



CURRENT SITUATION CONCERNING CHILD ABUSE AND NEGLECT (CAN) IN SERBIA

**BALKAN EPIDEMIOLOGICAL STUDY ON CHILD ABUSE AND NEGLECT - BECAN
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1. Abstract

There are no precise data on the magnitude of the violence that the children in Serbia suffer from. Existing data does not offer even the remote picture of real magnitude of the problem. According to the data of the Centres for Social Work (CSW), police, health and educational institutions, the number of identified abused and neglected children increases yearly but this phenomenon is more related to increase in public awareness of the problem, as well as to increased efficiency of services responsible for identification and protection of children suspected to be abused or neglected, and less showing the real scope of the problem. Rare research studies are conducted mostly in selected or small samples of children.

The state of Serbia has ratified the Convention on the Rights of the Child and many other international documents related, directly or indirectly, to the protection of children from all forms of abuse, neglect and exploitation. A great progress has been made in past years in harmonizing the national legislation with international norms and standards on CAN issues. A set of new progressive laws was adopted (*Family Law, 2005; The Criminal Code of the Republic of Serbia, 2005; The Law on the Bases of the Education System, 2003, amend. 2004*) but their implementation is often slow and not always accompanied by consistent development of adequate implementation mechanisms. A great step forward was the adoption of the *National Strategy for Prevention and Protection of Children from Violence 2009-2015*, followed by *Action Plan* for its implementation.

The child protection system in Serbia is based on municipality child protection network comprised of the Center for Social Work (CSW), Health Center, educational facilities (schools and preschools), police and the public prosecutor. The linking of these services into a child protection network started in late 90' as a pilot project supported by UNICEF, but a real difference was made when the Government adopted the *General Protocol for Protection of Children from Abuse and Neglect* (2005). It is a legally binding document for all providers of services, including governmental, non-governmental and private sectors. It defines the procedures and steps in the process of child protection (reporting, referral, assessment, interventions, follow up) and the role and responsibility of the members of the network as well as the participation of the child and the parents in CAN prevention and child protection process.

2. Current Situation concerning Child Abuse and Neglect

2.1. The Magnitude of the Problem

Adverse social circumstances in the last decade of last century and at the beginning of this century exposed the children in the Republic of Serbia to increased risk of violence. The existing data indicate a trend of increase in domestic violence and particularly in peer violence among children and youth.

It is difficult to provide precise data on the magnitude of the violence that the children in Serbia suffer from since there is no unified system for registering and monitoring the phenomenon. The institutions dealing with violence issues use various parameters for identifying and registering the phenomenon, which makes the data difficult to compare. A significant source of data on violence against children is the research carried out by some academic institutions and non-governmental organisations in the past ten years.

2.1.1. The data of the social care system on violence against children

According to the data of the Centres for Social Work (CSW) in the Republic, the number of abused and neglected children registered in the social care system increases yearly, significantly.¹ In 2005, 2,000 children more than in 2001 were registered, which presents a tenfold increase in the number of abused and neglected children identified and registered in the social care system. The data describe mostly the abuse and neglect of children in the family.

In the Centres for Social Work 2,275 children – victims of abuse were registered in 2005 and 3,158 in 2008, which is an increase by 72% (table 1). This fact, however, does not mean that the number of children, victims of violence is necessarily higher than in previous period, but shows increased awareness of the problem, increased attention to the violence against the children, and that child abuse and neglect is not, as in the past, something „private“.

Table 1. Number of abused and neglected children in different parts of Serbia

Regions of Serbia	2005	2006	2007	2008
Central Serbia	1,225	1,556	1,401	1,452
Vojvodina	709	968	528	889
Kosovo	48	54	50	6
Beograd	293	193	281	811
Serbia total	2,275	2,271	2,269	3,158

In most cases, children are victims of different and interconnected forms of abuse. The predominant form of abuse is serious neglect of child's needs and development. In one out of five cases, the dominant form of abuse is a physical violence (22%), while emotional or psychological abuse of children was determined in one fourth of the children (29%) (table 2).

The CSW registered that in 88% of cases the abuser was a parent, primarily the father (43%) but also, in a significant number of cases, the mother (19%) or both parents (26%).

¹ Source: Ministry of Labour and Social Affairs of the Republic of Serbia, Annual Reports of the CSW

Table 2. Number of children according the type of abuse

Dominant type of abuse	No. of children 2006	No. of children 2007	No. of children 2008
Physical abuse	602	546	914
Emotional abuse	795	956	1,307
Sexual abuse	132	75	100
Severe neglect	1,228	659	780
Economic exploitation	50	24	57
Total	2,771	2,260	3,158

From 2003 until the end of February 2008, 177 children and adolescents of both sexes, victims of the most severe forms of abuse and neglect were accommodated in the Shelter for Urgent Protection of Abused Children in Belgrade.

Among the children deprived of parental care (7,953 children), according to the data of the Ministry of Labour and Social Policy from 2006, children of the parents who fail to exercise the parental right adequately have the dominant share (73%), which is reflected in different forms of failure to satisfy the children's developmental needs, in their neglect or abuse or in parental rights' abuse. During 2006, the measure of corrective supervision over the exercise of parental right was pronounced against 3,434 parents and 314 court proceedings were initiated for full or partial deprivation of parental right.

Records in the Centres for social work on the number of criminal charges with criminal offences committed against juveniles are also maintained. Of the total number of criminal charges in 2006 (343), almost half of them (185 or 54%) are criminal charges for the offence of neglect and abuse of juvenile (Art. 193 of the Criminal Code), and these charges were brought mostly against the juveniles' parents.

The Office for Coordination of Human Trafficking Victims' Protection was formed in 2004, when 38 victims of human trafficking were identified, 18 of which were juvenile – 4 boys and 14 girls. In 2005, 53 victims were registered, all female, 11 of whom were girls. In 2006, 62 victims were registered, 34 of whom were juvenile – 32 girls and 2 boys. In 2007, the total number of victims was 60, 26 of whom were juvenile – 24 girls and 2 boys. In 2008, 27 juvenile victims of trafficking were registered.²

From its establishment in 2005 until today, the SOS Children's Line (www.decijalinija.com) received over 24,000 calls, 7,600 of which in 2007. In 2006, the SOS Children's Line took 7,576 calls and provided 2,682 counselling services to the children, young adults and adults concerned for their children. The calls were made from cities in 68% of the cases, from small towns in 20% of the cases and from the country in 12% of the cases. The calls are most often made by the children of primary-school age.³

² Source: *National Strategy for Prevention and Protection of Children from Abuse and Neglect*, Government of the Republic of Serbia, 2008.

³ Ibid.

2. 1. 2. The data of the health care system on violence against children

The health care system has no established manner of reporting that enables monitoring of consequences to children's health resulting from violent behaviour against children without fatal outcome.

The largest number of children victimized by violence or neglect are referred for diagnostics and treatment to tertiary-level health care institutions, i.e. the Institute for Health Care of Mother and Child of Serbia „Dr Vukan Čupić“ and the University Child Clinic.⁴

The Institute for Health Care of Mother and Child of Serbia „Dr Vukan Čupić“ has established an Experts' Team for protection of children from neglect and abuse. According to their data, in the period from 2000 until the end of 2008, the total number of treated children whose cases gave rise to suspicion of abuse was 204 (85 males, 119 females). The largest number of them are of primary-school age (46%), followed by pre-school age (31%), but the number of infants hospitalised whose cases gave rise to suspicion of abuse is not negligible either (13%). The data mostly indicate physical forms of violence against the children and its consequences to health. There are no data on emotional abuse or on neglect of the children.

In the Institute for Mental Health, a special Department for psychological/psychiatric assessment and treatment of abused and neglected children and their families was established in March 2000. On average, 110 new cases were registered annually and received help in the Department. Emotional abuse (61%) is predominant, followed by physical (51%) and sexual abuse (17%) and neglect (26%) – frequently, several forms of abuse are registered in a single child.

2. 1. 3. The data of the educational system on violence against and among children

There are highly diverse forms and kinds of violence in the educational institutions. Children are exposed to peer violence, but also to the violence of adults.

