the examination for a license to operate in the area of social protection, as well as the issuance, renewal and revocation of licenses to professional staff. In order to determine the violation of professional ethics, and the duties and responsibilities and disciplinary measures imposed members, formed Ethics Committee. With the Register of Members, Chamber keeps the register of issued, renewed and revoked licenses, as well as register of measures taken against members of the Chamber, in accordance with that issue and beliefs about the facts of the registers. The members of the Chamber shall issue an ID, and determines the amount of fees for the registration of members, register for the issuance and renewal of licenses, as well as for issuing cards and certificates. In addition to these activities the Chamber performs other duties:

- protect and represent the professional interests of its members;
- takes care of the reputation of the members of the Chamber or the performance of other activities of social protection in accordance with the Code of Ethics;
- propose initiatives for closer regulation of the manner of implementation of apprenticeship and passing apprenticeship exams, as well as professional training of skilled workers and professionals, and for the detailed regulation of conditions to be met by social care institutions and providers of social services for apprenticeship;
- gives initiatives for the adoption of regulations in the field of social protection;
- provides technical assistance to members of the Chamber;<sup>199</sup>

From 16th January 2013, since the Chamber began work, the development of the liquid in the direction of establishing the organizational structure, selection and appointment of members of the body, providing physical infrastructure, office equipment, establishing coordination with relevant government bodies and organs, is making websites<sup>200</sup> etc.

The adoption of the Regulations on licensing of professional workers in social protection (Official Gazette 42/13), on 22.05.2013. begin the process of licensing of professional workers.

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<sup>198</sup> Since membership in the Chamber is not compulsory, 91% of skilled workers out of the total number of skilled workers who have requested the issuance of license opted for membership in the Chamber and the remaining 9% have decided not to be members of the Chamber.

<sup>199</sup> Article 160 of the Law on Social Protection of the Republic of Serbia ("Official Gazette of RS" No.: 24/2011)

<sup>200</sup> www.komorasz.rs

Between **01.01.2014.-31.01.2014.**<sup>201</sup> – The chamber is the most activity was in the implementation of procedures for the award of licenses to professional staff and associates of the Work Programme for 2014 was provided to the Chamber organizes three regional expert meetings and one on the national level with international participation. Organized two international events.<sup>202</sup> It also developed questionnaires to facilitate communication with members of the Chamber, through which it tested real and a real need for training, as well as other aspects need particular insight into the problems that the members face when carrying out their work. Based on the results of the questionnaire are provided indicators for the future organization of expert meetings and to plan further cooperation with institutions in the social protection system. Established the record-keeping and documentation, and is formed Register of issued licenses. Was implemented at the newly created software program that makes it possible to electronically maintain and keep all documentation - of the application and accompanying documentation for registration in the relevant register of certificates of acquired points as well as other data relevant to the issuance and renewal of licenses. The Chamber is in this reporting period established cooperation with many institutions, organizations, service providers and other stakeholders in the social security system with a view to the realization of entrusted tasks.

Between **01.01.2015.-31.01.2015.** – The chamber is maintained continuity in the implementation of entrusted tasks, particularly in the area of licensing. Categorized a total of 232 reported together. According to the structure of the meetings are organized as 16 - Gathering / Conference national character: 25 - meetings / conferences of international character; 109 - education without assessment; 33 - round tables; 49 - stands. In this reporting period, the organization is making identity cards for members of the Chamber, they and awarded.

- **Membership in the Chamber –**

The following table will explain the dynamics of growth in the number of members in the Chamber in respect of each reporting period:

MEMBERSHIP IN THE CHAMBER OF SOCIAL PROTECTION		
Reporting period:	Number of members	Number of issued licences
- 22.05.2013.-31.12.2014. -	3029 <sup>203</sup>	3524 <sup>204</sup>
- 01.01.2015.-31.12.2015. -	236 <sup>205</sup>	237 <sup>206</sup>
Total:	3265	3761

<sup>201</sup> Information Booklet Chamber of Social Welfare 2014; Report of the Chamber of social welfare for 2014;

<sup>202</sup> (September 2014) – The chamber has with the Company socijalnih workers and professional workers in the social security organized conference with international character "Days of Social Work"; In October 2014, the Chamber in cooperation with the Institute for the treatment of addictions North Holland organized the international konferenciju of addictions on "Options when working with addicts, the interaction of skilled workers-client"

<sup>203</sup> In the structure of licensed professional workers are licensed following professional workers by occupation: social worker: 1188; Psychologist: 498; educator: 265; Special educator 272; special education teacher: 213; adult education: 22; lawyer 447.

<sup>204</sup> To perform: basic professional activities: 2432 licenses; specialized technical tasks: 167 licenses; supervision for basic professional tasks: 248 licenses; supervision for specialized tasks: 6; Legal Affairs: 445 licenses;

<sup>205</sup> In the structure of licensed professional workers are licensed following professional workers by occupation: social worker: 106; Psychologist: 46; Educator: 18; Special educator: 10; special education teacher: 30; andolog: 1; Lawyer: 22; Other:3;

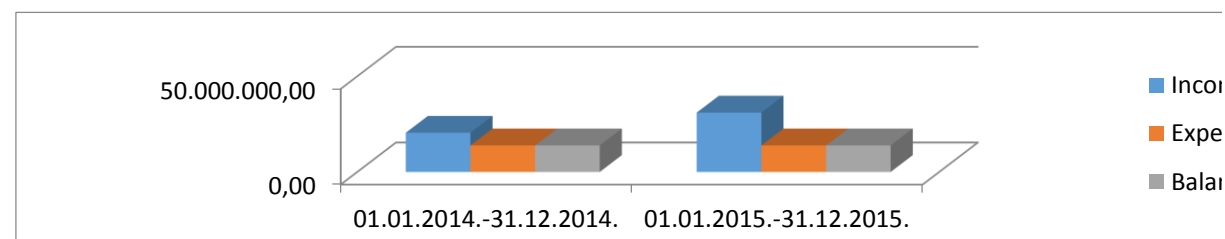
<sup>206</sup> To perform: basic professional activities: 196; supervisory tasks 12; legal affairs 18; professional specialized jobs 11

From the table above, there is a visible difference between the total number of licenses issued and the number of persons who have been issued the same. This difference is the result of a licensing system in the Republic of Serbia, according to which one professional worker may be issued multiple licenses (elementary / special / supervision / Legal) depending on the type of technical work that the professional worker performs. So each social worker can submit an application to Chamber that he same issue more licenses to perform a number of different professional activities such as to perform basic professional activities and / or specialized professional activities and / or supervision of basic or specialized technical tasks.

- **Sources of financing of the Chamber - Only inflow of funds in relation to expenditure and account balance at the end of the reporting period, explained in the following table:**

RELATION OF INCOME / EXPENDITURE IN FINANCING THE CHAMBER OF SOCIAL PROTECTION			
Reporting period:	Income:	Expenditure:	Balance:
- 01.01.2014.-31.12.2014. -	20.484,143.60 dinars	13.863,275.67 dinars <sup>207</sup>	13.863,275.67 dinars
- 01.01.2015.-31.12.2015. -	31.007,704,48 dinars	13.865, 710, 72 dinars <sup>208</sup>	13.863,275.67 dinars
- 17.12.-2014.-30.11.2015. -	605.338,24 kn /158.084,03KM	514.431,23kn/134.343,6KM	334.619,94kn/87.385,97KM

**In the next graph - shows the dynamics of revenue growth in the financing of the Chamber of social protection in relation to each reporting period:**



## CONCLUDING REMARKS

<sup>207</sup> Information Booklet Chamber of Social Welfare 2014; Report of the Chamber of social protection for 2014; In the structure of income recorded an inflow of funds from the budget of the Republic of Serbia in the amount of 9,034,849.69 dinars, from membership fees 9,267,367.95, from licenses 2.183,128.00 dinars.

