



Save the Children
Norway

Vidljivi, informirani, jaki *Visible, Informed, Strong*



Modeli zaštite posebno ranjivih grupa djece
Models of protection of vulnerable groups of children

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Andrea Žeravčić, Almija Kapidžić

Urednik i autor/ Editor and Author:
Alema Kazazić

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Save the Children Norway vodeća je neovisna nevladina organizacija za promociju prava djece u svijetu. U regionu jugoistočne Evrope prisutna je od 1997. godine, iako je ured u Sarajevu otvoren 2000. godine. Regionalni ured svojim aktivnostima pokriva Bosnu i Hercegovinu, Srbiju i Crne Goru. Takođe, participira u pojedinim projektima u drugim zemljama poput Hrvatske, Slovenije i Albanije. Priče koje slijede nastale su u regionu Balkana. One, zapravo, pokazuju kako od malih koraka, na početku, dugotrajnim organiziranim djelovanjem, *Save the Children Norway* donosi trajne promjene u životima djece.

„Vidljivi informirani snažni – zaštita ranjive djece u jugoistočnoj Evropi od nasilja“ (Visible Informed Strong – Safeguarding vulnerable children from violence in SEE) je projekat koji je *Save the Children Norway* Regionalni ured za jugoistočnu Evropu realizirao uz podršku organizacije *Save the Children*

Save the Children Norway is the world leading independent non-governmental organisation devoted to the promotion of children's' rights. It is present in South East Europe since 1997, although its Sarajevo office was opened in 2000. The activities of the regional office cover Bosnia and Herzegovina, Serbia and Montenegro. The office also participates in projects in other countries, such as Croatia, Slovenia and Albania. The stories which follow developed in the Balkans. They show how the organised, long-term activities of *Save the Children Norway*, which start with small steps, bring about lasting changes in the lives of children.

“Visible, Informed, Strong – Safeguarding Vulnerable Children from Violence in South East Europe“ is a project implemented from 2008-2011 by *Save the Children Norway's* Regional Office for South Eastern Europe with the support of *Save the Children Italy* and in co-operation with partners such as *Medica* (Zenica, Bosnia and Herzegovina), *Zemlja djece* (Tuzla, Bosnia

Italije u periodu od 2008-2011. godine, u saradnji sa partnerima Medica (Zenica, BiH), Zemlja djece (Tuzla, BiH), Familia (Beograd, Srbija) i Beosupport (Beograd, Srbija). Projekat je imao za cilj razvijanje održivih modela za zaštitu posebno ranjivih skupina djece (djeca koja obavljaju rad na ulici, djeca Romi, djeca žrtve i svjedoci nasilja, djeca sa posebnim potrebama i djeca bez roditeljskog staranja u hraniteljskim porodicama/institucijama) od različitih oblika nasilja. U toku trogodišnje realizacije projekta, postignuti su izvanredni rezultati, što želimo i pokazati na stranicama koje slijede. Svrha ove publikacije jeste da se predstave različiti modeli zaštite djece od nasilja, koje su razvile partnerske organizacije u Bosni i Hercegovini i Srbiji, da se promovira njihov rad i ostvareni rezultati, kao i da se dokumentuju principi i procesi u radu sa posebno ranjivim skupinama djece.

Na stranicama koje slijede, možete saznati više o pojedinačnim načinima rada, te se upoznati sa pričama korisnika projekta.

and Herzegovina), Familia (Belgrade, Serbia) and Beosupport (Belgrade, Serbia). The aim of the project was to develop sustainable models of safeguarding particularly vulnerable groups of children (children working on the streets, Roma children, children who were victims and witnesses of violence, children with special needs and children without parental care in foster families or institutions) from various forms of violence. During the three-year implementation of the project we achieved extraordinary results, which we would like to demonstrate on the following pages. The purpose of this publication is to present various models of safeguarding children from violence developed by partner organisations in Bosnia and Herzegovina and Serbia, to promote their work and the results they have achieved, as well as to document the principles of, and the processes involved in working with particularly vulnerable groups of children.

The following pages will introduce you to the individual methods of work and the stories of project beneficiaries.

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Prva stanica na putu do naših partnera je grad Zenica u Zeničko-dobojskom kantonu koji broji oko 400.000 stanovnika. Nalazi se u središnjem dijelu Bosne. U vrijeme dok je nastajala priča o **Slavici** nevladina organizacija **Medica** je obilježavala sedamnaestu godinu rada. Ova partnerska organizacija Save the Children-a svoju viziju temelji na uvjerenju da žene i djeca treba da žive u okruženju bez nasilja i diskriminacije, te se zalaže za punu jednakopravnost u porodici i društvu.

Nažalost, ova humanistička vizija sretne i harmonične porodice narušena je nakon rata u BiH (1992-1995.). Prema dostupnim podacima u Bosni i Hercegovini živi oko 4,5 miliona stanovnika. Svjetska zdravstvena organizacija (WHO) procjenjuje da u toj populaciji ima oko 1,2 mil. traumatiziranih osoba. Za profesionalce u Medici koji su obučeni za pružanje psiho-socijalne pomoći ovakva situacija predstavlja veliki izazov i odgovornost.

Our first stop is the city of Zenica, in Zenica-Doboj Canton, with its 400.000 inhabitants. It is located in the central part of Bosnia. As the story of **Slavica** was emerging, the non-governmental organisation **Medica** was celebrating its seventeenth anniversary. This partner organisation of *Save the Children* bases its vision on the conviction that women and children should live in an environment free of violence and discrimination, and strives for their full equality in family and society.

Unfortunately, this humanistic vision of the happy and harmonious family was impaired after the war in Bosnia and Herzegovina (1992-1995). According to the available data, Bosnia and Herzegovina has approximately 4.5 million inhabitants. World Health Organisation (WHO) estimates that this number comprises about 1.2 million traumatised persons. For the professionals at *Medica*, trained for providing psycho-social assistance, this situation poses a great challenge and responsibility.



Priča o Slavici: Žrtva incesta

Slavica's story: Incest victim

«Kada se vratim u svoje mjesto, želim educirati mještane o nasilju kako bi znali pomoći sebi i drugima. Nadam se da će moj otac biti kažnjen, da nikada (!) neće izaći iz zatvora i da ću imati normalan život sa svojom majkom i braćom.» (Slavica, 15)

“When I get back to my village, I want to educate the villagers about violence, so that they know how to help themselves and others. I hope my father gets punished, I hope he never (!) gets out of jail, and I hope I’ll be able to have a normal life with my mum and brothers.” (Slavica, 15)

Slavica (15) živi u Sigurnoj kući. To joj je mjesto vratilo nadu da postoji novi početak, iako nije lako, preko noći, promijeniti proteklih petanest godina života. Odrasla je sa dva mlađa brata, majkom i nasilnim ocem u malom, patrijarhalnom selu gdje je veća sramota pobuniti se nego trpiti porodično nasilje. Slavica je, dok druge djevojčice počinju sanjati prve djevojačke snove doživjela tešku traumu. Njen otac ju je sa 14 godina počeo seksualno zlostavljati. Jedini izlaz našla je u bijegu od kuće. Nedugo poslije smještena je u Medicu. Pristup majkama i djeci žrtvama nasilja u ovoj ustanovi temelji se na humanističkim vrijednostima i uključuje pružanje usluga sigurne kuće i psihološkog savjetovališta uz medicinsku i psihološku pomoć klijentima. Za Slavicin oporavak potrebno je vrijeme.

Medica Zenica koristi jedinstven model rada sa djecom, ženama i muškarcima koji su prepoznale i podržale i

Slavica (15) lives at the safe house. The safe house has restored her hope that there is such thing as a fresh start, although changing the last fifteen years of her life overnight is all but easy. She grew up with two younger brothers, mother and a violent father in a small patriarchal village where suffering domestic violence is a lesser disgrace than standing up for oneself. As other girls were dreaming their first maidenhood dreams, Slavica had to go through a severe trauma. Her father started to abuse her sexually when she was fourteen. Her only way out was to escape from home. Soon after, she was placed in *Medica's* safe house. At *Medica*, the approach to mothers and children who were victims of violence is based on humanistic values and includes safe house services, psychological counselling and medical and psychological support to clients. Slavica's recovery will take time.

Medica Zenica uses a unique model of working with children, women and men, which was acknowledged and supported by cantonal government bodies. The direct

vladine institucija Zeničko-dobojskog kantona. Model direktne pomoći i dugoročne prevencije ima za cilj omogućiti ženama i djeci adekvatnu podršku i pomoć u Sigurnoj kući tokom njihovog procesa oporavka. Osim individualnog rada sa žrtvama ili svjedocima nasilja i njihovim porodicama Medica je u vršnjačke edukativno-kreativne radionice o psiho-socijalnim temama uključila i štićenike iz JU Dom porodica - ustanove koji skrbi o djeci bez roditeljskog staranja, a uspostavljena je i saradnja sa romskom nevladinom organizacijom Romano centro.

Nažalost, statistika ukazuje da su u Medici dominantni korisnici u protekle dvije godine bila djeca, bilo da su svjedoci ili žrtve nasilja.

Za Slavicu je boravak u skloništu i prilika da nauči frizerski zanat. Ne krije da je na početku imala problem prilagođavanja na novu školu, obaveze. Druga djeca su je gledala s podozrenjem jer dolazi sa sela. Njen najsretniji dan je srijeda kada pohađa praktičnu nastavu u Medica obrazovnom centru.

U Slavicinoj porodici tuge ima napretek. Majka i dvojica braće teško su se suočili sa njenom traumom. «Slavica je doživjela nasilje. Kada učitelj spomene da neki ljudi čine loše stvari, ja se sjetim toga i budem tužan, moja sestra je ponekad tužna, vidim to na njenom licu», kaže njen mlađi brat.