Schools and school settings are increasingly frequently the places where various forms of endangering children's safety are manifested, such as verbal and physical clashes, property-related offences and abuse of psychoactive substances. Some schools are particularly exposed to negative impact of numerous external factors (vicinity of restaurants and bars, bus and railway station, amusement parks, markets etc.).

The results of various studies carried out in primary and secondary schools show that verbal forms of violence are predominant, but also physical violence, sexual harassment, as well as appropriation and destruction of property (Popadic D, 2009).

Development of modern communication technology led to an increase in violence by using information technology (electronic violence): messages sent by e-mail, SMS, MMS, via websites, chat, by joining forums and alike.

The results of a study carried out in 2006 in fifty primary schools throughout Serbia as part of the *School Without Violence* Programme, in which all pupils from the third to eighth grade and

⁴ Ibid.

the entire school staff (26,947 pupils and 3,397 adults) participated, show that violent behaviour is present in schools and that both older and younger pupils, both boys and girls, are prone to it.

Verbal violence is predominant – insulting, calling names, disparaging, defaming, spreading lies and social isolation, followed by physical violence. Concrete results show that 28% of the pupils are involved in violent interactions, as the victim or the perpetrator of violence; 64% of the pupils personally experienced peer violence at least once in the last three months; 44% of the pupils experienced some form of peer violence once or several times during the entire period of schooling; 23% of the pupils experienced insults, ridicule or blows by some of the teachers once or several times during the period of schooling (Popadic D and Plut D, 2007).

The most frequent forms of children's reaction to peer violence are avoidance of bullies, retaliation, diversion by jokes and talk. Thirty percent of the children seek help from adults and 25% of the children seek help from their peers. The results, showing that 44% of the pupils do nothing and remain passive in the situations of violence they witness, are worrying.

The data also show that most of the pupils (75%) have friends in school and perceive school as a friendly place. The teachers believe that better co-operation with parents (69%) and development of communication skills (51%) may contribute mostly to the reduction of violence in school.

2. 1. 4. The data of the police and judicial system on violence against children

Criminal offences against juveniles constitute 4-5% of the total number of reported criminal offences in the territory of the Republic of Serbia.

The Ministry of the Interior maintains the unified database on juveniles against whom criminal offences were committed and, since the beginning of application of the *Law on Juvenile Perpetrators of Criminal Offences and Criminal-Law Protection of Juveniles (2005)* it also maintains the statistics of gender and age structure for 27 criminal offences listed in Article 150 of this Law. From this group of criminal offences, 976 criminal charges were brought in 2007 for 1,111 criminal offences committed against 1,179 minors, of which 458 were children (184 males and 274 females) and 721 were juveniles (423 males and 298 females). During 2006, 966 criminal charges were brought for 1,152 criminal offences committed against 1,176 minors, of whom 477 were children (213 males and 264 females) and 699 were juveniles (409 males and 290 females)⁵.

A slight decrease in juvenile delinquency was recorded during the last few years according to the number of the criminal charges brought and the criminal offences and their perpetrators discovered and reported. However, certain increase has been present lately in criminal offences with elements of violence committed against minors as well as by juvenile perpetrators. Among offences, there is an increase in the number of reported brazen thefts, extortions and robberies, bodily harms, illegal sexual acts, domestic violence and violence at sports events.

Also, an increase is noticeable in the number of minors staying at public places without supervision of parents/guardians, exposed to various forms of abuse, neglect and exploitation.

⁵ *National Strategy for Prevention and Protection of Children from Abuse and Neglect*, Gov. Rep. Serbia, 2008.

2. 1. 5. The data of non-governmental organisations on violence against children

The non-governmental organisations that have been active in the area of prevention and protection of children from violence for more than ten years present a significant source of data on violence against children in Serbia⁶.

According to the data from the fifteen-year long activity of the *Incest Trauma Centre* (established in 1994), nine new cases of sexual abuse are reported to the Centre per week on average, and in more than half of the cases (61%) it is a matter of sexual abuse of children. Four out of five children who are sexually abused are girls and one is a boy, and the average age of the first incident of abuse is 6 years and 6 months. Most frequently it is a matter of domestic abuse, but in 11% of cases reported it is a matter of sexual, physical or emotional abuse of children in institutions by assistants. Four out of five perpetrators are men and one is a woman. In 37% of the cases the perpetrator is the father, while in 47% it is some other male person. The period between the first incident and the reporting was 11 years and 2 months on average. The youngest person registered in the Centre for sexual abuse was a six-month old infant.

The data of the *Autonomous Women's Centre* gathered within the *From Good Intentions to Good Practice* Project, realised in 2004, in cooperation with Belgrade centres for social work indicate that juvenile victims of violence constitute a third of the sample (38%) and that in more than two-thirds of the cases of domestic violence (70%) the children were either direct victims or witnesses in the situations of violence. Of the total number of children who were involved in a situation of domestic violence 18% were physically injured.

The SOS line of the *ASTRA* non-governmental organisation received 5,239 calls from 1,328 clients from the beginning of the SOS line operation in 2002 until the end of 2008. In that period, 237 victims of human trafficking were identified, 110 of whom were under 18 years of age.

The SOS line of the *Out of Circle* NGO (support to disabled women and children and support to families of disabled persons) recorded 3,750 calls since 1998. Of that number, 13% calls were made by mothers and related to abuse of disabled children.

Over 4,000 victims of domestic violence turn to the *Counselling against Domestic Violence* in Belgrade per year, while 130 women and around 150 children per year on average find shelter in four Safe Houses.

Mobile teams for comprehensive protection of children of the *Amity – Power of Friendship* non-governmental organisation, in co-operation with centres for social work, in twelve municipalities in Serbia, in the period 2002-2004, identified 3,170 children at risk and provided co-ordinated multidisciplinary professional support and continuous monitoring of rehabilitation of each individual child and family. More than 50% of the identified children at risk were victims of abuse or neglect.

From January 2004. to June 2009. the *Center for integration of adolescents* registered and provided support to 390 juveniles who live or work at the streets. Out of that number, 17% of juveniles are exploited by peer groups, and 80% by family member (parents or relatives).

⁶ *National Strategy for Prevention and Protection of Children from Abuse and Neglect*, Gov. Rep. Serbia, 2008.

2. 1. 6. Research studies on violence against children in Serbia

A valuable source of data on violence against children in Serbia are the studies carried out in the last fifteen years by academic institutions (Faculty of Political Sciences, Institute for Psychology, Institute for Criminological Research, Institute of Mental Health, Victimology Society of Serbia and others), international organisations (UNICEF, Save the Children) and numerous domestic non-governmental organisations (Child Rights Centre, Incest Trauma Centre, Autonomous Women's Centre, Familia and others). The most significant of these studies are cited in the References. (Note: The original titles in Serbian were translated to English).

A study of Multiple Indicators of the Condition and Status of Children and Women in Serbia – MICS3 (UNICEF, Republic Statistical Office and Strategic Marketing, 2005) on a representative sample of 9,953 households, 1,979 of which were Roma households from Roma settlements, showed that corporal punishment as a method of disciplining children is a very widespread phenomenon in Serbia. Seventy-three percent of the children from 2 to 14 years of age experienced at least one form of psychological or corporal punishment by parent or other person in the family during the thirty days preceding the study. In 7% of the cases it was a matter of severe form of corporal punishment. It was twice as frequent (14%) in poor families and even three times as frequent in Roma families from Roma settlements (22%).

According to the same study, 4% of the children in Serbia from 5 to 14 years of age are forced to work, more frequently in rural than in urban areas (6% and 3%, respectively). Child labour is twice as frequent among children from poor families and from Roma families in Roma settlements (7% and 8%, respectively).