<sup>208</sup> In the structure of income recorded an inflow of funds from the budget of the Republic of Serbia in the amount of 8,193,998.64 dinars, from membership fees 15.297,227.84 of licenses (2013-2014 year) - unallocated funds 7.516,478,00 dinars;

**Legislation in B&H (FB&H and RS) does not provide for the obligation of association of professional workers in social activities. Professional workers in social activities in the RS and B&H to join on a voluntary basis.**

**Croatian legislation that regulates the system of social welfare, scaled obligation association of social workers through the Chamber of social workers, which is positioned as a central subject in the sense of bringing together social workers, granting work permits (licenses), establishment and implementation of training, supervision of professional work of social workers. On the other hand chamber is a resource the government sector in terms of providing expertise in drafting legislation.**

**Legislation of Serbia regulating the social welfare system provides for the possibility of association of employees of professional workers in the field of social protection in the Chamber of social protection. The Chamber for social protection is given the authority over the licensing and training of professional workers in the social security.**



## **II. VII. ANALYSIS REPORT ON THE WORK OF SOCIAL PROTECTION AND CENTER FOR SOCIAL WORK IN FBIH FOR THE PERIOD 2013-2015.**

Requirement for the submission of the report on the work of the three-year period (2013-2015) we contacted the address 79 centres and social welfare services in the Federation of Bosnia and Herzegovina, and 28 PI social protection. Addresses and Service Centres, as well as the PI Social protection are provided through the Ministry of Labour and Social Policy of the Federation. After our request to 08/22/2016. we received 42 reports of the Centres for Social Services works and 10 reports Institution in the field of social protection. Of the total number of received reports; 31 Centre submitted a report for the three-year period, five centres for two-year period and five centres for one year. Report of the Centre for Social Work Posušje not open. Eight public institutions submitted reports for three years, one for two years and one for one year. From the content of the report on the work of both centres and services, as well as public institutions of social protection (reports are comprehensive in content), we tried to get more precise information about the type of social services and the number of services provided, the number of users by social service, education of skilled workers, the number of skilled workers, the profile of skilled workers and professional development in the reporting period. Unfortunately, analysed reports did not give full answers to the above questions. We will mention only some of the problem that we faced in the analysis of the report centres / services and Public Social Protection:

- uneven methodology for reporting centres / services and institutions (even at the level of one of the Centre in the analysed period is not the same methodology, for example Centre of Gračanica, Prozor ....)
- all reports emphasis is placed on material and services in the narrative and statistical indicators, while information on other services that are the subject of analysis are limited or non-existent.
- Narrative labelling implemented activities by area (family legal protection, protection from domestic violence, juvenile delinquency, trafficking ....) is not accompanied by numerical indicators services.
- The data to which we obtained using the report PI social protection are contained in the table 7.1

## 7.1. ANALYSIS OF THE REPORTS ON THE WORK OF SOCIAL PROTECTION IN FB&H

INSTITUTIONS OF SOCIAL PROTECTION	YEAR	TYPES/FORMS OF SOCIAL SERVICES	NUMBER; PROFILE AND PROFESSIONAL QUALIFICATIONS, PROFESSIONAL STAFF	NUMBER OF PERSONNEL PRESCRIBED IN THE REGULATIONS	NUMBER OF USERS OF SOCIAL SERVICES
Home for the Elderly Zenica <sup>209</sup>	2013	ACCOMMODATION SERVICES	12 health workers, 6 professional workers and volunteers: graduate social pedagogue 2, 1 baccalaureate Social Worker Nurse 1	Nurse 1/50 Users Nurse for immovable and difficult movability of 6/50 users, Nurse 10/50 users, physiotherapist 1/50 users, social worker 1/50 Users, occupational therapist 1/50 Users	N/A
	2014		12 health workers, 5 professional workers and volunteers: 1 degree in social pedagogue, 1 baccalaureate social worker 13 nurse		N/A
	2015		11 health workers and 3 professional workers (no data on the profile of skilled workers)		N/A
PI „Department of Mental Health "Bakovići" <sup>210</sup>	2013		From the report the number is not visible. The report contains the services schedule employees by education level from which it is not possible to reach the number of skilled workers	Defectologist 1/80 Users, social worker 1/150 Users, psychologist 1/250 Users, neurologist or psychiatrist or physician 1/1 x 8 hours per month to 150 Users, nurse 1/80 Users, carer 1/10 Users, physiotherapist 1 / 200 Users occupational therapist 1/250 Users, occupational instructor 1/20 Users music therapy 1/300 Users	344
	2014		N/A		329
	2015		N/A		318
CPI "Home for Children without Parental Care" Sarajevo <sup>211</sup>	2013	8 teachers, 12 nurses, one social worker, 1 psychologist	Social worker 1/50 Users, psychologist 1/50 Users, Nurse 1/50 Users, called parent educator and for every child, educator for leisure 1/50 children, educator at night 2/50 children, For children aged 0-3 years Nurse fifth child, a nurse at night	88	
	2014	5 teachers with a university degree, 4 teachers have college degrees, 12 nurses, one social worker, 1 psychologist		100	

<sup>209</sup> Izvještaj o radu " Dom za stara lica Zenica"za 2013.,2014.,2015. Godine

<sup>210</sup> Izvještaj o radu " Zavod za zbrinjavanje mentalno invalidnih lica Bakovići"za 2013.,2014.,2015. Godine

<sup>211</sup> Izvještaj o radu " Dom za djecu bez roditeljskog staranja" Sarajevo za 2013.,2014.,2015. Godine

	2015	8 educators, 12 nurses, 1 psychologist, 1 social worker	on 1/10 children, For children aged 4 -6 years of preschool educator 1/6 children, For children aged 7-18 years educator 1/6 children	93
PI The Institute for Mental Health „Drin“ <sup>212</sup>	2013	social workers, 1 sociologist, psychologists, special education teacher, . speech therapist, (Psychiatrist, physician-external associates), there is no precise data on the number of the report; physiotherapists, carers, nurses, occupational therapists, instructors of sports activities	Defectologist 1/80 Users, social worker 1/150 Users, psychologist 1/250 Users, neurologist or psychiatrist or physician 1/1 x 8 hours per month to 150 Users, nurse 1/80 Users, carer 1/10 Users, physiotherapist 1/200 Users occupational therapist 1/250 Users, occupational instructor 1/20 Users music therapy 1/300 Users	524
	2014	social workers, 1 sociologist, psychologists, special education teacher, speech therapist (Psychiatrist, physician-external associates), do not specify in the statement of carers, nurses, occupational therapists, instructors number of sports activities; physiotherapists		487
	2015	N/A		
CPI „Therapeutic community Campus“ <sup>213</sup>	2013	psychologists, social workers, sociologists,	Social worker 1/20 user, psychologist 1/40 user, assistant volunteer ½ 1 volunteer 1/1 user, art therapist 1/30 user, working occupational therapist 1/10 user, sociologist 1/50 user, educator 1/40 user, occupational instructor 1/40 user, the social worker to work in the community outside the institution 1/40 user, educator 1/40 user	28 Users
	2014	psychologists, social workers, sociologists		23 Users
	2015	psychologists, social workers, sociologists		11 Users
PI „CHILDREN'S HOME „ Mostar“ <sup>214</sup>	2013	8 teachers 1 nurse	Social worker 1/50 Users, psychologist 1/50 Users, Nurse 1/50 Users, called parent educator and for every child, educator for leisure 1/50 children, educator at night 2/50 children, For children aged 0-3 years Nurse fifth child, a nurse at night on 1/10 children, For children aged 4 -6 years of preschool educator 1/6 children, For children aged 7-18 years educator 1/6 children	50
	2014	5 teachers 1 nurse		47
	2015	N/A		42

<sup>212</sup>Report of the "Institute for Mentally Disabled Persons DRIN" for 2013, 2014, 2015.

<sup>213</sup>Report of the "Therapeutic Community Campus" Sarajevo for 2013, 2014, 2015.

<sup>214</sup> Report of the "Children's Home" Mostar 2013, 2014, 2015.