Porodica je prošla kroz individualni i grupni terapijski rad i lakše govore o traumatičnom iskustvu. »Ja sam tužna jer nekada pomislim da mi ljudi ne vjeruju, pogotovo moj mlađi brat koji me optužuje za odvajanje od našeg oca». Njen oporavak majka opisuje kroz spore ali vidljive promjene. Otkad je Slavica uključena u aktivnosti «ona je postala sigurnija, a njezino raspoloženje se poboljšalo.»

Sigurno da je edukacija u Medici o nasilju u porodici i njegovim uzrocima pomogla da smanji Slavicinu krivnju

assistance and long-term prevention model aims to ensure adequate support and assistance to women and children at the Safe house during their recovery. In addition to individual work with victims or witnesses of violence and their families, Medica has organised educational and creative peer workshops on psycho-social topics and included the wards of the *Dom porodica* – an institution which cares for children without parental care, and has established co-operation with the Romany NGO *Romano centro*.

Unfortunately, the statistics show that most of the users of Medica's services in the last two years were children, both witnesses and victims of violence.

Slavica's stay at the shelter has presented her with an opportunity to learn the hairdresser's skill. She is open about the fact that she had initially had difficulties adjusting to her new school and new obligations. Other children regarded her suspiciously because she was from the country-side. Her happiest day of the week is Wednesday, when she attends practical courses at the *Medica Education Centre*.

There is plenty of sorrow in Slavica's family. Her mother and brothers found it hard to face her trauma. "Slavica had to put up with violence. When a teacher mentions that certain people do certain bad things, I think of her and it makes me sad. My sister is also sad sometimes. I can see it on her face", says her younger brother.

The family has gone through individual and group therapy, and it is now easier for them to talk about the traumatic experience. "I'm sad, because sometimes I think that people don't trust me, especially my younger brother who blames me for the separation from our father." Her mother describes Slavica's recovery as a series of slow yet visible changes. Since Slavica started to take part in the activities she has "become more self-confident, and her mood has improved."

It is certain that the education on domestic violence and its causes, which Slavica has received at Medica, has

koju je osjećala kao dodatnu sramotu, stalno se pitajući: «Zašto se ovo meni dogodilo?» Stariji brat nakon niza radionica drugačije gleda na proživljeno iskustvo. Sada zna da su djeca žrtve i da nema opravdanja za nasilje nad njima zbog neposlušnosti, slabih ocjena itd. Oni sada zajedno, korak po korak, grade novu porodičnu strukturu u kojoj će svako imati svoje mjesto i poštovanje. Priča o Slavici, njena dva brata i majci nekako se poklopila sa početkom projekata **Vidljivi, informirani, snažni** koji se realizuje od 2008. godine. Ovaj projekat omogućio je aktivno uključivanje djece iz desetina ruralnih područja u edukativno-kreativne radionice koje su osmišljene da informišu o nasilju, nenasilnom rješavanju konflikata te uspješnoj komunikaciji. Edukacijom je pojačana vidljivost traumatizirane djece koja su pretpjela neki od oblika nasilja. Direktno učešće djece u kampanjama te u izradi promotivnog materijala (kalendara i planera) omogućilo im je da u sigurnom okruženju prepoznaju vlastite snage i vrijednosti, budu uvažavana i pitana za mišljenje te konačno budu djeca.

Slavica je nakon što se njeno psihičko stanje stabiliziralo kroz intenzivan terapijski rad uključena u program Dječije kuće (Kinder house) gdje je prošla obuku za vršnjake- edukatore. Uloga edukatora ima poseban značaj za nju i to je vrijedno iskustvo u razvoju samopouzdanja, vjere i sigurnosti u sebe. Stečeno znanje i vještine su joj bile od velike koristi u rješavanju situacija u kojima se našla na početku školske godine sa profesorima i školskim kolegama. Njen rad na radionicima dobio je visoku ocjenu. U Medici na nju gledaju kao na «dijete koje voli učenje i sticanje novih znanja i vještina. Vrlo je odgovorna u ispunjavanju svojih zadataka u sklopu projekatana kojim je radila. Motivirana je za rad.»

Uspostava politike nulte tolerancije za nasilje u zajednici usmjereno prema djeci i ženama rezultat je

helped to diminish the sense of guilt and shame Slavica was feeling as she constantly asked herself, "Why did this happen to me?". After a series of workshops, her older brother has a different perspective of this experience. He now knows that children are the victims and that there is no justification for subjecting them to violence because of insubordination, bad marks, etc. Step by step, they are slowly building a new family structure in which everyone will have their place and due respect. The story of Slavica, her two brothers and her mother somehow coincided with the onset of the project **Visible, Informed, Strong**, which has been in implementation since 2008. This project made it possible to include children from dozens of rural areas into educational and creative workshops designed to inform about violence, non-violent conflict resolution and successful communication. This education increased the visibility of the traumatised children who had suffered some form of violence. Direct participation of children in various campaigns and the making of promotional materials (calendars and planners) made it possible for them to see their own strengths and value, to be acknowledged, and to be children at last.

Once her general mental condition was stabilised through intensive therapy, Slavica was included in the Kinder House programme, where she underwent training for peer-educators. Her role as an educator has special importance to Slavica, and it has been an invaluable experience for her, one which has helped her to develop self-confidence and self-esteem. The knowledge and skills which she has acquired have been extremely useful in dealing with social situations involving her teachers and fellow students at the beginning of the school year. Her performance in workshops earned her high marks. At Medica, she is seen as a "child who loves to learn and acquire new skills. She is very responsible when it comes to completing her tasks within the projects she participated in. She is highly motivated."

The establishment of a zero-tolerance policy for violence against women and children in the community

koji žele postići stručnjaci u Medici. No, osiromašenoj i «razorenoj» porodici u Bosni i Hercegovini potrebna je sistematska podrška. Preliminarni nacrt *Zakona o socijalnoj zaštiti u FBiH* osigurava veća prava žrtvama nasilja kroz socijalna davanja. Potpisani *Protokol o međusobnoj saradnji u radu na prevenciji i zaštiti žrtava nasilja u porodici* između Ministarstva za rad, socijalnu politiku i izbjeglice Zeničko-dobojskog kantona i Medice nastavak je sveobuhvatne podrške i pomoći žrtvama nasilja i osiguranje dugoročnog sufinansiranja za Sigurnu kuću. Za Slavicu su informacije koje je čula u Sigurnoj kući bile novina. Naučila je kako da zaštiti sebe te da postane vršnjačka edukatorica, na što je posebno ponosna. Moći će svoje znanje i vještine dijeliti s drugom djecom i tako im pomoći da žive u okruženju bez nasilja.

«Kada se vratim u svoje mjesto, želim educirati mještane o nasilju kako bi znali pomoći sebi i drugima. Nadam se da će moj otac biti kažnjen, da nikada (!) neće izaći iz zatvora i da ću imati normalan život sa svojom majkom i braćom», priča Slavica. Osoblje Medice posebno raduje što petnaestogodišnja djevojčica nakon seksualnog zlostavljanja ima «viziju svoje budućnosti»... Želi nakon srednje škole nastaviti usavršavati vještine za frizera koje je usvojila na tečaju u Medici i vidi sebe kao buduću frizerku u svom selu. Blizu je ispunjenja sna da uljepšava sebe i druge.

is the result the professionals at *Medica* would like to achieve. However, the impoverished and broken Bosnian and Herzegovinian family needs systemic support. The draft of the *Social Protection in the Federation of Bosnia and Herzegovina Act* grants greater welfare rights to victims of violence. The *Protocol on Co-operation in the Prevention of Domestic Violence and the Safeguarding of Victims* signed by the Ministry of Labour, Social Policy and Refugees of the Zenica-Doboj canton and *Medica* is a continuation of comprehensive support and assistance to victims of violence, and it ensures long-term co-financing of the safe house. The information Slavica received at the safe house was something new to her. She learnt how to protect herself and she became a peer educator, which is something she is especially proud of. She will be able to share her skills and knowledge with other children and thus help them live in a violence-free environment.

“When I get back to my village, I want to educate the villagers about violence, so that they know how to help themselves and others. I hope my father gets punished, I hope he never gets out of jail, and I hope I’ll be able to have a normal life with my mum and brothers”, says Slavica. The staff at *Medica* is especially happy to see that the fifteen-year-old girl has a “vision of her future” after she has experienced sex abuse. When she leaves secondary school she wants to hone her hairdressing skills which she had acquired at a course at *Medica*, and she sees herself as a future hairdresser in her village. She is close to making her dream of beautifying herself and others true.



Medica Zenica je stručna ženska nevladina organizacija, koja od aprila 1993. godine kontinuirano pruža psiho-socijalnu i medicinsku podršku ženama i djeci žrtvama ratnog, a potom i poratnog nasilja, uključujući žrtve ratnih silovanja i seksualnog nasilja u mirnodopskim uslovima, žrtve porodičnog nasilja, te žrtve trgovine ljudima.

Uz direktni rad sa žrtvama traume i nasilja, *Medica Zenica* provodi i niz edukativnih, istraživačkih, zalagačkih i izdavačkih projekata usmjerenih na promociju i zaštitu ljudskih prava, prevenciju i rehabilitaciju od seksualnog i porodičnog nasilja te suzbijanje trgovine ljudima.

U svom radu, *Medica* povezuje direktnu zaštitu i asistiranje žrtvama traume i nasilja, djelujući kroz postojeće servise, sa zalaganjem za pozitivne promjene u institucijama i zajednici spram problema koje uzrokuju pojavu nasilja.