The results of the *In the Labyrinth of Violence* study of the Institute for Psychology and the Save the Children UK organisation conducted in May 2007 in six institutions for children deprived of parental care in Serbia, which covered 189 children from 10 to 18 years of age and 132 employees in the institutions, reveal that there is virtually no child that was spared of violence during his/her stay in the institution: only 2.6% of the children stated that they had not experienced any of the specified forms of violence in the institution, while more than two-thirds of the children surveyed (76%) were exposed to at least one form of violence several times. The most frequent forms of violence the children were exposed to are: mocking, plotting, threats of physical violence and different forms of physical aggression. At least one form of sexual abuse (touching in a sexual manner, undressing and showing genitals in front of the child, undressing and looking at the child) was experienced by 35% of the children from 10 to 12 years of age and 28% of the children from 13 to 18 years of age. The main actors of all forms of violence are the other children in the institution, while the children are virtually the only actors of violence in particular forms of violence (touching in a sexual manner, robbing children of money, forcing them to behave badly towards others, forcing them to steal). Employees in institutions threat children mostly by verbal violence, yelling, threats, insulting.

According to the results of the *Children Who Wait* study (2004), carried out with the support of the Save the Children UK Belgrade Office and the Child Rights Centre on 200 cases of abuse and neglect of the child, processed in twenty centres for social work in Serbia, almost all children covered by the sample (94%) were affected by multiple manifestations and combined forms of abuse, which most frequently have a chronic (77%) or repeated pattern. A striking percentage of the abused and neglected children live with one parent (72%), almost all parents manifest deviant behaviour, while there are data on domestic violence in 59% of families. High

unemployment level (57% of mothers and 34% of fathers), low educational status of parents and poverty are the characteristics of these multi-problem families. A large number of families (85%) were exposed to stressful events or changes in the past five years and the social support network provides temporary and insufficient help to families (50%), while the family network support is most frequently missing (27%). Almost half of the children and families have been registered with centres for social work for more than three years, while as many as a third of the children (33%) have been registered for seven years or longer.

A participative research of perception and thinking of children and youth about abuse, realised in 2005 in cooperation of UNICEF, Institute of Mental Health and the *Damad* NGO covered 130 children and youth from 10 to 19 years of age from seven municipalities in Serbia. The children – participants of focus groups defined abuse as a violation of child rights and as forcing the child to do something that he/she does not want to do and is unable to do, and expressed their belief that 50% of children go through some form of abuse and that 10% of them go through severe forms of physical and sexual abuse. Those having power in the family and society are identified as abusers: parents, adults in general, teachers, more often men, older boys. Children hesitate to turn to their parents and to appropriate institutions because they „do not expect anybody to believe them“. The children stated that they expected their parents to pay more attention to them, listen to them and solve the problems by discussion and not beating, and their peers to listen, respect confidentiality and offer support. The police, centres for social work and school are indicated as the services that should participate in the protection of children from abuse, but the children think that these services are not adjusted to their needs. Numerous suggestions came from the participants about what institutions should exist, how they should be organised and how the employees in them should behave in order for children to gain confidence and courage to turn to them. Also, a suggestion was given that peers could join the process of protecting children from abuse as peer counsellors.

Data on the scope of violence against children in Serbia, although insufficient, show that all forms of violence, especially peer violence, are increased. Planning and executing of relevant measures for the prevention and protection of children from violence poses need to establish unique, coherent and gender-sensitive system of evidence and monitoring of violence.

2. 2. Identified limitations/gaps

Existing data on child abuse and neglect in Serbia are of limited value, not offering even the remote picture of real proportion of the phenomenon of child abuse. Data on increased number of registered abused and neglected children are more related to increase in public awareness of the problem of abuse and neglect, as well as to increased efficiency of services responsible for identification and protection of children suspected to be abused or neglected, and less showing the real scope of the problem. Research studies are conducted mostly in selected or small number of children. The only study conducted with representative sample of the general population is MICS (Serbia Multiple Indicator Cluster Survey 2005: Monitoring the situation of children and women, UNICEF, 2007). Nevertheless, the study was based on mother's reports only on methods administered in rising children in family, not comprising neither all kinds of abuse, neglect and exploitation of children, nor children's reports on experienced violence. Therefore, „Balkan Epidemiological Study on Child Abuse and Neglect“ would offer the data on real prevalence and incidence of the phenomenon, as well as on the factors influencing it.

3. National Legal Framework on Child Abuse and Neglect

3. 1. 1. Ratified international documents

The Republic of Serbia is a state party to the Convention on the Rights of the Child (CRC) on the basis of the succession of the Federal Republic of Yugoslavia which ratified the Convention in 1990. The Constitution of the Republic of Serbia prescribes the direct application of the international treaties of which Serbia is a state party. Therefore the CRC is directly applicable, which means that in the absence of relevant domestic laws or in case of contradiction with international legislation, the Convention's provision can be directly applied.

By ratifying the CRC, Serbia committed to undertake measures for prevention of violence against children and to provide protection of the child from all forms of violence in family, institutions and wider community, as follows:

- physical and mental violence, abuse and neglect (Art. 19),
- all forms of sexual exploitation and sexual abuse (Art. 34),
- abduction of and trafficking in children (Art. 35),
- all other forms of exploitation prejudicial to any aspect of the child's well-being (Art. 36),
- inhuman and degrading treatment and punishment (Art. 37).

The Convention also determines the obligation of the state to provide measures to promote physical and psychological recovery and social reintegration of a child – victim of violence (Art. 39 of the CRC).

The following conventions and other international documents related, directly or indirectly, to the protection of children from all forms of abuse, neglect and exploitation were ratified or signed by the state of Serbia:

- *Convention on the Rights of the Child*. Official Journal of the SFRY – International Treaties, no. 15/90.
- *Optional Protocol to the Convention on the Rights of the Child on the Sale of Children, Child Prostitution and Child Pornography*. Official Journal of the FRY – International Treaties, no. 22/02.
- *Optional Protocol to the Convention on the Rights of the Child on the Involvement of Children in Armed Conflict*. Official Journal of the FRY – International Treaties, no. 22/02.
- *International Covenant on Economic, Social and Cultural Rights*. Official Journal of the SFRY – International Treaties, no. 7/71.
- *Convention Against Torture and Any Other Cruel, Inhuman or Degrading Treatment*. Official Journal of the SFRY – International Treaties, no. 9/91.
- *Optional Protocols to the Convention Against Torture and Any Other Cruel, Inhuman or Degrading Treatment*. Official Journal of the S&M – International Treaties, nos. 16/05 and 2/06.
- *Protocol to Prevent, Suppress and Punish Trafficking in Persons, Especially Women And Children*. Official Journal of the FRY – International Treaties, no. 6/01.
- *Protocol Against the Smuggling of Migrants by Land, Air and Sea*. Official Journal of the FRY – International Treaties, no. 6/01.
- *Convention on the Civil Aspects of International Child Abduction*. Official Journal of the SFRY – International Treaties, no. 7/91.

- *International Labour Organisation (ILO) Convention No. 182 on the Worst Forms of Child Labour* and ILO Recommendations no. 190 Concerning the Prohibition and Immediate Action for the Elimination of the Worst Forms of Child Labour. Official Journal of the SFRY – International Treaties, no. 8/03.
- *European Convention on Recognition and Enforcement of Decisions Concerning Custody of Children and on Restoration of Custody of Children*. Official Journal of the SFRY – International Treaties, no. 8/01.

as well as on other regulations of the Council of Europe for protection of children from violence, in particular the following conventions, protocols and charters:

- *Convention on Cyber-Crime no. 185* (adopted in 2001, implementation started on 1 July 2004 – signed on 7 April 2005, ratified);
- *Council of Europe Convention on the Protection of Children Against Sexual Exploitation and Sexual Abuse* (adopted by the Committee of Ministers of the Council of Europe, 12 June 2007 on the 1002nd meeting of deputy ministers – signed on 25 October 2007, in the process of ratification by the Parliament).

And numerous recommendations and resolutions of the Committee of Ministers of the Council of Europe and Parliamentary Assembly of the Council of Europe.

3. 1. 3. National laws and mechanism for the protection of children

In the Republic of Serbia, the ratified international treaties are directly applied. However, regardless the fact that Serbia belongs to a monist legal system, in the practice of domestic bodies international regulations are directly applied in an insignificant number of cases, which imposes the obligation of governmental bodies to harmonise domestic legislation with international norms and standards.