PI "CHILDREN WITH SPECIAL NEEDS ZE-DO CANTON" <sup>215</sup>	2013	ACCOMMODATION SERVICES, LIVING ROOM, DIAGNOSTIC-THERAPEUTIC ADVISORY AND SOCIAL AND EDUCATIONAL SERVICES	N/A	Defectologist 1/30 Users, speech therapist 1/70 Users, social worker 1/100 Users, psychologist 1/70 Users, neurologist, psychiatrist, physician 1x8 hours per month to 150 Users, nurse 3/60 Users, carer 5.1 Users, physiotherapist 2/50 Users, occupational therapist 1/200 Users occupational therapist 15.1 Users, music therapy 1/200 Users, art therapist 1/300 Users	165 Users
	2014		N/A		
	2015		special teacher-speech therapist; special education teacher oligo phrenologist 1 special educator-speech therapist, 1 psychologist, Physiotherapist, Educators - rehabilitators (two)		
CPI "Gerontology Centre" <sup>216</sup>	2013	ACCOMMODATION SERVICES, HOME CARE, SHELTER,	Nurse 20, a physiotherapist 3, 9 nurses, GP 1, expert for social work intern, associate social worker 1, senior independent clerk for social work 2, Associate for Legal Affairs 2,	Accommodation Nurse 1/50 Users Nurse for immovable and movable weight 6/50 Users, Nurse 10/50 Users, physiotherapist 1/50 Users, social worker 1/50 Users occupational therapist 1/50 Users Reception Social worker 1/20 Users, nurse 2/20 Users, carer 2/20 Users, Home Care Nurse 1/130 hours of services provided, social worker ½ to 120 Users Day care social worker 1/20 Users Nurse 1/50 Users nurse 1/25 Users	-Service Accommodation 343 Users, -Service Home care 24 Users -Service of Shelter 41 users,
	2014		Nurse 25, a physiotherapist 4, 11 nurses, GP 1, Associate Social Worker 3, senior independent clerk for social work 2, Associate for Legal Affairs 2,		- Accommodation services 343, -Service Home care to 20 users -Service of Shelter 40 Users,
	2015		Nurse 21, a physiotherapist 3, 10 nurses, GP 1, Associate Social Worker 3, senior independent clerk for social work 1, Associate Legal Affairs 2 Associate health care 1, Associate 1 sociologist, psychologist Associate 1, Associate for Education 1		-Service Accommodation 341, -Service Home care 15 Users -Service of Shelter 76,
CPI "Disciplinary Centre" Sarajevo <sup>217</sup>	2013	SERVICES OF ACCOMMODATION, DAY CARE, Diagnostic-therapeutic ADVISORY AND SOCIAL AND EDUCATIONAL SERVICES	Associate for educational affairs 2, associate for preventive work 1, expert for psychological operations 2, 1 nurse, associate social work 2, 5 educator, expert for receiving jobs 1	Nurse 1/30 Users, educator 1/5 Users, educator / psychosocial rehabilitation (art, music and sports) 1/15 Users, working occupational therapist 15.1 Users, social worker 1/30 Users, psychologist 1/30 Users , educator 1/30 Users	-2526 Users Advisory therapy and social educational services -337 Users of day care

<sup>215</sup> Report of the "Children with special needs Zenica-Doboj Canton" for 2013, 2014, 2015.

<sup>216</sup> Report of the "Gerontology Center" for 2013, 2014, 2015.

<sup>217</sup> Report of the "Disciplinary Center" for 2013, 2014, 2015.

	2014		Associate for educational affairs 2, expert for psychological operations 2, 1 nurse, associate social work 2, 3 associate educator, expert for receiving jobs 1 Senior freelance educator 2, assistant mediator 1		-1013 Users counselling therapeutic and social educational services, -402 Users of services of day care
	2015		N/A		(907 Users)
CPI "Family Counselling" Sarajevo <sup>218</sup>	2013	DIAGNOSTIC-THERAPEUTIC ADVISORY AND SOCIAL AND EDUCATIONAL SERVICE	2 expert advisors, two senior advisors for consulting, 4 professional collaborator for consulting work, 1 Senior Associate for promotional activities, one senior associate for research activities, 3 expert consultants for business research	Social Worker 1/6 Users, lawyer 1/6 Users, psychologist 1/6 Users, educator 1/6 Users, sociologist 1/6 Users, educator 6/1 Users	525
	2014		Two expert advisors, two senior legal officers for advisory work, two expert consultants for consulting, one senior associate and three expert consultants for research activities		414
	2015		2 expert advisors, one senior associate for consulting, two senior legal officers, four legal officers, one senior associate for promotion, and basic professions of employees graduate. social worker, psychologist, professor of pedagogy, professor of pedagogy and psychology, professor of philosophy and sociology professor / M.A. sociologist		694

**Table 7.1. Tabular overview of the number of skilled workers of their qualifications and professional profiles in the Public social protection in relation to the number of users of services**

As can be seen from the table is not possible to obtain data on the number of compliance and profile of professional workers in the institutions with the Regulation for several reasons:

- The reports do not break down the number and profile of professional workers by categories of users in an institution (e.g. homes of children without parental care do not have information on the number and profile of professionals who work with children from 0-3 years, 4-6 years and 7 18 or Institution Drin and Bakovići who practice persons with disabilities, do not have data on the profile of professionals who work with people with a dual diagnosis, mental patients, Gerontology centre has no data in the report on the profile of professionals who work in a shelter, the home care or with fixed and mobile hard for people to stay).
- Reports in some institutions do not have information on the number of employees (Therapeutic Community) occupations of employees (Educators in the Home for children without parental care in Sarajevo and Mostar), and the number of skilled workers and professional profile of employees (Institute Bakovići).

<sup>218</sup> Report of the "Family Counseling" Sarajevo in 2013, 2014, 2015.

## 7.2. ANALYSIS REPORT ON THE WORK OF CENTERS FOR SOCIAL WORK IN FB&H / STATEMENTS OF CENTERS FOR SOCIAL WORK FROM RELATED TO 2013, 2014 and 2015

R/B	CANTON	CENTRE FOR SOCIAL WORK / POPULATION	SOCIAL SERVICES					TOTAL NUMBER OF SERVICES	NUMBER, PROFILE AND PROFESSIONAL QUALIFICATIONS OF PROFESSIONAL STAFF			NUMBER PROFESSIONAL STAFF ACCORDING TO REPORTS OF CENTERS			EDUCATION / TRAINING ACCORDING TO THE REPORTS OF CSW		
			1	2	3	4	5		2013	2014	2015	2013	2014	2015			
1	canton SARAJEVO	Cantonal Centre for Social Work (438.757)	724		561	86356	11030	98671	153 employees, 98 university degree, 19 higher education, Trainees 9, EBCS 8,	152 employees 100 university degree, 17 higher education Trainees 6, EBCS 5,	149 employees 98 university degree, 15 higher education Trainees 5				Education 6, 2 seminars, round tables 4, 2 conferences, workshops 7, 1 training, public debate 2	Education 6, 6 seminars, presentations 6, 7 round tables, conferences, 4, 5 workshops, training 4, lectures 1	Education 11, seminars 4, 6 presentations, round tables 6, 2 conferences, workshops 9, training 4
2	BOSNIAN PODRINJE CANTON	CSW Goražde (36.496)	79	25	42	183	4769	5098	<ul style="list-style-type: none"> <li>• 2 social workers with university degrees,</li> <li>• 5 social workers with college education,</li> <li>• 1 law graduate with a university degree,</li> <li>• 1 teacher-psychologist with university degree,</li> </ul>	<ul style="list-style-type: none"> <li>• 4 social workers with university degrees,</li> <li>• 4 social workers with college education,</li> <li>• 2 bachelors of law with university degree,</li> <li>• 1 educator and psychologist with a university degree,</li> </ul>	<ul style="list-style-type: none"> <li>• 4 social workers with university degrees,</li> <li>• 2 social workers with college education,</li> <li>• 2 bachelors of law with university degree,</li> <li>• 1 educator and psychologist with a university degree,</li> </ul>	9	11	9	vocational training 1, Project 2, 1 meeting, training 1	Seminar 5, 1 training	2 workshops, training 4, Round Table 1
3	CANTON CENTRAL BOSNIA	CSW Gornji Vakuf (25.181)	27		2	283	1308	1620	N/A	1 social worker university degree 2 social workers higher education 1 higher education lawyer	1 social worker university degree 2 social workers higher education 1 higher education lawyer		4	4	N/A	Involved in various forms of education with the aim of acquiring new knowledge and skills in the field of the mandate entrusted to the Centre for Social Work	Involved in various forms of education with the aim of acquiring new knowledge and skills in the field of the mandate entrusted to the Centre for Social Work
		CSW Donji Vakuf (24.544)	21			1864	656	2541	N. P 6 workers	N. P 6 workers	N. P 6 workers				N/A	N/A	N/A

		CSW Jajce (45.007)	55			877	473	1405	N/A	1 social worker university degree, 2 social workers higher education, 1 lawyer university degree	N/A	4	N/A	Training was carried out through seminars, conferences, symposia, round tables and in other ways. All employees, particularly professional workers were required to attend all of these and other forms of education	N/A	
		CSW Vitez (27.859)	44			347	1859	2250	N/A	N/A	1 graduate lawyer, three social workers, two independent referent social and child protection in the Centre for Social Work professionally trained 4 people referred by the Cantonal Ministry and the Municipality of Vitez, of which 2 are trained to perform social work and 2 for business lawyers			N/A	N/A	N/A
		CSW Kreševo (6.731)	12			119	220	351	N/A	N/A	N/A			N/A	N/A	presentations, workshops, training - 8
		CSW Novi Travnik (30.713)	66			797	1329	2192	N/A	N/A	2 social workers BA, 1 social worker baccalaureate 1 social worker Higher education, university degree 2 lawyers, 1 lawyer Higher education	7		N/A	N/A	training 10
4	UNA SANA CANTON	CSW Bužim (20.707)	24			155	1373	1552	6 employees, 2 trainees employees performed an internship (bachelor of pedagogy and LLB.) And one volunteer (B.Soc.Work.) To 6 months of 2013.	7 employees. 2 employees performed an internship (bachelor of pedagogy and LLB.) To 15.02.2014.	7 employees			N/A	N/A	N/A