Medica Zenica je prepoznatljiva, jer se njen odnos prema preživjelim traume i nasilja temelji na humanističkim vrijednostima i holističkom pristupu.

Medica Zenica is a professional female non-governmental organisation which has continually provided psycho-social and medical support to women and children who were victims of violence during wartime and in the aftermath of war, since April 1993. This includes victims of wartime rape, sex abuse in the aftermath of war, domestic violence victims and trafficking victims.

In addition to direct work with trauma and violence victims, *Medica Zenica* implements a series of educational, research, advocacy and publishing projects centred round promotion and protection of human rights, prevention of sex abuse and domestic violence, rehabilitation of victims and prevention of human trafficking.

Medica links direct protection and assistance to victims of violence and trauma in the services it currently provides, always striving for positive changes in institutions and the community to tackle problems which cause violence.

Medica Zenica has a recognisable profile, owing to the fact that the way it treats trauma and violence survivors is based on humanistic values and a holistic approach.

Veoma teška politička i socijalna situacija u BiH dodatno je pogoršana utjecajem globalne krize. Veliki broj građana živi ispod granice siromaštva, a prema posljednjim relevantnim procjenama siromašna je svaka peta porodica¹. U takvoj situaciji svakodnevno se na najbrutalniji način krše prava djece. Oni trpe nasilje, zlostavljanje, iskorištavanje i zapostavljanje od odraslih, a zakonodavstvo koje nije harmonizirano sa međunarodnim pravnim normama u većini slučajeva samo formalno štiti njihova zagarantovana prava.

Djeca izložena nasilju i radnoj eksploataciji u najvećem broju slučajeva su pripadnici romske manjine. Prema podacima *Zemlje djece*, jedinstvene organizacije u sjevero-istočnoj Bosni, mališani koji rade na ulici uglavnom pripadaju starosnoj skupini od 5 do 14 godina. Velika nezaposlenost i pad ekonomije uzroci su porasta eksploatacije dječije radne snage na ulicama BiH. Osim radne eksploatacije na ulici, djeca trpe emocionalno, fizičko i seksualno zlostavljanje i u vlastitim domovima. U stvarnosti, mnoga od ove djece «ne postoje» jer nemaju identifikaciona dokumenta.

The difficult political and social situation in Bosnia and Herzegovina has been exasperated due to the current global crisis. A large number of citizens live below the poverty line. According to the most recent relevant estimates, every fifth family is poverty-stricken¹. In a situation like this, children's rights are brutally broken on a daily basis. Children suffer violence, abuse, exploitation and neglect at the hands of adults, and the legislation, which is not harmonised with international legal norms, in most cases protects their guaranteed rights only formally.

In most cases, children subjected to violence and labour exploitation are members of the Roma minority. According to the data of *Zemlja djece*, a unique organisation from northeast Bosnia, the little ones working on the streets are mostly between five and fourteen years of age. Great unemployment rates and economic slump have brought about an increase in exploitation of child labour force on the streets of Bosnia and Herzegovina. Apart from labour exploitation on the street, the children suffer emotional, physical and sexual abuse even in their own homes. In reality, many of these of children “do not exist”, as they do not have identification documents.

¹ Izvještaj o humanom razvoju za Bosnu i Hercegovinu 2007 - Socijalna uključenost u BiH
<http://www.undp.ba/index.aspx?PID=36&RID=63>

¹ National Human Development Report for Bosnia and Herzegovina 2007 – Social inclusion in Bosnia and Herzegovina
<http://www.undp.ba/index.aspx?PID=36&RID=63>



Priča o Almiru: Pravo na identitet?

Almir's story: Right to identity

«Nakon svega što mi se desilo znam da sam jako sretno dijete!» (Almir, 14)

“After all I've been through I know that I'm a very lucky child!” (Almir, 14)

Almir (14) živi u tročlanoj porodici s ocem i majkom koja ga odgaja od kako je bio beba, iako nije njegova biloška majka. Žive u oskudici i neimaštini, a jedini su im prihodi sezonska prodaja šumskog voća koje sakupljaju njegovi roditelji. Otac je alkoholičar, a često je i nasilan. Majka je u lošem zdravstvenom stanju. Odgojno je zapušten dječak i prepušten sam sebi. Nije na vrijeme upisan u školu. Nakon što je počeo dolaziti u Telex dnevni centar stvari su poprimile potpuno drugačiji smisao.

„Do sada nisam imao priliku ići u školu. Bio sam nezadovoljan i tužan. Tako sam želio imati prijatelje. Niko iz mog naselja se nije htio družiti sa mnom. Čak su se šalili na moj račun jer nisam išao u školu. Od kad sam upisao školu sve je krenulo nabolje, sada imam prijatelje i upoznao sam mnogo dobrih ljudi. Završio sam šest razreda, naučio svirati gitaru, idem na časove engleskog jezika i član sam Drum orkestra u Telex Centru, što me čini jako sretnim”, kratko je opisao

Almir (14) lives in a family of three, with his father, and a mother who has been raising him since he was a baby although she is not his biological mother. They live in poverty, and their only source of income is seasonal selling of forest fruit which his parents pick. His father is an alcoholic and is often violent. His mother's health is rather poor. He is a boy who has been neglected with respect to rearing and left to his own devices. He did not start school on time. But when he started to frequent the Telex day centre things took a different turn.

Almir briefly describes his situation: “Until now I never had an opportunity to go to school. I wanted to have friends so badly. No one from my neighbourhood wanted to be friends with me. They even made jokes about me not going to school. But since I started school things have changed for the better, I've got friends now and I've met a lot of good people. I've completed the

svoju situaciju Almir.

Uključenje u program koji vodi udruženje Zemlja djece kroz Dnevni centar Telex za Almira je bio pun pogodak. Tinejdžerski centar Telex okuplja djecu i mlade od 12 do 20 godina s namjerom da poboljšaju psihosocijalno stanje djece i mladih koji većinu vremena provode na ulici.

Almirovi otac i majka teško su se nosili sa roditeljstvom. Bila im je potrebna pomoć, a nisu znali gdje da je traže. Dječak je većinu vremena provodio na ulici. Radnici centra bili su šokirani uslovima života ove tročlane porodice, bez struje i vode.

Dječakova majka je sada vrlo zahvalna „*ljudima koji su se trudili oko Almira. Moj muž i ja primjećujemo koliko se Almir promijenio. Nama ljudi iz Centra mnogo znače, znam da mogu doći kad god je to potrebno. Osjećam se drugačije kada znam da me neko želi saslušati. Znam da je Almir siguran, da uvijek može popiti, pojesti nešto toplo i da tamo uči. Dolazak mog sina u Telex je učinio da on postane kao i njegovi vršnjaci.*”

Ovo je inovativan model rada primjenjiv za svu djecu koja nisu obuhvaćena obrazovnim sistemom a posebno za djecu koja zahtijevaju dodatnu pomoć u uključivanju, pripremi i savladavanju školskog gradiva, a za koju lokalna zajednica nema razvijene strategije djelovanja i rješenja. U radu sa „djecom ulice” identifikovana su dva strateška pravca: edukativno/savjetodavni rad sa djecom ali i sa njihovim porodicama koje su aktivno uključene, kao drugi vrlo važan segment.

Almirovi roditelji danas su jako ponosni na dječaka i pokazuju interes za njegov razvoj. Otac o dječaku govori s puno poštovanja. „*Almir je dobar učenik i svi ga hvale, naročito nastavnici i komšije. Kod kuće je sada*

sixth form, I've learnt to play guitar, I attend an English course and I'm a member of the drum orchestra at the Telex centre, which makes me very happy”.

Almir's inclusion in the programme run by the association Zemlja djece at the Telex day centre hit the bull's-eye. The Telex youth centre accommodates children and youth aged between 12 and 20, in order to improve the psychosocial situation of children and youngsters who spend most of their time on the streets.

Almir's mother and father struggled with parenting. They needed help, but they didn't know where to get it. The boy spent most of his time on the street. The employees of the centre were appalled at the conditions in which the family lived without electricity and tap water.

The boy's mother is now very grateful to “*the people who made an effort to help Almir. My husband and I notice how much he has changed. The people from the centre mean a lot to us, I know I can go there whenever I need to. I feel different when there's someone who is willing to listen to me. I know that Almir is safe, that he can always get a hot meal or something to drink, and I know that he's learning at the centre. When my son came to Telex he became like other kids.*”

This is an innovative model which can be applied to all children who do not participate in the educational system, especially the children who require additional help in fitting in and revising and understanding their lessons, for whom the local community has not developed any strategies or solutions. There are two strategic approaches to working with “street children”: educational/counselling work with the children, and educational/counselling with their families who are actively involved in the process.

također drugačiji. Ja sam jako sretan što je naučio koristiti kompjuter, uči engleski jezik, naučio je svirati gitaru. Toliko sam ponosan na njega, ali imam osjećaj krivice što mu nisam mogao pružiti priliku da krene u školu na vrijeme, a on se pokazao kao jako pametan i vrijedan dječak”

Dugo je trajala instruktivna nastava kako bi Almir naučio propušteno gradivo. Položio je sve ispite i redovno je upisan u školu. U toku je opsežna procedura dokazivanja njegovog identiteta. Nažalost, Almir je samo jedno od nekoliko hiljada djece u BiH koja nisu registrovana prilikom rođenja tako da ni skromnu socijalnu pomoć ne može koristiti.