The Constitution of the Republic of Serbia (2006) explicitly speaks about the rights of the child, for the first time in the constitutional-law history of Serbia. The right to free development of personality is guaranteed by the highest legal document. According to the Constitution, human life is inviolable (there is no death penalty in the Republic of Serbia), physical and psychological integrity is inviolable, nobody may be kept in slavery or in a position similar to slavery. All forms of human trafficking are prohibited. Forced labour is prohibited. Sexual and economic exploitation of any person in unfavourable position is deemed forced labour. Children enjoy human rights appropriate for their age and mental maturity. Children are protected from physical, psychological, economic and any other exploitation or abuse. Children under 15 years of age may not be employed nor may they, if under 18 years of age, work at jobs detrimental to their health or morals.

Serbian legislation provide for criminal and family protection from abuse and neglect.

Criminal legislation provide protection from abuse and neglect by criminal sanctions to person who neglect or abuse the child, if his/her actions contain elements of the criminal offense. Legislation covers not only parents of the child but other persons too.

Family protection aims, above all, to protect the child from further abuse or neglect, intercepting the situation in which child's physical or psychological integrity is in danger, and

measures provided are related to parents in the first place, or respectively, to other family members.

The Family Law (2005) established the obligation of the state to take all necessary measures for protection of the child from neglect, from physical, sexual and emotional abuse and from any form of exploitation, as well as the obligation of health care for every child and educational institutions, social care institutions, judicial and other legal bodies, associations and citizens to inform the public prosecutor or the guardianship authority (Center for Social Work) of the need and reasons for protection of the rights of the child. The Family Law prohibits domestic violence and defines violence as every behaviour putting in danger physical integrity, mental health and well-being of other family members (Art. 197). The Family Law determines the circle of persons entitled to protect the child against domestic violence, provides for protection measures and regulates special court proceedings for family-law protection from violence.

Measures imposed are aimed towards the parent who abuse and neglect the child, which makes a difference comparing to previous legal provisions. It is intention that the child, whenever it is appropriate, stays in his/her home, avoiding the placement in the institution and allowing for the other parent to take care of the child. Furthermore, a court may deprive a parent of his/her parental right if he/she abuses exercise of that right or highly neglects exercise of parental duties. Measures are imposed by court decision, in special, urgent proceedings.

The Law also establishes the right of the child to independent representation in cases of conflict of the child's interests and the interests of the child's legal representative. The Law introduces specialisation of judges for acting in family matters and provides for mandatory training of judges in the area of the rights of the child.

The current ***criminal legislation*** prescribes measures for protection of children from physical and mental violence, injuries or abuse, neglect or negligence, maltreatment or exploiting, including sexual harassment. The foremost acts sanctioned are those of violence against any person. The neglect and maltreatment of minors is punishable where the perpetrator could be either a parent, adoptive parent, guardian or any other person looking after the child.

The ***Criminal Code of the Republic of Serbia (2005)*** envisages a group of criminal acts performed as gender-biased acts, which includes, either as separate crimes or as more serious forms of basic crimes, various forms of sexual abuse and sexual violence against children. Thus, sexual intercourse or other sexual activities performed with a minor younger than 14 years is a criminal offence. A more rigorous sentence is envisaged for a person who commits this act with a helpless minor younger than 14 years, either by using force or threatening to attack the life or body of the minor or a person close to the child. The most serious form of this crime is if it results in serious bodily injury or seriously undermines the minor's health, or if it results in the victim's pregnancy or his/her contraction of a serious contagious disease, or if the act is committed by several persons, or in a particularly cruel and humiliating manner, or if it results in the death of the minor. In addition, the law describes as a separate crime the act of sexual intercourse and other sexual activities committed through the abuse of official position, the more serious form of which is when a teacher, kindergarten teacher, guardian, adoptive parent, step-parent or other person has sexual intercourse or other sexual activities with a minor older than 14 years, through the abuse of his/her office. The procurement of a minor or the enabling of fornication with a minor is also prescribed as a crime and a more severe penalty is provided for this crime if it has been committed with gain as a motive.

An extra-marital union with a minor is also prohibited by criminal legislation. A penalty is prescribed for the adult, living in an extra-marital union with a minor who is older than 14 years, as well as for the parent, adoptive parent or guardian who has allowed a minor older than 14 years to live in an extra-marital union with another person or who has induced him/her to do so, while a more rigorous penalty is envisaged for this act if it has been committed with the motive of gain.

In the context of the protection of children from sexual abuse, one should mention the crime of incest, i.e. sexual intercourse with a next of kin, or with a brother/sister.

The Criminal Proceedings Code (adopted in 2006, applied as of 1 January 2009) clearly prescribes rules related to reporting suspicion that a criminal offence was committed that is prosecuted *ex officio* and contains new procedural rules in terms of protection of the injured party. This Act also envisages the obligation of particularly careful dealing in the hearing procedure for a child who was exposed to a criminal act so as not to exert harmful effects to his/her psychological state. If necessary, the hearing may be performed through assistance of a social worker, psychologists or some other professional.

The Law on the Bases of the Education System (2003, amended in 2004) prohibits, for the first time, physical violence and insulting children's personality and guarantees the right of the pupils to protection from discrimination and violence. The Law contains penal articles too. An institution, manager of the institution or responsible person will be fined if does not determine procedures for the protection and safety of children, or pupils, and if the school staff physically or emotionally abuse children, or pupils.

The Law on Juvenile Perpetrators of Criminal Offences and Criminal-Law Protection of Juveniles, (adopted in 2005, applied as of 1 January 2006), for the purpose of special protection of the personality of juveniles as injured parties or injured parties heard as witnesses in criminal proceedings, explicitly provides for introduction of specific specialisation of all participants in criminal proceedings (presiding judge, public prosecutor, investigating judge, police officer and the injured party's attorney) in the case when adult perpetrators of 27 listed criminal offences are on trial and in all other cases the specialised public prosecutor deems it necessary. Furthermore, the Law contains new rules for presenting evidence, which underwent significant procedural modifications, primarily in the light of protection of juvenile injured party.

The Law on Health Care (2005) guarantees the right of every patient to receive health care with observance of the highest possible standard of human rights and values. Thus, for the first time, a child patient has a guaranteed right to physical and psychological integrity and safety of his/her personality, as well as to observance of its moral, cultural, religious and philosophical convictions.

The Law on Police (2005) introduces specialisation of police officers acting in cases of criminal offences against juveniles.

The Labour Law (2005) contains special provisions defining the jobs at which employees under 18 years of age may not work.

The General Protocol on Protection of Children from Abuse and Neglect (2005) provides clear and binding guidelines to all service providers in governmental as well as non-

governmental and private sector for the implementation of integrated intersectorial co-operation in child protection process.

In the period after 2000, numerous new institutional mechanisms for the protection of children at the national level were established or the existing ones were reinforced:

- **Committee for Gender Equality of the National Assembly of the Republic of Serbia** (established in 2002), whose part is the **Sub-Committee for Child Rights**. This Committee considers draft laws and other regulations from the perspective of gender equality and particularly the rights of the children.
- **Council for Child Rights of the Government of the Republic of Serbia** (counselling body of the Government of the RS, formed in 2002). The tasks of the Council include the initiation of measures for harmonising the policy of the Government of the Republic of Serbia in the areas relating to children and youth (health care, education, culture, social issues), initiation of measures for building complete and coherent policy towards children and youth, defining recommendations for realising important social indicators in the area of child care and proposing policy for exercising the rights of children in accordance with the UN Convention on the Rights of the Child, analysing the effects of measures undertaken by competent bodies on children, youth, families with children and birth rate, monitoring the exercise and protection of child rights in our country.
- **Ombudsman**, who ensures the protection and promotion of human rights, was established in the Republic of Serbia in 2005. He/she selects one of his/her deputies for the area of protection of child rights. In Vojvodina, independent supervision of the protection of child rights is also performed by the specialised deputy ombudsman for child rights. In the parliamentary procedure there is also a Draft Law on the Protector of Child Rights, which should establish an independent institution at the republic level for improving and supervising the application of the Convention on the Rights of the Child in terms of promoting, improving and protecting child rights in the Republic of Serbia.
- **National mechanism for co-ordination of activities and creation of anti-human trafficking policy** (formed in 2003). It consists of the Anti-Human Trafficking Council, Anti-Human Trafficking Co-ordinator and the Republic Anti-Human Trafficking Team /strategic level/ and the Office for Co-ordination of Human Trafficking Victim Protection (established in 2004) together with the police and judicial bodies /operational level/.
- **Line ministries of the Republic of Serbia** for the area of social policy, health care, education, internal affairs, judiciary, youth and sports, culture, finance, local authorities.
- **Statistical Office of the Republic of Serbia** is an institution of special significance that collects data at the national level; reform of this area and application of the concept of gender-sensitive statistics are under way.
- **Office for Human and Minority Rights** was formed in 2006 from the Ministry of Human and Minority Rights. This Office is significant because of our country's reporting under international conventions, primarily under the Convention on the Rights of the Child.