		CSW Ključ (37.391)	25		6	469	1219	1719	3 social workers university degree, university degree 1 jurist, 1 special education teacher trainees 2 university degree university degree	3 social workers university degree, university degree 1 jurist, 1 special education teacher trainees 4 university degree university degree	3 social workers university degree, university degree 1 jurist, 1 special education teacher university degree 2 volunteers (soc. Worker university degree) 1 volunteer university degree	7	9	8	N/A	N/A	N/A
		CSW Velika Kladuša (52.908)	43			331	4865	5239	3 social workers 2 lawyers 1 psychologist	2 social workers 2 lawyers 1 psychologist	3 social workers 2 lawyers 1 psychologist	6	5	6	N/A	N/A	N/A
5	POSAVINA CANTON	CSW Domaljevac (4.152)	N/A only financial indicators					0	2 employees, contract work graduate student of social work	N/A	N/A				attendance to all seminars	N/A	N/A
		CSW Orašje (28.367)	20			111	2235	2366	3 social workers (1 University degree, 2 University degree) one, 1 psychologist-educator and one administrative lawyer	social worker university degree 1 social worker Higher education 1 university degree educator and psychologist, one social worker volunteer university degree, 1 administrative lawyer Higher education	3 social workers (University degree 2, higher education 2); 1 psychologist-educator 1 administrative lawyer one volunteer social worker	5	5	6	N/A	3 training, conferences 1, working group 1	seminars, conferences, discussion 13
6	WEST HERZEGOVINA CANTON	CSW Grude (16.358)	33	55			1092	1180	four employees 1 social worker university degree	5 employees 2 social workers trainees	5 employees	1			N/A	N/A	N/A
7	CANTON 10	CSW Tomislavgrad (30.009)	31		11	1115	1659	2816	N/A	N/A	N/A				N/A	N/A	They state, "The focus of the Centre is constantly improving the system training and implementation of the same"
		CSW Kupres (5.573)	7		11	2	251	271	N/A	0 social workers	0 social workers				N/A	N/A	N/A
8	TUZLA CANTON	CSW Banovići (23.431)	54			1361	1815	3230	1 social worker 1 psychologist 1 educator 1 lawyer volunteers	2 social workers 1 psychologist 1 teacher 1 lawyer	2 social workers 1 psychologist 1 teacher 1 lawyer	4	5	5	Attended seminars and workshops	Attended seminars and workshops	Attended seminars and workshops



CSW Gračanica (48.395)	64				3951	4015	N/A	N/A	2 social worker University degree 1 psychologist University degree volunteers			3	N/A	N/A	Attended seminars, workshops, debates, round tables that org. Federal Ministry, cantonal min. MHRH, OSCE Bureau for Human Rights, Vive Žene
CSW Kladanj (13.041)	31			689	2320	3040	2 university degree 1 Higher education	2 social worker volunteer university degree 1 university degree lawyer volunteer students performing practice	2 University degree 1 higher education social worker volunteer	3	4	3	Round Table 1, education in the field of violence- more	seminar 1	Attended seminars, workshops, debates, round tables,
CSW Teočak (7607)	7			565	1032	1604	permanent employees 1 trainee social worker university degree 1 trainee social pedagogue university degree	3 permanent employees and 2 temporary	3 permanent employees and 1 temporary				seminars, workshops, discussions, round tables organized by the Federal Ministry. Labour and Social Policy and NGO.	Attended seminars, workshops, debates, round tables that org. Federal Ministry, cantonal min. NGOs and others. (2)	Attended seminars, workshops, debates, round tables that org. Federal Ministry, cantonal min. NGOs and other organizations
CSW Srebrenik (42.762)	59			569	3466	4094	N/A	N/A	2 social worker university degree 2 social workers VSS 1 university degree 1 psychologist lawyer university degree 1 volunteer bachelor 5 volunteers of the legal profession			6	N/A	N/A	Attended seminars, workshops, debates, round tables organized by the Federal Ministry, cantonal ministries and NGOs
CSW Tuzla (120.441)	211			10309	7286	17806	8 social workers, 2 lawyers 2 psychologist 3 intern	15 university degree 1 Higher education 2 trainees volunteers	10 social workers, 4 lawyers 2 pedagogues - psychologists psychologist 1 2 1 sociologist trainee lawyer 3 graduate soc. employee volunteers 2 lawyers volunteers university degree	15	18	25	seminars	Trainings 6	Attended 48 different seminars in various fields

		CSW Zvornik-Sapna (12.136)	11			591	1088	<b>1690</b>	2 social worker (university degree) 1 lawyer (university degree) 1 volunteer social worker university degree	2 social worker (university degree) 1 lawyer (university degree) 2 volunteer social worker university degree	2 social worker (university degree) 1 lawyer (university degree) 2 volunteer social worker university degree	4	5	2	N/A	N/A	N/A
		CSW Živinice (55.704)	70			2127	6477	<b>8674</b>	3 social workers university degree 1 soc. worker higher education 2 lawyers university degree 1 university degree 1 teacher education teacher		3 social workers university degree 1 soc. worker Higher education 2 lawyers university degree 1 university degree 1 teacher education teacher	8		8	training organized by the OSCE, UNHCR, UNICEF, "WITH ROMA ROM" MHR, MIN. Security and GIS	training organized by the OSCE, UNHCR, UNICEF, "WITH ROMA ROM" MHR, MIN. Security and GIS	training organized by the OSCE, UNHCR, UNICEF, "WITH ROMA ROM" MHR, MIN. Security and GIS
		CSW Doboj -Istok (10.866)	15			40	1124	<b>1179</b>	4 workers 3 trainees	5 Workers 1 trainee	6 Workers 1 trainee				Seminars organized by the competent cantonal ministries, NGOs and other organizations	Seminars organized by the competent cantonal ministries, NGOs and other organizations	N/A
9	ZENICA DOBOJ CANTON	CSW Breza (14.564)	13			1419	1747	<b>3179</b>	employees no information other than inform. students on practice, volunteers two social workers and 1 lawyer	employees no information other than infor. students on practice, volunteers M.A. sociology and social bachelor. work	N/A	3	2		Round Table 1, 2 seminar, vocational training 1,	trainings 6	N/A
		CSW Maglaj (24.900)	32				7250	<b>7282</b>	N/P	N/P	1 social worker university degree, 1 social worker higher education, 1 lawyers university degree 1 higher education lawyer			4	N/A	N/A	N/A
		CSW Tešanj (46.135)	27			1020	6166	<b>7213</b>	3 social workers 2 lawyers 1 officer for juvenile delinquency	3 social workers 2 lawyers 1 officer for juvenile delinquency	3 social workers 2 lawyers 1 officer for juvenile delinquency	6	6	6	N/A	N/A	N/A
		CSW Zavidovići (57.164)	60			477	3730	<b>4267</b>	10 total number of employees	8 permanent 2 volunteers (professional team consisting of a social worker and a lawyer and a psychologist, educator and psychiatrist was	9 permanent 2 volunteers (professional team consisting of a social worker and a lawyer and a psychologist, educator and psychiatrist engage if				training through professional journals, seminars, training, workshops	training through professional journals, seminars, training, workshops	training through professional journals, seminars, training, workshops

									hired as needed)	necessary)							
		CSW Visoko (41.352)	100			2930	4503	<b>7533</b>	11 employees	11 employees	11 employees				N/P	N/P	N/P
		CSW Vareš (9.556)	35			200	1184	<b>1419</b>	5 employees, university degree	5 employees, university degree	3 social workers university degree, occasional speech therapist 1 week	5	5	4	N/P	N/P	N/P
		CSW Olovo (10.578)	35			263	851	<b>1149</b>	N/P	N/P	N/P				professional journals, seminars, workshops, conferences, preparing contributions to the magazine Social Work	professional journals, seminars, workshops, conferences, preparing contributions to the magazine Social Work	professional journals, seminars, workshops, conferences, preparing contributions to the magazine Social Work
10	HERCEGOVINA NERETVA CANTON	CSW Grad Mostar (113.169)	112		36	17978	4569	<b>22695</b>	7 social workers university degree 5 social workers Higher education 2 pedagogues 1 psychologist 3 BA. lawyers 1 lawyer College degree - 34 students soc. work practice, 1 student of the Law Faculty	6 social workers university degree 3 social workers Higher education 1 1 educator psychologist university degree 3 BA. lawyers lawyer 1 Higher education 1 university degree psychologist - a trainee - 28 students soc. labour practice of social work	9 social workers university degree 3 social workers Higher education 1 educator 2 psychologists 4 BA. lawyers - (2 trainees, 1 trainee M.A. Social work, - (practice of students, social work 7 and 8 students from law school) - vocational training 2 MA Social work	19	16	18	N/A	N/A	education 2 Conferences 1
		CSW Jablanica (12.691)	26		14	677	722	<b>1439</b>	N/A	N/A	N/A				N/A	N/A	N/A
		CSW Čitluk (18.552)	22		13	1115	438	<b>1588</b>	2 social workers 1 lawyer university degree 1 psychologist - trainee university degree	2 social workers 1 lawyer university degree 1 psychologist - university degree	2 social workers 1 lawyer university degree 1 psychologist - university degree	4	4	4	N/A	N/A	N/A