Podrška koju su dobila djeca i njihove porodice kroz projekat **Vidljivi, informirani, snažni** u Tuzlanskom kantonu može se opisati na više nivoa. Neka djeca su dobila lična doklumenta nakon deset i više godina života. Time su postali pravno vidljivi te je olakšan njihov upis u redovan školski sistem i sistem socijalne zaštite.

Problem upisa djece u matične knjige posebno je izražen među Romima koji često mijenjaju mjesto boravka. Većina živi u stanju ekstremnog siromaštva, djeca ne idu u školu i općenito odrasli teško nalaze posao. Romske djevojčice, čak i ako su uključene u osnovno obrazovanje, rano napuste školu. Uglavnom vrijeme provode na ulici u traženju milostinje i skitnji. Rano se udaju. Brakove, najčešće malodobnih dječaka i djevojčica, ugovaraju roditelji a nerijetko te zajednice predstavljaju paravan za trgovinu ljudima. Djeca iz ovih brakova često emigriraju u zemlje zapadne Evrope (prema izvještaju evropske Federacije za djecu ulice) gdje ih stariji članovi zajednice obučavaju za džeparoše a budući da nemaju nikakva lična dokumenta, ukoliko ih policija uhapsi, ne plaše se zakonskih sankcija.

Zemlja djece je jedina NVO u BiH koja se na sistematičan i konzistentan način bavi djecom koja rade

Almir's parents are very proud of the boy and display great interest in his development. His father talks about him with a lot of respect. “*Almir is a good pupil and everyone praises him, especially the teachers and our neighbours. His different when he's at home now. I'm so happy that he's learnt how to use a computer and play the guitar, and that he's learning English. I'm so proud of him, but I feel guilty for not giving him an opportunity to start school on time, and he turned out to be a very clever and diligent boy.*”

Almir received special instruction to learn everything he had missed. He has passed all his exams and he now attends normal school. Extensive administrative procedure of proving his identity is currently underway. Unfortunately, Almir is one of several thousand children in Bosnia and Herzegovina who were not entered into the register of births, and as a result he cannot even receive welfare, as meagre as it is.

Within the project **Visible, Informed, Strong** the children and their families from the Tuzla canton have received several levels of support. Some of the children got their first identification documents at the age of ten, or even more. This has made them *legally visible* and their inclusion in the regular education and social protection system easier.

The problem of failure to enter the children into the register of births is especially prominent among the Roma who often change their residence. Most of them live in abject poverty, the children do not go to school, and the adults generally have difficulties finding work. Roma girls enrolled in primary education drop out of school early. They mostly spend time on the street begging and loitering. They marry early. The marriages, most often between underage boys and girls, are arranged by their parents, and such unions are often nothing but a smokescreen for trafficking. Children

na ulici. U fokusu njihovog rada je priprema djece za upis u škole, edukacija o njihovim pravima, savjetovanje i drugi procesi socijalizacije. Ne samo da zanemarena djeca imaju dodatnu edukaciju koju im pruža tinejdžerski centar **Telex** već i kontinuiranu savjetodavnu podršku te praćenje kroz školovanje. Teme o nasilju i prevenciji kreirane su za grupe djece i individualizirane za njihove porodice. Informacije su plasirane kroz interaktivne skupove na formalan ali i kroz svakodnevni, neformalan način u radu s djecom. Alternativnim sadržajima, inkluzivnog karaktera djeca su razvijala ličnost, samopouzdanje, timski duh i kreativnost.

«Nakon svega što mi se desilo znam da sam jako sretno dijete!» govori Almir uz buku instrumenata koju prave članovi Drum orkestra na redovnoj probi u tuzlanskom Dnevnom centru koji je djeci širom otvorio vrata prije 11 godina.

from such marriages often immigrate to Western Europe (according to a report by the European Federation for Street Children) where the older community members train them for pickpockets. Since they have no identification documents, they do not fear legal consequences if they get arrested.

Zemlja djece is the only NGO in Bosnia and Herzegovina which tends to children who work on the street in a consistent and systematic manner. The organisation focuses on preparing the children for school, informing them about their rights, counselling and other socialisation processes. Not only do these neglected children get additional education at the Telex youth centre, they also receive continual counselling support and monitoring throughout their schooling. The organisation has set up interactive meetings devoted to violence and prevention of violence, designed for groups of children and tailored for their families. The information is dispensed in a formal and informal way. Alternative activities, inclusive in character, help children develop their personality, self-confidence, team spirit and creativity.

“After all I’ve been through I know that I’m a very lucky child!” says Almir, trying to make himself heard over the racket made by the members of the drum orchestra rehearsing at the day centre in Tuzla which opened its doors to children 11 years ago.



Udruženje *Zemlja djece* u okviru kojeg djeluje tinejdžerski centar *Telex* osnovano je 1995. godine s ciljem upozoravanja društvene zajednice na patnju djece i pružanje organizovane pomoći djeci u nevolji, neovisno od njihove rase, etničke, socijalne ili bilo koje druge pripadnosti. Centar prati interese mladih za pokretanjem različitih aktivnosti edukativno-kulturnog, sportsko-rekreativnog, zabavnog i savjetodavnog sadržaja.

Od 1999. godine u sklopu rada tuzlanskog tinejdžerskog centra *Telex* implementiraju se aktivnosti sa djecom koja žive i rade na ulici. Radi se o društveno zanemarenoj, vaspitno, higijensko i zdravstveno zapuštenoj i marginaliziranoj kategoriji djece. Aktivnostima je direktno godišnje obuhvaćeno oko 500 djece i mladih, od kojih njih 120 pripada kategoriji djece ulice.

Pored ovih aktivnosti, Udruženje realizuje aktivnosti u cilju unapređenja seksualnog i reproduktivnog zdravlja kod mladih, prevencije međuvršnjačkog nasilja u školama, te borbe protiv trgovine ljudima u Tuzlanskom kantonu. *Zemlja djece* je zajedno sa međunarodnom organizacijom ICVA osnovala u novembru mjesecu 1997. godine prvu neformalnu mrežu domaćih NVO pod nazivom Referentna grupa Tuzla. Cilj osnivanja ove mreže je rad na unapređenju pravne regulative za rad NVO sektora kao i razmjena iskustava u radu. Danas je Referentna grupa izrasla u reprezentativnu formalnu grupu koja broji preko 70 NVO i čiji rad obuhvata sve aspekte NVO sektora.

The association *Zemlja djece* (Childland), which runs the youth centre *Telex* was established in 1995 with the goal of making the community aware of the suffering of children and providing organised assistance to children in need, regardless of their race, ethnicity or social class. The centre listens to the youngsters' demands and introduces various cultural, educational, sporting and leisure activities.

Since 1999, *Telex* has implemented various activities for children living and working on the street. This is a marginalised category of children, neglected in terms of proper rearing, hygiene and health services. The centre's activities include approximately 500 children and youngsters, 120 of them categorised as street children.

In addition to these activities, the organisation implements activities intended to improve reproductive health of young people, prevent bullying in schools and combat trafficking in the Tuzla canton. In co-operation with the international organisation ICVA, *Zemlja djece* established the first informal NGO network called *Referentna grupa Tuzla* in November 1997. The goal of the network is to work on improving the legal framework for NGO sector, as well as to facilitate exchange of experiences between its members. The network has developed into a respectable formal group which comprises over 70 NGOs and whose activities cover all areas of NGO sector.

Danas djeca u Srbiji žive u dramatično drugačijem svijetu od onog u kojem su živjeli njihovi roditelji. Ekonomske sankcije, ratovi u posljednja dva desetljeća doveli su do sloma ekonomske i socijalne stabilnosti zemlje što se naročito odrazilo na djecu. Djeca čine oko 22% ukupne populacije, ili izraženo brojevima, u Srbiji živi 1.700.000 dječaka i djevojčica.

U osiromašenom i dezorganizovanom društvu stopa rasta maloljetničke delinkvencije povećala se u tolikoj mjeri da je veća od stope rasta ukupnih kriminalnih djela. Priroda zločina počinjenih od strane maloljetnika također se promijenila. Broj djece mlađe od 14 godina koja krše zakon značajno je porastao, a dob u kojoj djeca postaju kriminalno aktivna je samo 6 godina.

Od 11.000 djece koja su pod nadzorom u Srbiji, 6.000 su djeca bez roditeljskog staranja.

Nažalost, podaci, takođe ukazuju da su biološki roditelji ove djece bili nesposobni za odgovorno roditeljstvo i da su česti slučajevi zapostavljanja, zlostavljanja i zloupotrebe roditeljskih prava zbog čega im je privremeno ili trajno uskraćeno starateljstvo nad njima.

The world in which Serbian children live today is drastically different from the one in which their parents lived. Economic sanctions and wars waged in the last two decades have caused a breakdown of the social and economic stability of the country, which had an especially negative impact on children. Children make up approximately 22% of the total population, which, expressed in numbers, means that there are 1.700,000 boys and girls living in Serbia.

In Serbia's impoverished and disorganised society, the delinquency rate has increased to such an extent that it is now greater than the total crime rate. The nature of the crimes committed by young offenders has changed as well. The number of children under 14 who break the law has risen sharply, and the age at which children become active as criminals is as low as 6.

Of the 11.000 children in Serbia who are being monitored, 6.000 are children without parental care.

The data, unfortunately, point to the fact that the biological parents of these children were incapable of responsible parenting, and that there were many cases where they neglected and mistreated their children and abused their parental rights and consequently lost the custodianship.