3. 1. 4. Identified limitations/gaps in National laws

Although great progress has been made in past years in harmonizing the national legislation with international norms and standards, the implementation of new legislation is often slow and not always accompanied by full co-ordination between relevant ministries and the National

Assembly as the legislative body, or by consistent development of adequate implementation mechanisms.

The adoption of the new Family Law in 2005 was, undoubtedly, a very important act since, for the first time, it introduced the rights of the child, adopted the concept of joint guardianship by parents who are separated, and introduced family law protection against violence in the family. A step forward in terms of quality of measures imposed in case of abuse and neglect of children was made by directing the measures primarily toward the offender and not to the child as was the case earlier. However, this Law has not fully met the demands put before it by the expert community, and has failed to explicitly prohibit physical punishment of children, to introduce the obligation of the state to provide parental education, and to provide guidelines to define the child's best interests, nor has it shown consistency in application of the child's right to express his/her views.

An initiative was undertaken in 2009. to amend the Family Law with provision of explicit ban of corporal punishment of the children. This initiative was launched by coalition of 18 non-governmental organizations active in the field of the protection of child rights, with support of the Council for Child Rights of the Government of the Republic of Serbia. More than 50 governmental and non-governmental organizations have supported the initiative. Motion of the new legal provision has been made and put forward to the Parliament.

A significant flaw of current legislation is related to the mandatory reporting of suspicion of neglect and abuse of the child. According the Family Law, every health care and educational institution, social welfare institutions, judicial authorities, associations of citizens and citizens are obliged to report public prosecutor or custody authority of need and reasons to protect the child. There are, however, no sanctions for not acting in accordance to this provision; even the worse, upon reporting there is usually no eligible solution, which slows down the action of a custody authority, or makes that reaction fails.

In the following period it is necessary to focus on the comprehensive implementation of relevant international norms and standards in the area of protection of children from violence, which could be best achieved by further harmonisation of national legislation and, above all, by the adoption of a special Law on the Child and the Law on Protection of the Rights of the Child.

3. 1. 5. National/ Regional Action Plans

Commitment of the Republic of Serbia to respect and promote child conditions, and especially to protect and prevent violence against children, is obvious from numerous strategic documents of the Government and laws adopted by the Parliament of the Republic of Serbia, as well as from reform processes in social and health care, education, judiciary, police and other sectors, started after democratic changes in 2000.

Protection of the children from all forms of abuse, neglect, exploitation and violence is one of the priority goals of the *National Plan of Action for Children*, prepared by the Council of Child Rights and adopted by the *Government of the Republic of Serbia* in 2004, where general policy of the country towards the children is defined, for the period till 2015.

In 2007, the document *National Millennium Goals of the Development in the Republic of Serbia* is adopted, with goals to be achieved till 2015. In Millennium goal 3, referring to the promotion of gender equality and improvement of status of women, one of the specific goals is to decrease violence against women and children, with recommendation to adopt and implement National Action Plan against violence in everyday life and to conduct gender-sensitive national statistics of the victims of violence.

In the beginning of May 2008 the government has adopted *National strategy for adolescents*, in which one section is dedicated to the protection of children and adolescents from violence.

At the end of 2008 the Government has adopted the *National Strategy for the prevention and Protection of children from violence 2009/2015*. General strategic goals defined by the National Strategy are: (1) developing the safe environment which will enable the right of every child for the protection from each form of violence, and (2) establishing the national system of prevention and protection of the child from all forms of abuse, neglect and exploitation. These general goals of the strategy are elaborated through specific goals and measures leading to accomplish general goals: (1) rising the awareness of citizens, especially of children, on the issue of violence and generating the public attitude against violence; (2) developing tolerant behaviours by understanding and accepting differences and nurturing non-violent communication skills; (3) empowering and support to the family (biological, foster, adoptive) in the prevention and protection of children from violence; (4) support for the development of programmes for the prevention of violence against the children; (5) encouraging and support of children participation in the development and implementation of programmes for the prevention and protection from violence; (6) commitment, willingness and liability of policy makers at the national level in the process of establishment and implementation of the policy of prevention and protection of the children against violence; (7) establishing the comprehensive national legislation for the protection of the children from abuse, neglect and exploitation; (8) developing the efficient multisectorial and multidisciplinary networks for the prevention and protection of the children from abuse, neglect and exploitation; (9) developing the agencies and services for work with victims and perpetrators of the violence; (10) gaining new knowledges and skills of all parties responsible for the children in the field of protection and prevention of the children from violence; (11) improving the system for collecting and analysis of the data and reporting on cases of abuse, neglect and exploitation of the children and (12) supporting the research on causes, effects, costs, prevention and protection of the children from violence.

In March 2010 the Government of the Republic of Serbia has adopted the *Action Plan for implementation of the National Strategy for the Prevention and Protection of the Children from Violence* with clearly stated activities, expected outcomes, indicators, responsible institutions, partners and necessary budgetary funding for the implementation of the National Strategy in the period 2010-2012.

Other strategies important for the improvement of the protection of children from abuse and neglect are:

- Poverty Reduction Strategy, Government of the Republic of Serbia, 2003 (www.prsp.sr.gov.yu).
- Social Care Development Strategy. Official Gazette of the Republic of Serbia, no. 1008/2005.
- Official Statistics Development Strategy in the Republic of Serbia, Official Gazette of the Republic of Serbia, no. 111/2006.

- National Strategy for Combating Trafficking in Human Beings in the Republic of Serbia, Official Gazette of the Republic of Serbia, no. 111/2006.
- Strategy for Youth Development and Health in the Republic of Serbia, Official Gazette of the Republic of Serbia, no. 104/2006.
- National Judicial Reform Strategy, 2006.
(www.srbija.sr.gov.yu/extfile/sr/45690/strategija_drzavna_uprava_lat.zip)
- Strategy for Improving the Situation of Persons with Disabilities in the Republic of Serbia, Official Gazette of the Republic of Serbia, no. 1/2007.
- Mental Health Care Development Strategy, Official Gazette of the Republic of Serbia, no. 8/2007.
- Strategy for Integration and Empowerment of Roma in the Republic of Serbia, 2009.
- National Plan of Action to Combat Trafficking in Human Beings, (2009-2011), Official Gazette of the Republic of Serbia, 2009.

3. 1. 6. Identified limitations/gaps in Action Plans

It is expected that consistent implementation of measures determined by the Action Plan for implementation of the National Strategy for prevention and protection of the children from violence will help to overcome following acute problems in the field of protection and prevention of children from violence: (1) poor awareness of the population on the presence of violence, tolerant attitude toward various kinds of violence and insufficient education of public in facing the violence against the children; (2) lack of comprehensive strategies and mechanisms for facing the issue of violence against the children; (3) insufficiently developed legislation in the field, necessity of ratification of relevant instruments for the protection of human rights and developing the guidelines for the rights of children in various fields; (4) insufficiently developed multisectorial network for the protection of children from violence; (5) underdeveloped information system for collecting the data on violence against the children, lack of protocols for the purpose of documenting the violence and undeveloped procedures for the reporting; and (6) lack of research on the incidence of the violence against the children and risk assessment for vulnerable groups of children exposed to abuse and violence.