	CSW Stolac (18.681)	14		14	1129	307	1464	2 social workers 1 lawyer university degree 1 volunteer psychologist, speech therapist (uod)	2 social workers 1 lawyer university degree 1 volunteer psychologist, speech therapist (uod)	1 social worker, 2 lawyers university degree 1 speech therapist (uod)	5	5	4	N/A	N/A	N/A
	CSW Čapljina (28.122)	20		27	165	1058	1270	2 social workers university degree 1 university degree lawyer	2 social workers university degree 1 university degree lawyer	2 social workers university degree 1 jurist university degree 1 university degree psychologist	3	3	4	N/A	N/A	N/A
	CSW Prozor-Rama (16.297)	20		9	2	679	710	N/A	N/A	N/A			5	N/A	N/A	N/A

7.2. Tabular overview of the number, profile and qualifications of skilled workers to the services provided and the number of skilled workers prescribed in the Regulations

**Number of professional workers prescribed in the Regulations on Standards of work and services in social welfare institutions in FB&H**

**Social Worker 1 / 4,000 P. ; Lawyer 1 / 20,000 P. ; Psychologist 1 / 15,000 P. ; Educator 1 / 15,000 P. ; Sociologist 1 / 50,000 P.**

Agenda:

1. Accommodation services; 2. Daily services in the community; 3. Services support for independent living, 4. The advisory-therapeutic and Social Educational Services; 5. Other social services; n / a is not submitted a report for the previous year

According to the data in the table in the analysed reports of centres / services not mentioned, the first social services - reception and evaluation, and it is clear that work on every reported case begins with the receipt and evaluation. All centres / services reportedly provided accommodation services, counselling therapeutic and social educational services and other social services, while only some centres / services according to reports provide daily services (Breast Centre and Centre Goražde) / and support services for independent living (Centre Ključ , Gornji Vakuf, Goražde, Sarajevo, and centres / services in the Herzegovina-Neretva Canton and Canton 10)

Five centres / service report no information about the professional qualifications of skilled workers. Eight centres / services no information about the profile of professional staff and eleven on qualifications. Centre Kupres according to the report does not employ any professional workers. Centres / services that are the reports provided data on the number and training the skilled workers are not reconcile the number and profile of professional staff with the Regulations. Number of employees in the reporting period was not seriously changed, with the exception of the Centre for Social Work Tuzla which is reportedly the number of employees in the analysed period increased from 15 to 25 and Centre Sarajevo in which there has been a decrease in the number of employees (from 153 to 149) as well as in the Centre Sapna / 4 to 2). According to reports, most of the centres / services hire interns and volunteers through the Federal Employment Service and Cantonal Bureau. From the contents of the table it is clear that the centres / departments that have information on the number and profile of professional staff employed social workers are the most numerous, followed by, although to a much smaller number of lawyers, psychologists, pedagogues and psychologists-teachers .. In addition some professional staff centres / services have engaged special education teachers, speech therapists and sociologists. In terms of qualifications, reportedly centres / services that provided data on qualifications, is the largest university degree, followed by higher education, several centres / services (e.g. Meadow and Bužim) that have employees Bachelor of Social Work, Bachelor or Masters of Social Pedagogy Labour Mostar.

Data to which we obtained using the report centres / services for social work are given in Table. 7.2.

In order to eliminate the load of the text in the table 7.2. provides information on the number of services provided in the last available reporting year. The reason for this approach, we find the content of the information on the number of provided social services that are observed during the three years negligible change / e.g. Gračanica, Čapljina, Breza, Mostar, Banovići).

### **Professional Development**

Most centres / services for social work reports stated that the expert workers passed the process of professional development through participation in symposia, seminars, round tables, conferences and the like. (E.g. Olovo, Breza, Gornji Vakuf, Domaljevac, Tomislavgrad, Kupres Jajce, chair ...). A small number of centres / services lists the topics that have been processed (e.g., Sarajevo, Goražde, Kreševo, Orašje, N. Travnik, Tuzla and Mostar in 2015). The centres, which in its report cited models of professional development state and the name of topics covered by these models (Sarajevo, Goražde Orašje ...). Information on the organizers of professional training has very little while the sources of funding for vocational training in the reports does not speak. The reports no information whether the training followed by the awarding of certificates.

### **CONCLUDING REMARKS**

**The methodology of the report in social welfare institutions and centres / services varies from institution to institution, and even in the same institution in the analysed period.**

**In social welfare institutions reportedly not the classification or reclassification of the user according to the Regulations, which should be the basis for determining the number and profile of professional staff according to the number of users? Since that is not the classification of users, it is not possible to determine whether and to what extent harmonized number and profile of professional staff according to the number and categories of users (in each institution separately) with the prescribed standards.**

**Professional workers employed in institutions whose reports were analysed (with the exception of the Therapeutic Community) passed the appropriate internal or external models of professional development. Professional development took place through the exchange of information through visits to the institutions that the same or similar category of users, and through seminars, conferences, symposia and round tables on which the exchange of knowledge in dealing with the category of user that this institution is disposed.**

**-In Centres / services for social work reportedly the most common services are other social services (financial assistance), with the exception of Centre for Social Work; Sarajevo, Tuzla and Mostar in which the number of Advisory therapeutic and social educational services (in Sarajevo eight times, four times in Mostar and Tuzla one and a half times) exceeds the number of physical services. Reports centres / services very precisely shows indicators of forms of material services, the amounts on the basis of material services realized and the number of users of material services. Services advisory, counselling, therapeutic and professional social work are reports of some institutions only mentioned as services provided, (Centre Maglaj and Gračanica for example.) In some reports mentioned the number of users who receive these services (Teočak, high, Čapljina) or not the number and types of services that are provided to a user in the reporting period, and the basis for their provision (with the exception of Sarajevo, Tuzla and Mostar)**

**The reports will contain information on whether all professional workers, regardless of their qualifications and professional profiles involved in the provision of services by the Centre / Department of Social Work offers or are classified by academic backgrounds and the degree of complexity of the service provided.**

**In addition to skilled workers by the Centre / social work services according to the Regulations should have, from the records that are in the centres / services staff and other experts: speech pathologists baccalaureate social work, bachelor of pedagogy, Masters of law and Masters of Social Work, volunteers and trainees.**

**The centers / services, carried out the practical training of law students and social work.**

**Professional workers in the centres / departments are involved in the process of professional development. The most common models of training are training, seminars, conferences, round tables.**

**Education reportedly organized by areas (trafficking, violence, juvenile delinquency, foster care ...), but there is no data for the number and the profile of skilled workers attended training. Trainings are realized and through the publication of papers in the journal Social Work, published by the Association of social workers Zenica-Doboj Canton as well as by contemporary professional literature in the field of social work.**

**The reports will contain information about who has funded training and training among the holders of the most mentioned competent cantonal and the Federal Ministry of Labour and Social Affairs, NGOs (Table below).**

### **7.3. SERVICES PROVIDED BY RELIGIOUS COMMUNITIES, PRIVATE SOCIAL WELFARE INSTITUTIONS, NGOS AND CITIZENS' ASSOCIATIONS**

After a call to the address 54 (24 NGOs, 5 safe houses, 6 therapeutic communities, one day care centre for children involved in the life and work on the street, SUMERO Association, the Red Cross Federation, Red Cross all ten cantons and 4 religious community) in whom we asked to answer questions related to the services provided, number of users, number of employees, training programs are organized, the number of participants in education, training with the participation of their employees, whether they are training accompanied the award certificate we received response of 2 religious communities (Jewish cultural, educational and humanitarian society La Benevolencia, Serbian humanitarian association benefactor Sarajevo), 5 private institutions of social protection (Home for children without parental care, Pope John Paul II, Home for the elderly and infirm Bethany, Home for the elderly people Saint Joseph, Institution for the reception and education of children Little school of Vareš", Home for children with physical and / or mental development Mary-Our Hope), 7 citizens' associations / foundations (Association of women power, Association HO 'Altruist' Association "Land of children" in B&H, Foundation of Local Democracy, B&H Woman Mostar, Vive Žene Tuzla, the SOS Family Centre in Mostar Foundation and AWO patriotic garden B&H). –

Analyses of the data clearly show that NGOs and religious communities directly provide users with their accommodation, counselling therapeutic services, and material support services. There are different categories of users: children without parental care, victims of violence and human trafficking, the elderly, persons with disabilities, persons in need ...