„... Kada sam došla u novu školu niko nije hteo da sedi pored mene u klupi. Imala sam loše ocene, napadala sam drugu decu kad god sam se osećala loše zbog same sebe ili kad sam htela da budem primećena...Sada imam najbolje prijatelje u školi Mirjanu i Igora, moje ocene su se popravile. U budućnosti želim da postanem socijani radnik kako bih pomagala ljudima kao što vi činite.“(Milica, 13)

Milica je iskusila sve oblike zlostavljanja u porodici u kojoj je odrastala do desete godine. Nakon što je organizacija *Familia* (Asocijacija za alternativno porodično staranje o djeci) uz podršku Centra za socijalni rad Kragujevac pronašla hraniteljsku porodicu i smjestila ovu uplašenu djevojčicu nastala je prava drama.

Međutim, Milici to nije od presudne važnosti. Njoj nedostaje njen „pravi“ dom i djed uz kojeg je odrasla te koristi svaku priliku da ga posjeti u selu u blizini Kragujevca. Prilikom posjeta djedu

Priča o Milici: Zašto se ovo meni dogodilo?

Milica's story: Why did this happen to me?

Milica (13) živi od svoje desete godine u hraniteljskoj porodici u Kragujevcu, četvrtom po veličini gradu u Srbiji. Pohađa šesti razred osnovne škole. Danas pokušava voditi normalan život, ići u školu, družiti se sa svojim vršnjacima i drugom djecom u hraniteljskoj porodici. Njen novi dom ne obiluje luksuzom, ali je mnogo komotniji i opremljeniji od onog u kojem je odrasla.

Milica (13) has lived in a foster family in Kragujevac, the fourth largest city in Serbia, since she was ten. She is in sixth form. Today she is trying to lead a normal life, go to school, socialise with her peers and with other children in the foster family. Her new home is not luxurious, but is a lot more comfortable and better furnished than the one she grew up in.

“When I first came to my new school no one wanted to sit next to me. My marks were bad, I was attacking other children when I felt bad about myself or wanted attention... Now I have best friends at school, Mirjana and Igor, and I've improved my marks. In the future I want to be a social worker and help people like you are helping them.” (Milica, 13)

Milica experienced all forms of abuse in the family in which she was growing up until the age of ten. When the organisation *Familia* (association for alternative family childcare) placed this terrified girl into a foster family with the support of the Social work centre in Kragujevac, a real drama began to unfold.

However, such considerations are not very important to Milica. She misses her “real” home and her grandfather, with whom she grew up, and she uses every opportunity to visit him in his village near Kragujevac. During her visits to her

susretala je i svoju biološku majku koja ima poteškoće s mentalnim zdravljem i alkoholizmom. Ti susreti su je duboko uznemiravali i dodatno činili agresivnom. Milica je, naime, pokazivala simptome teško traumatiziranog djeteta a radnici Centra za socijalni rad sumnjali su da je seksualno zlostavljana.

Njeno seksualno ponašanje prema odraslima, mlađoj djeci i životinjama bilo je zastrašujuće. Ponašala se provokativno simulirajući seksualni čin. Ove ponašajne teške epizode pratili su periodi verbalne agresivnosti, poremećaj spavanja, mokrenje u krevet, besciljno lutanje i česti verbalni ali i fizički sukobi s vršnjacima. Dijagnosticiran joj je poremećaj koji se opisuje kao deficit pažnje/hiperaktivni poremećaj (ADHD).

Dobro je poznato da je djecu sa ozbiljnim emotivnim i problemima u ponašanju (ADHD) teško zadržati u alternativnim smještajima. Centri za socijalni rad morali su se nositi sa teretom osiguravanja pomoći brojnim porodicama u posljednjih dvadeset godina. Ovaj teret je stavio pod strašan pritisak profesionalno osoblje Centra za socijalni rad Kragujevac. Istraživanje sprovedeno nad 62 profesionalna/e njegovatelja/ice odgovornih za udomljenu djecu sa problematičnim ponašanjem (FAMILIA, 2007) pokazuje da većina njih (73%) smatra da nisu dovoljno osposobljeni da pružaju podršku porodicama koje su udomile djecu sa emocionalnim/ponašajnim poteškoćama. Vladin sistem ne uspijeva da podmiri potrebe djece koja su bila izložena nekoj vrsti nasilja. A djeca ne mogu čekati na oporavak nakon doživljenih teških trauma.

Milica i njena hraniteljska porodica uključena su u dvogodišnji projekt **Vidljivi, informirani, snažni** (2008-2010.) koji ima za cilj da se razvije održiv model protiv različitih oblika nasilja za posebno ranjive kategorije djece. Brošura «Vodič za hraniteljstvo» kao i letak koji sadržava sve informacije o zlostavljanju i zanemarivanju

grandfather she would also come upon her biological mother who has alcohol and mental health problems. These encounters would upset her deeply and exasperate her aggression. Milica was showing symptoms of severe trauma, and the employees of the Social work centre suspected that she had been sexually abused.

Her sexual behaviour towards adults, younger children and animals was terrifying. She behaved provocatively simulating sexual intercourse. These behavioural fits were accompanied by periods of verbal aggression, sleeping disorders, bed-wetting, aimless wandering and frequent verbal and physical altercations with her peers. She has been diagnosed with attention deficit/hyperactive disorder (ADHD).

It is well known that children with serious emotional and behavioural problems (ADHD) are difficult to keep in foster homes. Social work centres had to bear the burden of securing assistance to numerous families in the last twenty years. This put professional at the Social Work Centre Kragujevac under enormous pressure. The research conducted on 62 professional carers responsible for behaviourally problematic children placed in foster homes has shown that most of them (73%) think that they are not adequately trained to support the families which accepted children with emotional/behavioural difficulties. The government's system is unable to meet the needs of children who have been subjected to some form of violence. And the children must not be made to wait for recuperation after severe traumas they have experienced.

Milica and her foster family participated in a two-year project called **Visible, Informed, Strong** (2008 - 2010) whose purpose was to develop a sustainable model of combating various forms of violence for particularly

djece distribuiran je svim hraniteljskim porodicama na teritoriju Srbije. Razvijen je program za zlostavljanu i traumatiziranu djecu te jedinstven instrument za procjenjivanje njihovih potreba.

Inovativni servis za prevenciju i oporavak djece od posljedica zlostavljanja razvijen od strane NVO FAMILIA, temelji se na načelu da je hranitelj ključna figura u promjeni djeteta. Istraživanje (ISP UK, Monitoring, 2009) je pokazalo da 80% djece navodi hranitelje kao glavni izvor pomoći tokom odrastanja, a ne stručne osobe ili biološke roditelje.

Iako ovakav pristup nije u potpunosti nov, model koji je razvila NVO Familia, u odnosu na postojeće servise za prevenciju i zlostavljanje djece u svijetu, je dostupan 24 sata. Program se pokazao uspješnim i sa niskim troškovima, s obzirom na činjenicu da je psihoanalitički pristup bio uključen u kombinaciji sa paradoksalnim tehnikama², koje ne zahtijevaju konstantan nadzor ili monitoring nad djetetom. Umjesto toga dijete je suočeno sa posljedicama sopstvenog ponašanja i uči se da preuzima odgovornost nad svojim postupcima. Hranitelji su dovoljno educirani da mogu uz asistenciju stručnog osoblja shvatiti i provesti individualni plan intervencije (IPI). Naime, eksterni terapeuti za individualni rad sa zlostavljanom djecom nisu potrebni u ovom modelu. Psihijatri se uključuju samo u onim slučajevima kada je djetetu potrebna terapija medikamentima. Eksterni terapeuti ili drugi profesionalci, koji rade s djecom jednom ili dvaput sedmično, ne mogu imati glavnu ulogu u ozdravljenju djeteta, dok educirani i osnaženi hraniitelji mogu.

«Ako želiš da naučiš klizati, ne možeš to učiniti slušajući već vježbom», misao je vodilja edukacije koju

² **Paradoksalna teorija promjene** - Stavljanje naglaska na svjesnost (uključujući odgovornost) i kontakt u Gestalt terapiji (GT) jest zbog toga što upravo zbog svjesnosti i kontakta dolazi do prirodne i spontane **promjene** kod čovjeka.

vulnerable categories of children. The brochure "Guide to Foster Parenthood", as well as a flyer which contains all the information pertaining to child abuse and neglect, was distributed to all foster families in Serbia. A programme for abused and traumatised children was developed, along with a unique instrument for assessing their needs.

The innovative abuse prevention and child recovery service was developed by the NGO FAMILIA, and was based on the notion that the foster parent plays a key role in a child's change. Research shows (ISP UK, Monitoring, 2009) that 80% of children list their foster parents as the main source of support in growing up, not professional carers or biological parents.

Although this kind of approach is not entirely new, the model developed by *Familia* is available round the clock, unlike the existing services related to prevention and child abuse. The programme has proved itself to be successful and cost-effective as it involved a psychoanalytic approach combined with paradoxical techniques² which do not require constant surveillance and monitoring of the child. Instead, the child is faced with the consequences of his or her behaviour and is taught to take responsibility for his or her actions. Foster parents are sufficiently educated to understand and implement the Individual Intervention Plan (IIP) with professional assistance. This model does not require external therapists for individual work with abused children. Psychiatrists are involved only in cases where the child requires medication-based therapy. External therapists and other professionals, who work with the children once or twice a week, cannot play a pivotal role in a child's recovery, whereas educated and empowered foster parents can.

² **The Paradoxical Theory of Change in Gestalt therapy (GT)** - Stresses awareness (including responsibility) and contact, as awareness and contact bring about a natural and spontaneous change in an individual.

su prošli profesionalci iz CSR prema metodi «učenje kroz rad» (learning by doing).