4. Child protection system in the Republic of Serbia⁷

Mechanisms for protection of children from violence in Serbia traditionally exist in all relevant sectors to a smaller or greater extent, but the multisectorial approach has started to develop intensively only recently as a part of the reform processes in the area of social and health care, education, judiciary and police and other areas, initiated after the democratic changes in the country in 2000.

After the World War Two the state has allocated significant funds for advancement of the network of social, health and educational services and institutions for children. However, maltreatment and neglect, including abuse of children and especially sexual abuse have even been denied by the official institutions for a rather long time.

⁷ The sub-chapters under this heading are interlinked among each other (e.g. subchapter 4. 3 results from sub-chapters 4. 2 and 4. 1.).

In the period between 1991 and 1999 when the society suffered a serious crisis and armed conflicts with all its consequences, the violence against children and women was brought into the focus of attention by awareness raising activities provided by international and domestic nongovernmental organisations. About six thousand professionals working with children (teachers, doctors, nurses, psychologists, social workers etc.) were trained in child rights. As an outcome, a strong movement for the protection of children from abuse and neglect started with a gradual development of a network of child protection services, organisations, and institutions.

As a part of the reform processes, the Ministry of Social Policy, with support of UNICEF, Save the Children and other organisations, started activities in 2001 for the purpose of developing a comprehensive system for the prevention and protection of children from abuse and neglect.

The child protection system in Serbia is based on intersectoral networks in each municipality. There are 139 municipalities in Serbia and each of them has a Center for Social Work (CSW), Health Center, educational facilities (schools and preschools) and the Police. The Office of the public prosecutor and the Court are either on municipality or district level, depending on the size of the municipality. The linking of these services into a intersectoral child protection network on the municipality level started in late 90' as a pilot project supported by UNICEF, but a real difference was made when the Government adopted the General Protocol for the protection of children from abuse and neglect in August 2005, since more than 40 local intersectoral teams were trained and are fully operating. According to the Action plan for implementation of the National Strategy for prevention and protection of children from abuse and neglect, the child protection teams should be trained and operating in all municipalities until the end of 2015.

4. 1. Child protection procedures

The child protection procedures are defined by the **The General protocol for protection of children from abuse and neglect** (hereinafter: General protocol).

The General protocol is a legally binding document for all providers of services, including government, non-governmental and private sectors, as well as child protection policy makers. Beside the procedures and steps in the process of child protection (reporting, referral, assessment and collecting and exchange of information in cases of abuse and neglect, interventions, follow up) it includes the definitions of child abuse and neglect, and the role and responsibility of the members of the network as well as the participation of the child and the parents.

4. 1. 1. The definitions of child abuse and neglect in the General protocol

The definitions of child abuse used in the Protocol are quoted from the original document adopted at the Consultation on Child Abuse Prevention held at the World Health Organization in Geneva in 1999.⁸

1. General definition of child abuse

⁸ WHO. Report of the Consultation on Child Abuse Prevention, 29-31 March 1999. Geneva, WHO Geneva, (document WHO/HSC/PVI/99.1)

Child abuse or maltreatment constitutes all forms of physical and/or emotional ill-treatment, sexual abuse, neglect or negligent treatment or commercial or other exploitation, resulting in actual or potential harm to the child's health, survival, development or dignity in the context of a relationship of responsibility, trust or power.

2. Physical abuse

Physical abuse of a child is that which results in actual or potential physical harm from an interaction or lack of interaction, which is reasonably within the control of a parent or person in a position of responsibility, power or trust.⁹ There may be single or repeated incidents.

3. Sexual abuse

Child sexual abuse is the involvement of a child in sexual activity that he/she does not fully comprehend, is unable to give informed consent to, or for which the child is not developmentally prepared and cannot give consent, or that violate the laws or social taboos of the society.

4. Emotional abuse

Emotional abuse includes the failure to provide a developmentally appropriate, supportive environment, including the availability of a primary attachment figure, so that the child can develop a stable and full range of emotional and social competencies commensurate with his/her personal potential, and in the context of the society in which the child dwells. There may also be acts towards the child that cause or have a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development. These acts must be reasonably within the control of the parent or person in a relationship of responsibility, trust or power.

5. Neglect and negligent behaviour

Neglect is the inattention or omission on the part of the parent or caregiver¹⁰ to provide for the development of the child in all spheres: health, education, emotional development, nutrition, shelter and safe living conditions, in the context of resources reasonably available to the family or caretakers, and causes, or has a high probability of causing harm to the child's health or physical, mental, spiritual, moral or social development. This includes the failure to properly supervise and protect children from harm as much as is feasible.

6. Exploitation

Commercial or other exploitation of child refers to the use of the child in work or other activities for the benefit of others. This includes, but is not limited to, child labour and child prostitution, kidnapping and/or sale of children for the purpose of work or sexual exploitation. These activities are to the detriment of the child's physical or mental health, education, moral or social-emotional development.

Operational definition of terms used in the Protocol and additional information are included in the Handbook for the use of the Protocol (Ispanović Radojkovic, Ignjatovic, Vujovic, Stevanovic, Srna, Zegarac, 2006).

¹⁰ **Caregiver** refers to someone who is in a permanent or temporary caregiving role (e.g., parent, live-in partner, grandparent, foster parent, babysitter, teacher, recreational group leader). The term caregiver is used in this document to encompass a parent, a family member or any other individual caring for the child, even for a short time (e.g., a babysitter).

4. 1. 2. Steps in child protection

The following steps of the child protection process are described in the General protocol:

1. Recognition of cases of abuse and neglect and their referral to the relevant services for child protection

The citizens, and all those in contact with children and families in their everyday work, have the obligation to report to the Centre for Social Work that the child is at risk and needs to be protected from abuse or neglect (Art. 197, Family Law).

The professional concerned about child's wellbeing should make consultations within the service itself with his/her more experienced colleagues or those trained in protection from abuse and neglect. However, this process should not delay or postpone urgent care of injuries and illness of the child, or undertaking of emergency child protection, if such indications exist.

It is desirable to discuss, prior to referral, the concern with child's family, to ask the parents for necessary information and to tell them that the case is going to be referred to the Centre for social work. This should be done *only when such talk will not increase the risk of further injury to the child*, or it will not put at risk further child protection process.

The referral may be submitted in writing or orally, including by telephone. If a professional submits an oral/telephone referral it should be followed by a referral in writing within the next 72 hours.

The decision on the postponement of the referral may be made only if within an institution there exists an organized and educated Child Abuse and Neglect Protection Team, which has concluded that all three following conditions are met:

- the risk from child abuse/neglect is low
- child's family is willing to cooperate and capable of change offering better protection to the child
- the institution has the capacity to deal with the problem of the child and the family.

If it is decided to refer the case, subject to circumstances, the following steps are undertaken:

- Immediate information of the police and the centre for social work when the life of the child is threatened or when at risk of immediate significant harm to health.
- Referral to the relevant Centre for social work
- Referral to the police, i.e., state/public prosecutor in case of a doubt that a criminal act has been committed.

2. The assessment of risk of CAN and needs of the child and the family at the Center for Social Work

2. 1. Screening/intake assessment

Intake worker in the Centre for Social work receives, evaluates the referrals during 1 working day at the longest. The talk with the referrer is documented in a form of an official memo.

This procedure may have one of the three possible outcomes:

- a) Opening of the case and forwarding of the referral to the worker responsible for assessment – case assessment worker
- b) Registration of the referral without opening the case in the CSW and referral to other community services
- c) Undertaking of emergency intervention – after urgent consideration of protection strategy between the CSW, police and, if applicable, other services.

2. 2. Initial assessment

The procedure of initial assessment carries out the appointed CSW case assessment worker, with the assistance and supervision of the professional CSW team. The procedure may take a maximum of 7 working days and represents the basis for determining the directions of future work with the child and the family.