They are also the providers of education and training that include an impressive number of participants, and whose performance in most cases funded through the provision of funds from multiple sources.

### **Overview of training of professional workers in the period 2013-2015**

PROVIDERS OF TRAINING	RECIPIENTS OF TRAINING	TRAINING TOPICS	CERTIFICATION LICENSING *
<b>institutions of the system</b>			
MHHR BIH	Centres for Social Work: Goražde, Kladanj, Breza, Teočak, Tuzla, Sarajevo	Violence	
Gender Centre FB&H	Centres: Goražde, Kladanj, Breza, Teočak, Tuzla, Sarajevo, Orašje	Violence	
FMUP	-the Centres: Breza, Goražde, Sarajevo -the Centres: Kreševo, N. Travnik Orašje, Sarajevo	The application of new regulations in the area that form the registers in FB&H The application of new regulations in the field of norms in the registers in FB&H	
Ministry of Security of B&H	Centres: Goražde, Sarajevo, Tuzla, Breza N. Travnik, Orašje	Human trafficking	
<b>International organizations and NGOs</b>			
UNFPA	Centres: Sarajevo, Goražde, Orašje, Kladanj, Teočak, Tuzla	Violence	
Hope and Home for Children – HHC with the support of UNICEF	Centre Sarajevo	Foster care	
UNICEF	Centres: Tuzla, Sarajevo	Professional burnout	
Hope and Home for Children – HHC with the support of FMRSP	Centres: Kreševo, Orašje, N:Travnik, Goražde	Protection of Families with Children	
SIDA	Centres: Srebrenik, N. Travnik, Sarajevo, Tuzla	Juvenile delinquency	
OSCE	Centres: Goražde, Kladanj, Breza,	Juvenile delinquency	
Save the children	Association „HO Altruist“	Heart-Healing and Education through the arts; The methodology of the program "Preparing for school" (early childhood development)	
The National Association of Mediators in Serbia	Association Women's Strength	Training for the authorized agent in the mediation between the spouses before initiating divorce proceedings Mediation in family disputes	
Psychoanalytical Society of Serbia	Association Women's Strength	- Summer school of psychoanalysis	
Croatian Psychological Association	Association Women's Strength	- Family Group Conference	
Republic Institute for Social Protection Belgrade	Association Women's Strength	- Nonviolent communication	
<b>NGOs from BIH</b>			
Psychological Association of RS in cooperation with UNICEF	Centres: Goražde, Orašje, N. Travnik, Kreševo, Sarajevo, Srebrenik, Mostar, Tuzla	Violence	
Gender Centre FB&H with the support of the Faculty of Philosophy in Zagreb	Centres: Goražde, Orašje, N. Travnik, Kreševo, Sarajevo, Srebrenik, Mostar, Tuzla	Violence	
Bureau for Human Rights Tuzla	Centres: Srebrenik, N. Travnik, Sarajevo, Tuzla	Juvenile delinquency	

NGO Amica Educa)	NGO Land of Children Association Women's Strength	- Family Dynamics - Art therapy - Music therapy	Certificate Amica Educa Germany
Association for Reality Therapy R. Croatia (HURT)	Home for children with physical and / or mental development Mary-Our hope	Reality therapy and choice theory	Certificate HURT
Civil Service Agency of FB&H	NGO Viva Žene Tuzla	The fight against domestic violence and violence against women: investigation, prosecution and victim support	Certificate by the Civil Service Agency
VIVA ŽENE Tuzla	Centres ;, Goražde, Orašje, Kladanj, Teočak, Tuzla -Centres: Goražde, Kladanj, Breza	-Violence - Juvenile delinquency	Certificate Viva Žene
NVO Narko ne	SOS Children's Villages B&H Sarajevo	Training on the subject of opiates	Certificate NVO Narko ne
IN Fondacija	Association „HO Altruist“ -Association Women's Strength	- Establishment of a new model of working with vulnerable families - Nonviolent Communication	Certificate IN Foundation
UHD Friends	Association Women's Strength	- Communication skills, trauma and support to traumatized persons	
Caritas Bishops' Conference in B&H	„La Benevolencija“ Sarajevo	Education palliative care	Certificate of Caritas
Centre for Criminal Policy Research (CRPC) with the support of UNICEF	Centres: Srebrenik, N. Travnik, Sarajevo, Tuzla	Juvenile delinquency	
CPCD	Centres: Goražde, Kladanj, Breza, Teočak, Tuzla, Sarajevo	Violence against children	
Association Your Rights B&H	Centres: Goražde, Sarajevo, Tuzla, Breza	Human trafficking	
Foundation for soc. inclusion	Centres: Sarajevo, Breza	Socially excluded persons / persons with disabilities	
SUMERO supported by FMRSP	Centres: Sarajevo, Breza	Socially excluded persons / persons with disabilities	
Foundation of Local Democracy	- Social workers, psychologists, lawyers, police officers, teachers, counsellors Centres: Široki Brijeg, Jajce,  - Social workers, psychologists, lawyers, police officers, teachers, counsellors Centres. Central Bosnia Canton, Goražde, Vitez, - Social workers, psychologists Centres: Canton  -Social workers, psychologists, paediatricians	Working with perpetrators of violence - self-help groups  Multi-sectoral education on prevention measures, treatment and the fight against domestic violence  psychosocial support to children victims of violence Preventing violence against and among children	
NVO Land of children B&H	- Social workers, psychologists, lawyers, police officers, teachers, counsellors - Social workers, psychologists, prosecutors, judges, lawyers -Social workers, psychologists, lawyers - Social workers, lawyers, police officers, health care workers	- Indicators to identify child victims of trafficking - Child labour and labour exploitation of children - Instruments for the best interest of the child form a complete assessment of the child - Identifying and handling cases of economic exploitation of children	



## **VIII. ANALYSIS OF AVAILABLE REPORTS AND OTHER DOCUMENTS**

### **8.1. SPECIAL REPORT ON THE SITUATION IN INSTITUTIONS FOR THE CARE OF THE MENTALLY DISABLED PERSONS IN THE DEVELOPMENT IN BIH**

According to the Special report on the situation in institutions for mentally disabled persons in development in B&H drafted by the Human Rights Ombudsman in Bosnia and Herzegovina <sup>219</sup>, the absence of legally determined terminology creates legal confusion, which leads to the denial of even the rights of mentally disabled persons. The fact that there is no categorization of institutions and therefore no possibility of classification of users in terms of who can be placed in that an institution, leading to a practice in which the accommodation of mentally disabled persons implemented for years on a "free space."

According to this report:

- Practice continuous professional training there so that professionals do not have the possibility of innovation in their profession.
- line ministry under the pretext that there is no funding for seminars, training, conferences or other forms of professional training does not show interest in the modernization of labour in prisons.

The present situation in the institutions is an evident indicator that the institutions in the lack of training and the risk of burnout reflect on the quality of services people and their willingness to take a professional approach to work.

One of the main recommendations contained in the present report is "Creating a plan and organize the system of continuous professional training programs staff in prisons.

### **8.2. SPECIAL REPORT YOUTH AND CHILDREN IN CONFLICT WITH THE LAW**

According to the Special Report youth and children in conflict with the law drafted by the Human Rights Ombudsman, in cooperation with Save the Children education and training are the main condition for the improvement of work and professional approach to the population of children in conflict with the law. According to the report social workers should be dominant among the staff in the institutions in which they carry out sanctions against minors.

General recommendations of the Report to the Government of FB&H, RS Government and the DB is to provide, conditions for hiring professional staff in institutions that carry penalties against juveniles and educational measures and allocate funds for the employment of professional staff: social workers, educators, psychologists and special education teachers.

### **8.3. SPECIAL REPORT ON THE RIGHTS OF CHILDREN PLACED IN INSTITUTIONS WITH SPECIAL REFERENCE TO NORMS AND STANDARDS**

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<sup>219</sup> [ombudsmen.gov.ba/.../ombudsmen\\_doc2013020401071133](http://ombudsmen.gov.ba/.../ombudsmen_doc2013020401071133)

In chapter V of the report states that there is an **evident absence** of applicable norms for the performance of professional work in social welfare centres, and recommendations to the Ministry of Civil Affairs says clearly that in accordance with the powers of coordination in the field of social protection and in coordination with relevant ministries, immediately take measures to introduce the practice of minimum service standards in the field of social and child protection developed and piloted within the project "Ensuring the right to high-quality social protection for the quality of life of vulnerable categories of children in B&H"<sup>220</sup>.