Uloga profesionalaca u odgoju djece jeste da obezbijedi podršku hraniteljima, da doprinese u definisanju i nadgledanju IPI, da olakša i posreduje u povezivanju sa drugim relevantnim stranama za dijete i porodicu. Traumatizirana djeca su vrlo često marginalizirana u školi, pa je potrebno uključiti nastavno osoblje iz odgojno-obrazovne institucije i napraviti individualni plan za svako pojedino dijete sa svrhom preventivnog djelovanja kako bi se smanjio izostanak iz škola ili druženje sa problematičnim vršnjacima.

Milica je bila izložena dugotrajnoj traumatizaciji, zlostavljanju i zanemarivanju. Program terapeutskog hraniteljstva – vaninstitucionalna podrška djeci prepoznat je i akreditovan od Republičkog zavoda za socijalnu zaštitu Srbije u martu 2011. godine. Na osnovu razvijenog specijaliziranog paketa za individualnu procjenu potreba djeteta došlo se do zaključka da je Milica seksualno zlostavljana, a ispostavilo se da je zlostavljač bila njena majka. U nedostatku drugih specijaliziranih servisa za zlostavljanu djecu napravljen je terapijski individualni plan za Milicu.

Hraniteljska porodica je ojačana kako bi se lakše nosila sa izazovima dječijeg ponašanja te poduzima mjere pozitivnog discipliniranja i druge aktivnosti predviđene individualnim planom intervencije.

“Pre dve godine kada nisam znala šta da radim sa Milicom posetila sam psihijatricu, koja me je savetovala da je vratim socijalnoj službi. ‘Milica će biti promiskuitetna, delinkvent ili ovisnica. Vi samo gubite svoje vreme’, bile su reči psihijatrice. Bilo je teško, ali ja nisam htela da odustanem od nje. Ne mogu vam dovoljno zahvaliti, svi roditelji-hranitelji, čak i svi biološki roditelji bi trebali naučiti ono što ste vi naučili mene, sve

“If you want to learn to skate, you cannot do it by listening, you can only do it by practising” is the credo of the education programme completed by the professionals from the Social Work Centre based on the learning-by-doing method.

The role of professionals in child care is to provide support to foster parents, to contribute to the devising and monitoring of the IIP and to facilitate liaising with other parties relevant to the child and the family. Traumatized children are often marginalised at school, thus it is necessary to involve the teaching staff and make a plan for every individual child with the goal of preventing truancy or socialising with problematic peers.

Milica was subjected to long-lasting traumatisatation, abuse and neglect. The project Therapeutic Fostering – Extra-institutional Support for Children was acknowledged and accredited by the National Institute of Social Protection of Serbia in March 2011. On the basis of a specialised individual assessment package it was concluded that Milica had been sexually abused, and it was revealed that her mother was the abuser. As there were no specialised services for abused children, an individual therapy plan was made for Milica.

Her foster family was empowered, so as to be able to face the challenges of her behaviour more easily and take positive disciplining measures and perform other activities from the Individual Intervention Plan.

“Two years ago I didn’t know what to do with Milica, and I went to a psychiatrist who advised me to take Milica back to the Social Work Service. She said, ‘Milica will be promiscuous, or a delinquent, or an addict. You’re wasting your time’. It was difficult, but I didn’t want to give up on her. I can’t thank you enough, all foster parents and even biological parents ought to learn what

ste nas spasili“, kaže njena majka u hraniteljskoj porodici.

Individualni rad bio je usmjeren da se prvenstveno umanju provokativno (seksualno) ponašanje djeteta i da se djevojčica nauči prikladno ponašati sa hraniteljima, vršnjacima, kućnim ljubimcima i ostalim osobama. Program, također, obuhvata njen odnos sa nepoznatim ljudima, što zahtijeva razvijanje potrebne distance kako bi se spriječili mogući rizici. Nakon osam mjeseci individualnog i grupnog terapijskog rada sa Milicom i njenom porodicom, evaluacija je pokazala izuzetne rezultate.

Milica više ne prilazi nepoznatim ljudima. Njen odnos sa vršnjacima, hraniteljima i drugim odraslim osobama je sada puno bolji, više se ne ponaša agresivno i ne govori ružne riječi. Njeno provokativno i seksualno neprimjereno ponašanje je skroz prestalo. Milica više ne mokri u krevet i počela je voditi računa o ličnoj higijeni. Školski psiholog i nastavnici su joj pomogli da se navikne na školske obaveze i njen napredak je vidljiv, njen odnos sa školskim prijateljima je također napredovao. Najvažnije od svega je da je ostala u hraniteljskoj porodici.

Socijalni radnici Centra u Kragujevcu su regulisali uslove pod kojima Milica posjećuje svoju biološku porodicu. Svi kontakti sa njenom majkom se strogo nadgledaju. Školski psiholog i nastavnici su priznali da će im ovo iskustvo pomoći da podrže obrazovanje i socijalizaciju djece iz ugroženih kategorija, posebno djece sa ADHD-om.

Kad smo je prvi put sreli, Milica je odbijala kontakt očima i imala je problema u komunikaciji sa nama. Tipično za dete sa ADHD poremećajem, imala je probleme da zadrži pažnju i koncentraciju prilikom obavljanja određenih aktivnosti.

you’ve taught me, you’ve saved us all,” says Milica’s foster mother.

Individual work was primarily focused on reducing the child’s provocative (sexual) behaviour, and to teach the girl to behave appropriately towards her foster parents, peers, household pets, etc. The programme also addresses her behaviour towards strangers, which includes keeping the appropriate social distance to prevent possible risks. After eight months of individual and group therapy with Milica and her family, subsequent evaluation showed exceptional results.

Milica no longer approaches strangers. Her relations with peers, foster parents and other adults have improved greatly, she is no longer aggressive and she does not use profanities anymore. She has ceased her inappropriate sexually provocative behaviour completely. She does not wet her bed anymore, and she has started observing personal hygiene. The school psychologist and teacher have helped her to get used to school work and her progress is visible, her relations with classmates have also improved. Above all, she is still in her foster family.

Social workers from the Kragujevac centre have defined the conditions under which Milica visits her biological family. All her contacts with her mother are closely monitored. The school psychologist and the teachers have admitted that this experience will help them to support the education and socialisation of children from vulnerable social groups, especially children with ADHD.

When we first met her, Milica avoided eye contact and had difficulties communicating with us. Typically for children with ADHD, she could not maintain her attention and concentration when performing certain activities.

„Smešila nam se celo vreme, ali istovremeno izgledala je veoma udaljeno i kao da je mislima bila negde drugo. Njena anksioznost zbog našeg prisustva je bila očigledna. Na početku procesa nije mnogo pričala i nije imala ideje o svojim interesovanjima i potencijalu. Sve što je želela bilo je samo da posećuje svoga dedu“, zapisao je socijalni radnik.

A danas Milica kaže: „U budućnosti želim da postanem socijalni radnik kako bih pomagala ljudima kao što vi to činite.“

“She was smiling all the time, but at the same time she seemed very distant and, as if her thoughts were somewhere else. Her anxiety over our presence was obvious. At the beginning of the process she didn’t talk much and had no idea about her own her potentials and interests. All she wanted was to visit *her grandpa*“, noted a social worker.

Today, Milica says: “*In the future I want to be a social worker and help people like you are helping them.*“



FAMILIA je nevladina, neprofitna, nestranačka organizacija koja, kroz razvijenu saradničku mrežu, djeluje na nivou republike Srbije, s ciljem obezbjeđivanja porodičnog zbrinjavanja djece bez odgovarajućeg roditeljskog staranja inicirajući, razvijajući i afirmišući različite i sveobuhvatne modele podrške djeci, biološkoj i alternativnoj porodici kao i profesionalcima, a sve to u skladu sa najboljim interesima djeteta.

Vizija FAMILIE je zajednica u kojoj se podržava porodično okruženje kao podsticajno za razvoj potencijala djece. Svako dijete ima pravo na brigu, njegu i funkcionalnu porodicu. Međutim, ima djece, koja sticajem raznih okolnosti bivaju lišena roditelja ili roditeljske brige, njege i porodične topline.

Kao prvonavedeni oblik zaštite u Konvenciji UN o pravima djeteta, hraniteljstvo omogućava da dijete osjeti toplinu porodice i doma, ali i da se poštuje njegovo pravo na očuvanje identiteta.

Hraniteljstvo je pored usvojenja, starateljstva i domskog smještaja, jedan od oblika zaštite djece bez roditeljskog staranja. U Srbiji trenutno ima oko 3300 hraniteljskih porodica i **4200 djece na hraniteljstvu**. Međutim, postoji još znatan broj djece svih uzrasta kojima je potrebna ljubav i njega u drugoj porodici. Iako u procesu reforme socijalne zaštite, sistem, odnosno Ministarstvo za rad, zapošljavanje i socijalnu politiku Srbije ima vodeću ulogu, različiti činioci društva u tom procesu mogu da doprinesu, od lokalne zajednice, nevladinih organizacija, do samih korisnika na koje se te promjene i odnose.

FAMILIA teži da postane **resursni centar za razvoj modela porodičnog zbrinjavanja** djece, pružanje informacija i znanja stručnoj javnosti i građanima, stabilno finansiran, sa razvijenom dislociranom saradničkom mrežom i partnerskim odnosom sa institucijama sistema socijalne zaštite.

FAMILIA is a non-governmental, non-partisan, not-for-profit organisation operating in Serbia through a co-operative network. Its goal is to place children without parental care into foster families by launching, developing and promoting various comprehensive models of providing support to children, biological and foster families as well as child care professionals, in line with the best interests of children.

FAMILIA envisions a community which supports family as an environment which lends itself to the development of children’s potentials. Every child has the right to be cared for and have a functional family. However, due to various circumstances, some children find themselves deprived of parental care and family warmth.