The initial assessment process includes the following procedures:

- Observation and talks with the parents, family members and other persons
- Collection and analysis of relevant information from professionals in other services in contact with the child and family
- Assessment of injuries suffered by the child, that is, the assessment of risk to which the child is exposed
- Identification of resources that may be used for the protection of the child within the family
- Decision whether the case is open to undertake further measures and services within the CSW, or it should be referred to other community services
- Reporting about the results of the initial assessment.

The decision after the initial assessment may be that:

1. There is a need to protect the child from abuse/neglect: In this case CSW undertakes further co-ordination of planning, carrying out of protection measures and providing services, as well as of monitoring of the child and family, but together with other community services. CSW appoints a person from CSW who will be the case manager.
2. There is no need to protect the child from abuse and neglect, but the child and family are in need of other forms of support and help. In this case the strategy of future activities is agreed upon with professionals from other services.
3. There is no need for protection of the child or for other services – CSW then „closes” the case.

CSW is obliged to give a written information to the referrer within 10 days from the day of the receipt of the referral.

2. 3. Consultation meeting about assessment strategy and initial interventions

When it is necessary to harmonize the assessment procedures from different systems CSW organizes a meeting/consultation with other relevant services for agreement on assessment and investigation strategy. The consultation meeting is mandatory called for in the situations when the investigation has been started or in case of expected opening of investigation in pretrial procedure, when information is collected and it is necessary to protect the child from additional traumas, when for the provision of child's safety the co-operation of services in the community is essential or when complex or specialized assessment procedures have to be carried out.

3. The planning and providing services and protection measures for the child

The planning of services and providing measures for child's protection develops from the very beginning of the process. If child's life and health are at immediate risk, the measures for emergency intervention are immediately undertaken.

3. 1. Case conference

If it is concluded after the initial assessment that the need exists to protect the child from abuse/neglect CSW – the case manager will organize Case Conference (conference for planning provision of services and protective measures for the child).

The process for planning of services and measures should result in:

- meaningful plan for the protection of the child (determining who will work what and until when)
- appointment of the responsible worker and the core team for the carrying out and coordination of the plan for the protection of the child
- identification of further needs for assessment
- setting of the deadline (date) for review conference
- back up plan, if agreed protective measures cannot be carried out.

At the case conference the decisions are made about the strategies and measures necessary to undertake in order to protect the child.

3. 2. Legal protection measures

The centre for social work decides on or proposes the undertaking of the measures of legal protection of the family, including:

1. Warning the parents about the omissions made in rearing the child
2. Provision of support and help to the family (material, psychosocial, legal and other) and/or referral to services of relevant institutions
3. Continuous supervision of the execution of parental rights (including corresponding decisions, orders, bans)

Other legal decisions in case of child abuse and neglect are made by the Court:

4. Decision on displacement of child out of the family, that implies:
 - removal of the child from parents and placement with the other family (related/non-related) or in a social care institution, or
 - placement of the child with another family or in a social care institution with the consent of parents
5. The decision on the manner of maintenance or ban of personal relations between the parents and the child.
6. Termination of the parental right.

3. Emergency intervention

Emergency intervention is undertaken when the life and health of the child are exposed to immediate risk or may be placed at risk if emergency intervention is not undertaken. Emergency intervention implies quick exchange of information and taking decisions on strategy for further actions by the CSW, the police and other services, such as public prosecutor, investigation court.

In situations of immediate risk, and if the child's safety cannot be ensured in any other way, the custody organ will decide on the removal of the child from the parents and temporary placement to care to another person or an institution, and the ban or limitation of contact with the child may be pronounced for parents.

The parents have the right to be informed and to participate in these proceedings.

The custody organ has also the duty to decide who will take the obligation of further care and safeguarding of the child.

5. Follow-up and evaluation of the child and the family

The plan for the protection of the child from abuse and neglect should also contain the plan for follow-up and evaluation of the adequacy of planned and undertaken measures, including re-assessment deadlines.

The decision on further child protection measures will be made subject to evaluation results. If the results are indicating that child's environment is safe and that the parents/guardians are able to ensure conditions for future safe and unhindered psychological-physical development of the child, the decision will be passed to close the case.

4. 2. 2. Roles, responsibilities and activities of different sectors in child protection

Child protection is a *unique process*, although different institutions, services and/or individuals are involved in it. ***The Centre for Social Work has the co-ordinating role in this process.*** The special roles and responsibilities of all the involved sectors are described below.

1. Social care

Centre for social work has concrete tasks and authority for the application of emergency measures of legal and social protection of the child exposed to abuse and neglect within the family, but also in all other situations in which response is necessary for the purpose of protecting the rights of the child.

Measures of binding character are taken against the child's parents (preventive, corrective supervision of exercise of parental right), with the aim of providing optimal conditions for the child's development. Should these measures fail and there is still a serious danger to the child's life and development, he/she will be placed with a foster family, most frequently a kinship family or, only in cases where the foregoing is not possible, in one of the 17 existing social care institutions for children deprived of parental care. In these cases, appropriate legal proceedings for partial or full deprivation of parental right are initiated against the parents.

The reasons for full deprivation of parental right are various forms of abuse of parental right and serious neglect of parental duties (abuse of the child, exploitation, incitement to criminal offences and bad habits, abandonment and lack of care of the child, not maintaining personal relations, avoiding the obligation to support the child etc.). The reason for partial deprivation of parental right is unconscientious exercise of parental rights.

In February 2006, the Ministry of Labour and Social Policy adopted the ***Special Protocol for Protection of Children from Abuse and Neglect in Social Care Institutions***, which prescribes measures for prevention and reduction of risk of abuse and neglect and measures for protection and recovery of the child when the abuse has already happened.

Within the project entitled „***Development of Regional Foster Care Services***” special emphasis is placed on development of specialised foster care and on strengthening the competencies of professionals and foster parents in protection of children with special needs, including children who suffered abuse and neglect.

In late December 2002, the Ministry established the *Shelter for Urgent Protection of Abused Children* as a special unit of the Centre for Protection of Infants, Children and Youth in Belgrade. The Shelter takes care of the children removed from the family setting due to physical, sexual and emotional abuse, neglect or endangerment of life of the child arising as a consequence of parent's illness, a parent serving prison sentence or similar.

In the period from 2004 to 2007, the Fund for Social Innovations (FSI), as a programme of the Ministry of Labour and Social Policy, financed more than twenty projects dealing with prevention and protection from violence, within which shelters for women and children victims of violence were established in seven cities in Serbia.

Within the project entitled „Establishment and Application of the System of Accreditation of Training Programmes for Providers of Social Services in the Republic of Serbia“, the Ministry accredited a total of 58 training programmes, of which there are three programmes in the area of protection of children from abuse and neglect and fifteen programmes dealing with domestic violence, different forms of prevention, programmes of support to families at risk, treatments of victims of violence, non-violent communication, self-support groups and application of counselling methods.

The SOS Children's Line 0800 123456 (free call from all fixed telephone lines and telephone booths in Serbia) started its operation in October 2005 as a free-of-charge, confidential, round-the-clock counselling service to children over 4 years of age and youth, as well as adults concerned for children, available 365 days a year. The founders of the SOS Children's Line are the Ministry of Labour and Social Policy, Ministry of Health, Ministry of Education and Sports, People's Office of the President of the Republic of Serbia, Princess Katarina Karadjordjevic Foundation and Telekom Srbija. The calls are answered by specially trained telephone counsellors, who by their main profession are: psychologists, pedagogues, social workers, special pedagogues, adult educators, lawyers and medical workers.

The Office for Co-ordination of Human Trafficking Victim Protection was established in March 2004 as a joint project of the Ministry of Labour and Social Policy and the OSCE Mission to Serbia. Since June 2005 the Office has been providing services financed from the budget of the Republic of Serbia (Ministry of Labour and Social Policy). The Office deals with the protection of victims of human trafficking, including children, through identification and referral of victims to appropriate assistance programmes.

The Ministry also co-ordinated the work of several task forces and was involved in preparation of all national and intersectorial documents dealing with protection of children in general and in particular the protection of children from abuse and neglect.