#### **8.4. SPECIAL REPORT ON THE ROLE OF CENTERS FOR SOCIAL WORK IN THE PROTECTION OF CHILDREN'S RIGHTS**

In this report the Ombudsman for Human Rights drawn up with the support of Save the Children, among others were noted in particular that there are no norms for the performance of professional work in the CSW.

The authorities in Bosnia and Herzegovina must become aware of the important role of CSR, which first recognized the problem, propose a possible solution and record the (lack of) success. The first activity to be undertaken is the adoption of the applicable norms and standards of CSR.

In the opinion of the Ombudsman expressed in this report the social welfare system should be flexible and arranged to suit the different needs of people in different periods of their lives that will allow equal access to services, providing individualized support services, improve compliance costs in the social sector and encourage the development of local capacity support citizens.<sup>221</sup>

#### **8.5. ANALYSIS OF THE IMPLEMENTATION STRATEGY EQUAL OPPORTUNITIES FOR PERSONS WITH DISABILITIES IN F OF BIH 2011-2015. YEAR**

One of the main recommendations of the analysis in the field of social protection, it is necessary to proceed with the establishment of support services OSI and try to stop fighting already established, which can serve as an example of good practice and be a model for the development of the service in other areas.

#### **8.6. ANALYSIS OF THE NEEDS OF CHILDREN AND FAMILIES IN THE FIELD OF SOCIAL WELFARE AND HEALTH IN FBiH AND DB**

In this analysis, highlighted is the problem of access to information on social services. Information to be reduced according to the analysis on the good will and conscientious employee. The main sources of data according to this analysis; acquaintances, relatives and friends who often have incomplete information to potential users do not arrive in a timely manner, resulting in poor awareness of the population about the available types of social rights and services and reduces the possibility of meeting their needs.

#### **CONCLUDING REMARKS**

**From the Special report from the Ombudsman, Analysis consulted in the preparation of this material and other research on the subject of Social Work, qualification and regulation in the European Economic Area, it can be concluded that, among other things necessary:**

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<sup>220</sup> [ombudsmen.gov.ba/.../ombudsmen\\_doc2013020406342668](http://ombudsmen.gov.ba/.../ombudsmen_doc2013020406342668)

- **assess the social care institutions and classification of user institutions**
- **standardize social services of, provide the conditions for the availability of customer service**
- **put into operation support services to users of social services**
- **legally regulate the profession of social work and provide for the registration of Social Workers before practicing the profession**

## IX. RECOMMENDATIONS

- 1.** It is necessary to start activities on the adoption of a legal framework which will define the activity of social work in the Federation. How The Voluntary European quality framework for social services and Recommendations of the Council of Europe (which is a member of the B&H) on social workers, pointing to standardization activities of social work, and the experience of European countries (according to available research) and neighbouring countries (R Serbia and Croatia) confirm that the activities of social work standardized in most European countries, and taking into account the efforts of Bosnia and Herzegovina to access and membership in the EU, it is necessary to initiate activities on passing legislation that will define the activity of social work in the Federation.
- 2.** The legal framework should be based on:

  - A) of establishing uniform rights and services provided in social welfare, taking into account the legal provisions of Republic of Serbia and Croatian R (standardization in Croatia, the number of social workers at the services sub services and users is very detailed and could be the guideline to act in standardization this issue in the FB&H).
  - B) to standardize the minimum technical conditions for the work of skilled workers and professionals  
According to available information the F B&H has not been regulated in a unique way the minimum technical conditions for the work of skilled workers and professionals. The same standardized internal documents of the institution, which is uneven practice and leads to unequal position of skilled workers and professionals
  - C) to standardize the standards and procedures of accreditation of training programs for skilled workers and experts in social protection.  
Available data in the Analysis, it was not possible to get information about existing accredited training for skilled workers and experts in social protection in the. Accredited training only occasionally appears by accredited organizations, both from the Republic of Serbia and R. of Croatia, as well as from European countries.
- 3.** It is necessary to review whether the implementation and standardization of new profiles of skilled workers and professionals in social work activities.  
The analysis includes information on the profile of skilled workers and professionals engaged in the activities of social work in FB&H and standardized existing The Rules on standards for operation and provide social welfare services in the F B&H, as well as information on the profile of skilled workers in the Republic of Serbia and Croatia, and the minimum professional conditions that are necessary for carrying out activities of social work and which are not regulated in a special act. According to available data, profiles of professional workers who are not standardized The Rules are engaged in social welfare institutions and centres (special education teacher, educator, educator-psychologist), and appear as profiles of qualified workers that are necessary for a quality system and the activity of social work.
- 4.** It is necessary to re-examine the justification prescribed model of standardization (the number of skilled workers relative to the number of users) the existing The Rules on standards for operation and provide social welfare services in the FB&H) and the merits of introducing a new model of standardization (the number of skilled workers according to the number of social services such as the R Croatia and the Republic of Serbia).

Reports of social protection and social welfare centres do not contain data on the number of services provided, but only on the number of users who have provided services (excluding Cantonal Centre for Social Work, and social welfare centres in Mostar and Tuzla). Such contents of the report gives a vague and incomplete information on the types and extent of services provided as well as on the scope of work to carry out an expert worker. It further calls into question the proper assessment of burden and evaluation of professional work of professional workers both in centres and in social protection.

5. To the activity of social work was well regulated it is necessary to provide for the possibility of registration of skilled workers and define the authority responsible for the registration of professionals in social work activities. prior to their entry into practice.

Analysis of the existing forms of organization of professional workers in social work activities (e.g. Association of Social Workers.) Did not provide sufficient information on which they could suggest some of the existing models of organization of professionals who would take over the tasks of registering professional workers before the start of practice in the Federation. Experience of Serbia and R Croatian, according to which the Chamber of Social Workers (Croatia) or the Chamber of social security (Republic of Serbia) is defined as the authority responsible for the registration of skilled workers can serve as an example of a solution to the defined competent authority for registration of professional workers (as well as other issues important for the functioning of organ authorized the establishment, operation, powers, funding and other important issues) in the.

A) Registration of professionals in social work activities should be possible, after the traineeship or work experience for a period of 12 months, taking the professional / internship exams and getting a certificate / license (the practice of neighbouring countries and some European countries).

B) In order to perform the internship was not possible, it is necessary to level the FB&H adopt a special act which will issue internship be arranged (the experience of the Republic of Serbia and Croatian R)

6. Defined authority responsible for the registration of professionals in social work activities within their jurisdiction should include the follow-up professional development and renewal of the operating license (certificate / license) professional workers in social work activities

After passing an exam after completion of internship and obtaining the certificate / license for operation in most European countries is the duty of further professional development that accompany the different bodies (Denmark- Association of Social Workers, Sweden- National Agency for Higher Education, Germany-professional association of social work). This further means that the normative should ensure that the authority dealing with registration of professionals within its jurisdiction has the follow-up professional development and renewal of the operating license (certificate / license) professional workers in social work activities.

A) In order to provide quality professional development, diversity and availability of models of professional development it is necessary to separate the act on professional training (after the experience of the Republic of Serbia or Croatian R) define all the issues of importance to training (training models, tracking training, funds for financing the costs of training, scoring, certification, absence from work during the training and the like.)

The analysis showed that there is a regulated, continuous, on needs-based professional development.

According to the analysed reports of expert workers in social work activities passed the professional training through seminars, training, workshops, round tables and to the issues that deal with certain services (foster care, day care centres, domestic violence ...). According to reports of institutions, social work centres and NGO holders of education were most often: local and international NGOs, relevant state, entity and cantonal ministries for specific areas. In most cases, providers of professional training are also funded training costs. Previous experience in the field of professional training

of skilled workers can be used for the adoption of the Programme of professional training, and holders of professional training recognized as important actors for the implementation of accredited professional development program.

**7.** It is necessary to establish a common methodology for the preparation of annual reports of social welfare institutions and centres of social work at the level of the.

Analysis of reports of social care institutions and centres of social work has shown that there is no single methodology of reporting. Therefore it was difficult to get information about the profile and the number of skilled workers, minimum technical conditions to be met, the number and type of services provided, professional training of skilled workers and other issues.