Foster care, as the first form of protection in the UN Convention on the Rights of the Child, makes it possible for such children to feel the warmth of home and family, but also to exercise their right to preserve their identity.

Foster care, alongside adoption, custodianship and placement in homes, is a form of protection of children without parental care. There are about 3300 foster families in Serbia at the moment, and **4200 foster children**. However, there are many more children of all ages who have yet to be placed in a loving and caring foster family. Although the system, or rather the Ministry of Labour, Employment and Social Policy of Serbia, has a leading role in the social protection system reform, there are various other actors in society who can make a valuable contribution to the process – from local communities and NGOs to beneficiaries who will be affected by the reform.

FAMILIA aims to become a **resource centre devoted to the development of foster care models** and providing of information and knowledge to the community of practitioners and the general public, which operates in partnership with social protection institutions and has stable financing and a developed network of dislocated collaborators.

Procjenjuje se da 7% od ukupnog broja djece u Srbiji (više od 100.000) ima neki oblik onesposobljenja. Imajući na umu da određeni broj te djece odrasta u domovima bez roditeljskog staranja dodatno se umanjuju njihove šanse da žive sigurno, a kamoli normalno. Nedostatak kvalitetnog inkluzivnog obrazovanja, socijalizacije i integriranja sa drugom djecom vodi pogoršavanju njihovog fizičkog i mentalnog zdravlja.

U pojedinim studijama o mentalnom zdravlju, emocionalnom i ponašajnom (bihevioralnom) stanju djece pod nadzorom, preko 38% njih imalo je klinički značajan poremećaj ponašanja. Ankete su pokazale da djeca lišena roditeljske brige imaju šezdeset puta veću šansu da završe u zatvoru od djece koja žive sa svojim roditeljima (NFCA, 1999). Odrasli koji su djetinjstvo proveli u brojnim institucijama pod nadzorom mnogo češće pate od problema mentalnog zdravlja, nezaposlenosti, češće završavaju u psihijatrijskim bolnicama i trpe odbacivanje od strane društva. Još ako pri tome djeca imaju umanjene mentalne sposobnosti i nisu u stanju prepoznati oblike zlostavljanja pod velikim su rizikom da postanu žrtve.

It is estimated that 7% of the total number of children in Serbia (over 100.000) has some form of disability. Considering that some of these children are growing up without parental care, their chances of leading normal lives in safety are further reduced. A lack of quality inclusive education, socialisation and integration with other children leads to a deterioration of their physical and mental health.

Some studies of mental health and emotional and behavioural status of monitored children show that over 38% has had a clinically relevant behavioural disorder. Surveys have shown that children deprived of parental care are sixty times more likely to end up in jail than children who live with their parents (NFCA, 1999). Adults who have spent their childhood as wards of various institutions more frequently suffer from mental problems and unemployment and more frequently end up in psychiatric hospitals and suffer rejection by society. If, in addition to all of this, children have reduced intellectual capabilities and are unable to recognise abuse, they find themselves under severe threat of victimisation.



Priča o Bojani: Znam se zaštititi!

Bojana's story: I know how to take care of myself!

"Vi se ponašate loše, zapamtite ono što ste naučili u Beosupport-u." (Bojana, 15)

"You're misbehaving; remember what you learnt at Beosupport." (Bojana, 15)

Bojana (15) živi sa majkom, dvije mlađe sestre i očuhom. Ova romska porodica živi od skromnih prihoda koje roditelji zarađuju u gradskoj bolnici u Beogradu kao pomoćni radnici. Djevojčica osim što je odgojno zapuštena pohađa školu za djecu sa specijalnim potrebama jer pokazuje blaže mentalne poteškoće. Iako su Bojanini roditelji na početku oklijevali, dopustili su njeno uključena u projekt **Vidljivi, informirani, snažni**. Tako je djevojčica odabrana da zajedno sa prijateljima iz specijalne škole Boško Buha uči kako prepoznati i zatražiti pomoć ukoliko bude izložena bilo kojoj vrsti nasilja, s posebnim akcentom na seksualnu zloupotrebu.

Nastavnici Bojanu, prije njenog učešća u aktivnostima, opisuju kao vrlo stidljivu, nekomunikativnu, nezainteresiranu za učenje, naivnu - vjeruje u sve što čuje.

Bojana (15) lives with her mother, two younger sisters and stepfather. This Roma family lives on the meagre income which the parents make as manual labourers at the Belgrade City Hospital. The girl has not had proper upbringing, and she attends school for children with special needs, as she shows signs of mild mental retardation. Although Bojana's parents were initially hesitant, they approved her inclusion in the project **Visible, Informed, Strong**. Thus the girl was chosen to learn, together with her schoolmates from Boško Buha School for children with special needs, how to recognise abuse and seek help if she finds herself subjected to any form of violence, especially sex abuse.

The teachers describe Bojana, the way she was before she started to participate in the activities, as very shy, non-communicative, uninterested in learning and gullible – she believed everything she heard.

For several years now, BEOSUPPORT (Belgrade

BEOSUPPORT (Beogradska podrška eksploatisanoj deci i omladini) već nekoliko godina uspješno radi na prevenciji nasilja sa djecom iz domova bez roditeljskog staranja i djecom iz specijalnih škola. Projekat ima za cilj da uspostavi i razvije model prevencije nasilja naročito za djecu s mentalnim poteškoćama koja su na neki način isključena iz društva i kojoj su nedostupne informacije i kvalitetna edukacija. Glavni partner nevladinoj organizaciji Beosupport u ovom projektu je osnovna škola za djecu s posebnim potrebama **Boško Buha**, u kojoj su smješteni učenici sa blažim i srednjim stepenom mentalnog onesposobljenja i koja su većinom odgojno zanemarana.

Nažalost, Bojanini roditelji nisu pokazivali interes za školske aktivnosti, niti program u kojem je djevojčica uživala i pokazivala napredak. Naprosto, to su smatrali obavezom nastavnika. A u školi Bojana je za kratko vrijeme „procvjetala”. Njezin izgled se vremenom promijenio - sada brine o tome da li je počešljana, umivena. Pokazuje veći interes za komuniciranje s vršnjacima. Izbjegava razgovor sa nepoznatim ljudima. Više je koncentrirana na ono što se događa oko nje, sluša i izgleda jako zainteresovano. Osjeća potrebu za druženjem i pokazuje hrabrost i inicijativu. Kada se djeca svađaju, i neko je grub, Bojana intervenira i kaže: “Vi se ponašate loše, zapamtite ono što ste naučili u Beosupport-u”. Ona je postala osjetljiva na nasilje, čak i verbalno, što ranije nije ni primjećivala, te pokazuje mnogo više interesa za učešće na radionicama.

Djeca iz OŠ **Boško Buha** čine jednu heterogenu grupu sa raznim oblicima onesposobljenja. Ipak, u ovom procesu više od stotinu djece sa specijalnim potrebama su osnažena da prepoznaju i prijave nasilje, također razvijene su njihove socijalne i psihomotorne vještine kroz sveobuhvatne radionice uz nadzor stručnjaka (specijalni nastavnici, sociolozi, defektolozi).

Support for Exploited Children and Youth) has successfully worked on abuse prevention with wards of homes for children without parental care and children from special schools. The goal of the project is to establish and develop a model of violence prevention for children with mental disabilities who are excluded from society and to whom information and quality education is unavailable. Beosupport's main partner in this project is the Boško Buha primary school for children with special needs, which accommodates pupils with mild and medium mental retardation who have mostly been neglected in terms of upbringing.

Unfortunately, Bojana's parents were not showing any interest in school activities or the programme which the girl enjoyed a lot and in which she made good progress. They simply considered that the teachers' concern. Meanwhile, Bojana flourished at school. Her appearance changed over time – she now makes sure that her hair is combed and her face washed. She also shows greater interest in communicating with her peers. She avoids talking to strangers. She is better focused on what transpires around her, she listens and appears very attentive. She feels the need for socialising and shows courage and initiative. When children argue and some of them become rough, Bojana intervenes and says: “You're misbehaving; remember what you learnt at Beosupport”. Whereas she did not even notice violence before, she has now become quite sensitive to it, even if it is only verbal, as she shows much more interest in participating in workshops.

The children from **Boško Buha** primary make up a heterogeneous group with different forms of disability. Still, more than one hundred children with special needs have been empowered within this process so as to be able to recognise and report violence. Also, they

Aktivisti Beosupporta koji su prošli treninge za vršnjačke edukatore (peer edukatori) družili su se i radili sa djecom iz OŠ **Boško Buha** i kroz međusobno druženje doprinijeli su većoj vidljivosti ove ranjive skupine djece među vršnjacima. U obrazovnom sistemu koji je kreiran za djecu s umanjanim sposobnostima jedna od dokazanih, djelotvornih metoda je omogućiti im da se druže i rade sa drugom djecom. Tako su upriličene posjete i putovanja po Srbiji kako bi potakli druženje i razmjenu iskustava između vršnjaka. Svoje oduševljenje djeca su opisala riječima:

“Ja ću reći za sve ovo mlađem bratu, tako da će i on znati kako da se zaštiti.”

“Svideli su mi se slatkiši i sokovi, ja ih retko dobijem kod kuće kao što i retko slušam muziku. BEOSUPPORT je najbolja škola.”

“Sretan sam što sam upoznao stariju decu iz srednje škole, oni su tako fini.”