## SOURCES

### EUROPEAN UNION

- The Treaty on European Union
- European Social Charter
- The Charter of Fundamental Rights
- The European Code of Social Security by the protocol signed in 1964
- Recommendation of the Council of Europe on social workers (Rec (2001) 1).
- Social Protection Committee of the EU SPC / 2010/10/8, The Voluntary European framework for the quality of social services, published as the 1st Contribution to the second biannual report on services

### Strategies / Policies / Recommendations:

- Europe 2020 Strategy

### REPUBLIC OF CROATIA

- Constitution
- The Social Welfare of R. of Croatia;
- Law on social work activities of the R. of Croatia,
- Law on the quality of social welfare;

### Regulations:

- Rules on minimum requirements for the provision of social services
- Regulations on the procedure for issuing, renewal and revocation of licenses for independent work (license);
- Ordinance on the content and the process of continuous training and proficiency checks;
- Rules on internship professionals in social welfare institutions;
- Rules on the quality standards of social services Croatia R;
- Quality standards of social services with guidelines for their implementation;
- Ordinance on the technical inspection;
- Rules on the selection of the bodies of the Croatian Chamber of social workers;
- Regulations on the Establishment and Operation of the of professional section of the Croatian Chamber of social workers;
- Code of Ethics for social workers and of social workers in social work activities;
- Statute of the Croatian Chamber of social workers;
- Amendments to the Articles of Association of the Croatian Chamber of social workers;

- Ordinance on internship and professional exam in Social Welfare
- Regulations on the procedure for issuing, renewal and revocation of licenses for independent work
- Regulations on the procedure of registration in the directories of members of Croatian Chamber of social workers
- Ordinance on the content, deadlines and procedures for verification of expertise

#### **Strategies and policies:**

- Joint Inclusion Memorandum - ENG - EU
- Strategy of Social Welfare Development in the Republic of Croatia 2011 - 2016 .;
- The decision to plan for deinstitutionalization and transformation of social welfare homes and other legal entities performing social welfare activities in the Republic of Croatia;
- Plan for deinstitutionalisation and transformation of social welfare homes and other legal entities performing social welfare activities in the Republic of Croatia;
- Guidelines for the development of an individual plan for deinstitutionalization and transformation of social welfare homes and other legal entities;
- Report on the Implementation of the Joint Memorandum on Social Inclusion of the Croatian, between the Croatian Government and the European Commission for the period from March 2007 to June 2008;
- The report on the assessment of social planning;
- Summary of the report on the assessment of transformation and deinstitutionalization of social care homes, December 2013 .;
- Common EU guidelines for the transition from institutional care to support services for community life;
- Manual for the use of EU funds for the transition from institutional care to support services for community life;
- Monthly statistical reports from 2003 to 2016. year - rights and users, and other classifications (by gender, age, status, etc.).
- Document - The network of social services;
- Decision on the network of social services<sup>222</sup>;

#### **REPUBLIC OF SERBIA**

- Constitution
- The Stabilisation and Association Agreement with EU

#### **Laws:**

- Law on Social Protection of the Republic of Serbia;
- Regulations:
- Rules on organization, norms and standards of the centre for social work;

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<sup>222</sup> Dana 7. studenoga 2014. godine ministrica socijalne politike i mladih donijela je Odluku o Mreži socijalnih usluga. Ovom Odlukom utvrđuje se Mreža socijalnih usluga kojom se određuje potreban broj i vrsta socijalnih usluga za područje Republike Hrvatske, sukladno stvarnim potrebama korisnika kojima se pravo na socijalne usluge priznaje rješenjem nadležnog centra za socijalnu skrb. Potreban broj i vrsta socijalnih usluga prikazani su prema područjima jedinica područne (regionalne) samouprave, odnosno Grada Zagreba, zasebno sa svaku korisničku skupinu.



- Ordinance on the professions in social protection;
- Rules on detailed terms and standards for provision of social services;
- Regulations on licensing organization of social protection;
- Regulations on licensing of professional workers in social protection;
- Regulation on standards and procedures for accreditation of training programs for skilled workers and experts in social protection ;

## **BOSNIA AND HERZEGOVINA**

- Constitution of Bosnia and Herzegovina;
- Constitution of the Federation of Bosnia and Herzegovina;
- Constitution of the Republika Srpska;
- The Stabilisation and Association Agreement between the EU and Bosnia and Herzegovina signed in 2007, came into force on 01.06.2015.
- Report on Economic and Social Rights, Human Rights Centre, University of Sarajevo, 2010

## **FEDERATION OF BIH**

### **Laws and Regulations:**

- Law on Social Protection, Protection of Civil War Victims and Families with Children (FB&H Official Gazette no. 36/99, 9, 54/04, 39/06, 14/09);
- Ordinance on standards for operation and provision of services in social welfare institutions in FB&H ("Official Gazette of B&H" No. 15/13);
- Labour Law of the Federation of Bosnia and Herzegovina - 26/16

### **Strategies and policies:**

- Strategy of Development and Social Inclusion of B&H;
- FB&H Employment Strategy (2009-2013);

### **Documents:**

- Situation analysis on the survey "Mapping social services in FB&H" - April 2016 - Earth children;
- Report of the KYU "Home for the social welfare of people with disabilities and others" Sarajevo No. 22-420 / 15;
- Report of the KYU "Gerontology Centre" Sarajevo No. 09-1251 / 15;
- Report of the Institute for the Mentally Disabled Persons' Bakovići "No. 01-34-330 / 15;
- Report of the "Home for children without parental care" in Sarajevo number 524/15;
- Report of the KYU "disciplinary centre" Sarajevo No. 35-01-02-229 / 15;
- Report of the Public Institution Centre for Social Work Vareš number: 05-5-994 / 15;
- Report of the Public Institution Centre for Social Work Livno Number: 02.01.1057 / 15;
- Report of the Public Institution Centre for Social Work Travnik number: 02-0.3-54 / 15;
- Report of the Public Institution Centre for Social Work Jajce No. 101-01-6-3881 / 15;
- Report of the PI "Cantonal Centre for Social Work" number: 35 / X-06-024-914 /;

### **Links:**

- Association of Social Workers USC <http://www.udruzenjesocijalnihradnikausk.ba/>
- Association of Social Workers SBC <https://www.facebook.com/Udruzenje-socijalnih-radnika-Srednjobosanskog-kantona-697192700370453/>
- Association of Social Workers HNC <http://bljesak.info/rubrika/lifestyle/clanak/socijalni-radnici-hnz-obiljezili-tjedan-socijalnog-rada/152142>
- Association of Social Workers WHC <http://tgportal.net/osnovana-udruga-socijalnih-radnika-hbz/>
- <https://bs.wikipedia.org/>

## **Cantons (FB&H)**

### **Tuzla Canton**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children ("Official Gazette of Tuzla Canton" No: 12/00, 5/02, 13/03, 08/06 and 11/09)
- Rules on Professional Examination of Tuzla Canton (Official Gazette of Tuzla Canton no.05/03; 01/07; 07/07; 08/08; 05/09)

### **Canton Sarajevo**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children (Official Gazette of Sarajevo Canton ", no. 38/14-revised text)

### **Zenica – Doboј Canton**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children („Official Gazette of ZDC“ number:13/07, 13/11, 3/15, and 2/16)

### **West-Herzegovina Canton**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children (Official Gazette of West-Herzegovina Canton, no. 16/01, 11/02, 4/04, 9/05, 21/12).

### **Una-Sana Canton**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Una-Sana Canton Official Gazette of the Una-Sana Canton "No.: 5/00 and 7/01).

### **Posavina Canton**

- Law on Social Protection of Posavina Canton "Posavina Canton Official Gazette" No.: 5/04

### **Bosnian Podrinje Canton**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children Podrinje Canton ("Official Gazette of Bosnia-Podrinje Canton" No.: 7/08);

### **Central Bosnia Canton**

- Law on Social Protection, Protection of Civilian War Victims and Protection of Families with Children of Central Bosnia Canton ("Official Gazette of the Central Bosnia Canton" No.: 10/05 and 2/06);

### **Herzegovina-Neretva Canton**

- Law on Social Protection of the Herzegovina-Neretva Canton ("Official Gazette of the Herzegovina-Neretva Canton", Number: 3/05)

### **C10**

- Law on Social Welfare of Canton 10 ("Official Gazette of Canton 10" No.: 5/98)

## **REPUBLIKA SRPSKA**

### **Laws:**

- Law on Social Protection of Republika Srpska (Official Gazette of RS, No. 37/12);

- Law on Child Protection of Republika Srpska (Official Gazette of RS, No. 04/02, 17/08 and 09/01);
- Labour Law of Republika Srpska (Official Gazette of RS No. 1/16);

**Regulations:**

- Rules on the conditions for the establishment of social protection ("Official Gazette of RS" No. 24/13);
- Rules on the management of national identification records and documentation of user rights, forms, measures and services of social protection ("Official Gazette of RS" No. 80/24);
- Rules on the conditions for the establishment of social protection ("Official Gazette of RS" No. 24/13).