Kako bi ostvarili ove rezultate tim BESUPPORT-a je koristio multi-disciplinarni pristup. Posebno je bitno i potrebno razviti blizak i partnerski odnos sa djecom kako bi se osnažili njihovi **kapaciteti samozaštite**. Ova djeca iako stigmatizirana u društvu kao nesposobna za učenje i prenošenje znanja na radionicama stekla su vještine i tako postala **vršnjački edukatori**. Model vršnjačke edukacije primijenjen u ovoj školi višestruko je specifičan. Djeca iz škole su u prosjeku nešto mlađa od aktivista Beosupporta, a zbog svojih intelektualnih i fizičkih ograničenja mogu pratiti usmjerene aktivnosti samo pola sata. Iskustvo je pokazalo da je moguće napraviti samo opšti plan rada s obzirom na grupu djece sa kojom se radi jer se dešava da im predviđena aktivnost u tom momentu ne odgovara najbolje. Djeca uglavnom rado razgovaraju o nasilju, a naročito dobro reaguju kada se od njih zahtijeva da navedu konkretne primjere, pri čemu neki prepričavaju nešto što im se dogodilo, dok drugi

have developed their social and psychomotor skills in comprehensive workshops monitored by professionals (special education teachers, sociologists and defectologists). Activists from Beosupport who had undergone peer educator training have spent time and worked with the pupils of **Boško Buha** primary, and in this way they have increased the visibility of this vulnerable group of children among their peers. A time-honoured method used in education systems designed for mentally challenged children is to give them an opportunity to socialise and work with other children. Thus visits and excursions in Serbia were organised in order to stimulate socialisation and exchange of experiences among peers. This is how the children described their exhilaration:

“I'm going to tell my younger brother about this, so he'll be able to take care of himself too.”

“I liked the sweets and juices, I don't get them often at home, like I don't get to listen to music often. BEOSUPPORT is the best school.”

“I'm happy to have met the older kids from secondary school, they're so nice.”

In order to achieve these results, the BESUPPORT team used a multi-disciplinary approach. It is especially important to develop a close partnership with children in order to raise their **self-protection capacities**. These children, in spite of being stigmatised by society as incapable of learning and passing their knowledge on, have acquired certain skills and thus become **peer educators**. The model of peer education utilised in this school is remarkable in many ways. The pupils are, on average, somewhat younger than Beosupport activists, and because of their mental and physical limitations they can only follow directed activities for only half an hour at a time. Experience shows that, considering the category of children in question, it is only possible to make a general work plan, because it

nastoje da privuku pažnju prisutnih tako što izmišljaju dramatične situacije. Često se razgovor o temi kombinuje sa likovnim predstavljanjem naučenog ili susret počinje nekim crtežom koji djeca tumače na različite načine. Ovakav način rada omogućio je prepoznavanje dvije grupe djece: jedne koja su potencijalno napadači i druga koja su potencijalne žrtve.

Zadatak mladih edukatora jeste da učestvuju sa djecom u svim aktivnostima u grupi pri čemu su defektolog i koordinator BEUSUPPORT moderatori. Ova uloga se rjeđe dodjeljuje nekom od mladih aktivista s obzirom na specifičnost grupe djece s kojom se radi. Mladi aktivisti za djecu s posebnim potrebama ne predstavljaju autoritet ali njihova uloga je naročito značajna zbog povjerenja koje djeca imaju u njih što pokazuju većom spremnošću da učestvuju u aktivnostima. I zahvaljujući sveobuhvatnom pristupu i aktivnom druženju djeca iz OŠ Boško Buha koja su pokazala poseban interes osnažena su da među vršnjacima podijele stečena znanja i vještine.

Dokaz o uspjehu prenosa znanja od strane vršnjaka bio je test organiziran na principu kviz-takmičenja. Nakon interaktivnog predavanja na kojem je korišten ilustrovani poster na kojem su pokazani glavni oblici nasilja, djeca su dobila zadatak da pronađu određeni oblik nasilja i zalijepe papirić koji detektira problem. Naravno, pojavio se i mali broj grešaka koje nastavnici pripisuju uzbuđenju i takmičarskom duhu učesnika. Jedan od vršnjačkih edukatora kaže: *“Kad sam počeo predavati svojim vršnjacima, prvo sam hteo pobeći i sakriti se, ali kada sam video da svi slušaju i da se niko ne smeje mom izlaganju, ja sam nastavio i bilo je dobro, zar ne?”*

Glavne aktivnosti projekta u kojima je učestvovala Bojana sastojale su se od interaktivnih radionica sa fokusom na prepoznavanje i prijavljivanje nasilja, razvijanje društvenih i integracijskih vještina, ali

can happen that they do not take to a planned activity too well at a given moment. Children mostly do not mind talking about violence, and they react particularly well to requests for specific examples, whereby some of them relate something that had happened to them, while others try to garner attention by making up dramatic situations. Often a conversation about a certain topic is combined with an artistic representation of what has been learnt, or the gathering starts with a drawing which the children interpret in various ways. This method made it possible to identify two groups of children: potential attackers and potential victims.

The task of the young educators is to participate with children in all activities, which are moderated by the BEOSUPPORT defectologist and co-ordinator. The role of the moderator is rarely assigned to young activists, given the nature of the group of children in question. The young activists are not figures of authority, but their role is significant because the children trust them, which they show by greater willingness to participate in the activities. Owing to the comprehensive approach and active socialisation the pupils of Boško Buha primary who have shown outstanding interest have been empowered to share their newly acquired knowledge and skills with their peers.

The successfulness of peer education was proven in a test in the form of a quiz. After an interactive lecture in which the participants made use of a poster depicting the main forms of violence, the children were given the task to find a particular form of violence and stick a piece of paper which detects the problem. Of course, there were a few errors, which the teachers ascribed to the excitement and the competitive spirit of the participants. One of the peer educators relates: *“When I started to give my lecture I wanted to run away and hide, but when I saw that everyone was listening and*

također i nepohodnog osposobljavanje nastavnika u vođenju časova iz prevencije nasilja. Jedan broj djece, u skladu s njihovim sposobnostima i interesovanjima je osposobljen za vršnjačke edukatore kako bi mogli da prenose usvojeno znanje svojim mlađim školskim drugovima. Uspostavljena je dobra komunikacija na bazi partnerstva i jednakosti između učenika OŠ **Boško Buha** i štićenika doma **Jefimija** iz Kruševca. Tako su djeca s posebnim potrebama održala vrlo uspješnu radionicu djeci bez roditeljskog staranja o temi prevencija nasilja.

“Šta ćemo sledeće naučiti, sada kada smo pokazali koliko smo pametni”, pitaju se djeca iz specijalne škole Boško Buha u Beogradu? Za nastavnike škole teška dilema „Deca su više samouverena, svi hoće da učestvuju u BESUPPORT-ovim organizovanim aktivnostima. Jako je teško izvršiti selekciju.“

no one was laughing to my presentation I pressed on and it was good, wasn't it?”

The main project activities in which Bojana participated comprised interactive workshops focused on violence recognition and reporting, development of social and integration skills, but also training of teachers in violence prevention teaching. A number of children, in accordance with their abilities and interests, were trained to be peer educators, so that they could pass the knowledge they had acquired to their younger schoolmates. Good communication, based on partnership and equality, has been established between the pupils of **Boško Buha** primary and the wards of the children's home **Jefimija** from Kruševac. Thus the children with special needs held a very successful workshop for the children without parental care on the topic of violence prevention.

“What are we going to learn next, now that we've shown how clever we are”, wonder the pupils of Boško Buha special primary from Belgrade? A difficult dilemma for the teachers. “The kids have more self-confidence and they all want to participate in BEOSUPPORT's organised activities. It's quite difficult to make a selection.”



BEOSUPPORT (Beogradska podrška eksploatisanoj deci i omladini) je nevladina organizacija osnovana 1997. godine. Uspješno rade na prevenciji i zaštiti djece od nasilja i to prvenstveno od seksualnog nasilja i trgovine.

Organizacija uspješno priprema i sprovodi edukativna predavanja, radionice i tribine širom Srbije na temu zaštite djece od nasilja i zloupotrebe djece.

U okviru organizacije postoji tim omladinskih vršnjačkih edukatora – Beosupport tim mladih, koji čini oko stotinu mladih uzrasta od 16 do 22 godine. Oni su obučeni za sprovođenje programa u oblasti prevencije nasilja nad djecom i svih oblika zloupotrebe djece.

Članovi su Republičkog tima za borbu protiv trgovine ljudima u okviru kog BEOSUPPORT rukovodi radnom grupom za borbu protiv trgovine djecom, što predstavlja veliko priznanje dosadašnjem radu na polju prevencije nasilja nad djecom i mladima.

BEOSUPPORT (Belgrade Support to Exploited Children and Youth) is a non-governmental organisation established in 1997. It has been working successfully on violence prevention and protection of children from violence, especially sexual violence and trafficking.

The organisation successfully prepares and organises lectures, workshops and public discussions all over Serbia on the topic of child abuse and protection of children from violence.

The organisation has a team of young peer educators – the Beosupport Youth Team made up of about 100 young people aged from 16 to 22. They have been trained to implement the programmes related to the prevention of violence against children and other forms of child abuse.

The organisation is a member of the National Anti-Trafficking Team in which it leads a working group for combating child trafficking, which is a great acknowledgement for their work in the field of prevention of violence against children and youth.





MEDICA ZENICA
ZEMLJA DJECE
FAMILIA
BEOSUPPORT

dječaka
boys

1200

djevojčica
girls

1836

Ukupan broj djece
Total number of children

3036

1024

5053

896

Save the Children Norway
Regionalna kancelarija za jugoistočnu Evropu

Adresa: Ljubljanska 16., Sarajevo

fax (387) 033 550 530

tel (387) 033 550 531

web: www.scn-see.ba

mail: info@scn-see.ba