2. Health care

Health care of children is an integral part of health care provided to the entire population. It is organised by levels with a well-developed network of health care institutions in the state-owned health care sector in which a large number of paediatricians and paediatric nurses as well as numerous health care associates provide a wide range of preventive and curative health care services. However, before the 1990s, a diagnosis of physical and sexual abuse of the child was given extremely rarely. As a rule, diagnoses related to the consequences of abuse and

neglect, e.g. the child's behaviour disorder, suicide attempt, depressive reaction and similar, without designating abuse and neglect as the causes of these disorders.

In the late 1990s, through co-operation of the line ministry, international organisations (UNICEF, Open Society Fund, Save the Children and others) and non-governmental sector, sensitisation and strengthening of experts' competence for identification and care of abused and neglected children in the health care system was initiated. Over five hundred paediatricians, visiting and paediatric nurses participated in these training programmes. Special teams or units for prevention, early detection and interventions with abused and neglected children and youth were established in several large health care institutions in Serbia (Institute for Mental Health; Clinic for Neurology and Psychiatry for Children and Youth; Department for Adolescent Psychiatry of the „Dr Dragiša Mišović“ Clinical Centre; Institute for Student Health Care; Institute for Health Care of Mother and Child of Serbia „Dr Vukan Čupić“).

The Institute for Forensic Medicine of the School of Medicine in Belgrade formed a clinic for diagnostics and documentation of violence against children and women in order to assist them in any court proceedings.

The Ministry of Health also formed a task force which developed a ***Special Protocol for protection of children from abuse and neglect in the health care system***. The Protocol has been endorsed by the Minister of Health in 2009 and an extensive training of health workers is planned to take place.

3. Education

In the early 1990s, different preventive programmes were initiated in education institutions, in cooperation with international organisations, line ministries and non-governmental sector, with the aim of improving the quality of communication, developing tolerance to diversity, reducing violence and constructive resolution of conflicts.

The systemic approach in developing tolerance and non-violent communication in primary and secondary schools was achieved through introduction of the optional subject *Civic Education*.

The ***School Without Violence Programme*** is realised by UNICEF in co-operation with the Ministry of Education, Ministry of Health, Ministry of the Interior, Ministry of Labour and Social Policy, Institute for Education Promotion and the Council for Child Rights of the Government of the Republic of Serbia (in 101 primary schools) and aimed at prevention and reduction of violence against and among children. The Programme offers specific knowledge as to how the problem of violence may be solved by learning behavioural techniques and procedures in overcoming conflicts. The Programme contributes to the creation of safe and non-violent environment for growing up of children, encourages building and fostering friendly relations, tolerance and healthy lifestyles.

The Ministry of Education of the Republic of Serbia endorsed the ***Special Protocol for Protection of Children and Pupils from Violence, Abuse and Neglect in Education Institutions***. Preventive activities in the protection of children from violence are presented and procedures are defined in the *Special Protocol*. Based on the *Special Protocol* the educational institutions are obliged to define the Programme for Protection of Children/Pupils from

Violence in their Annual Work Programme and to form a Team for Protection of Children/Pupils from Violence.

Several programmes aimed at improving children's security were implemented through co-operation of the Ministry of Education and the Ministry of the Interior. The *School Policeman* Programme was introduced in 2002 in a certain number of schools in the territory of the Republic of Serbia which were estimated to have the most pronounced problems regarding safety of children. Currently, 267 „school policemen“ are engaged in the performance of safety improvement activities and tasks in 494 schools, or 12.1% of their total number (260 primary and 234 secondary schools).

4. Police

Performance of tasks in the Ministry of the Interior is ensured through unified organisation in the territory of the Republic of Serbia. In the Ministry headquarters, within the Criminal Police Administration, for the first time a special organisational unit was introduced in 2006 – Department of Prevention and Control of Juvenile Delinquency, which is responsible for monitoring, analysis and provision of expert assistance in the area of application of police authority against juveniles, organisation and improvement of work by prescribing unified standards and procedures, as well as permanent advanced training of police officers, deployed in 27 regional units – police administrations, with 109 police stations – units responsible for the territory of one municipality.

The activities of prevention and control of juvenile delinquency and protection of children from all forms of violence are generally performed by police officers specially trained for work with juveniles as well as other police officers in the security sector, within constabulary, patrol and other forms of activities.

In the conduct towards children and youth, restrictions are clearly defined in terms of using instruments of force. Instruments of force must not be used against a child unless he/she directly endangers his/her own life, the life of the police officer or other person. Police officer is obliged to make a report on each use of instruments of force.

It is also important to indicate that keeping juvenile suspects in custody for up to 48 hours, enabled until then by the provisions of the Criminal Procedure Code, was abolished with the adoption of the Law on Juvenile Perpetrators of Criminal Offences and Criminal-Law Protection of Juveniles.

For the purpose of professional, ethical and legally-based police conduct towards juveniles, the Ministry of the Interior adopted two binding documents: the Instruction on Conduct of Police Officers towards Juveniles and Younger Adults and the *Special Protocol on Conduct of Police Officers in Protection of Juveniles from Abuse and Neglect*.

Taking into account the fact that the role and tasks of police officers in prevention and control of juvenile delinquency and violence against children are particularly complex, an additional training of police officers specially trained for work with juveniles was organised in co-operation with UNICEF with the aim of improving the existing and acquiring new professional knowledge, attitudes and skills based on modern ethical and psychological standards in the work with juveniles. As a result of this series of trainings, a manual entitled „Children and the

Police – Psychological and Ethical Aspects of Establishing the Relationship of Trust and Co-operation between the Police and Children in Contact and/or Conflict with the Law“ was prepared and published.

Since 2002, numerous preventive programmes intended for children and youth have been realised as part of development of the police in the community.

5. Judiciary

Specific specialisation of prosecutors and judges is explicitly provided for in criminal proceedings for the purpose of special protection of juveniles as injured parties, as well as in criminal proceedings against juvenile perpetrators of criminal offences. Acquisition of specific knowledge and advanced training of judges and prosecutors working in the area of child rights, juvenile delinquency and criminal-law protection of juveniles are the responsibility of the Judicial Training Centre in cooperation with line ministries. The Judicial Centre issues specific certificates after conducting knowledge examinations and advanced training.

The criminal proceedings against a juvenile for all criminal offences are initiated only at the request of juvenile public prosecutor (the prosecutor who acquired special knowledge in the area of child rights and criminal-law protection of juveniles). The proceedings in the first instance are conducted before the district court juvenile judge and juvenile chamber. In the second instance, the specialised juvenile chamber of the immediately higher court has the jurisdiction.

Correctional measures have precedence in the system of criminal sanctions against juveniles. The criminal sanction of imprisonment may be pronounced only in exceptional cases to older juveniles. In terms of institutional correctional measures, it is possible to pronounce a correctional measure of referral to educational institution, referral to special institution for treatment and training and referral to correctional institution.

Juveniles against whom an institutional correctional measure or a juvenile imprisonment measure is carried out are subjected to medical check-up by appropriate health care institution at least once a year. A report on psychological condition of juveniles is prepared at least twice a year and delivered to the juvenile judge of the court that acted in the first instance and that performs supervision and has supervision over the carrying out of the criminal sanction.

3. 3. 6. Non-governmental sector

Domestic and international non-governmental organisations play an important role in different segments of protection of children from violence and abuse. They played a pioneering role in awakening public awareness of the problem of violence against women and children in the Republic of Serbia.

During the 1990s, numerous governmental and non-governmental organisations and academic institutions – Institute for Mental Health, Faculty of Political Sciences, Child Rights Centre and others, with the support of UNICEF, Open Society Fund, Save the Children and other international organisations started to work on sensitisation of the public, strengthening of the competence of experts and development of network for prevention and protection of children

from abuse and neglect. First experiences from research and application of training and formation of multidisciplinary teams for protection of children were published as well, and a group of the Child Rights Centre authors also wrote the first Manual for Work on Protection of Children in Social Care and Related Services.

The first SOS lines as well as counselling services and shelters for women and children who were victims of violence were also formed within the non-governmental sector. In the early 1990s, the first SOS line started its operation in Belgrade, the Autonomous Women's Centre, the Incest Trauma Centre and the Counselling Against Domestic Violence were formed, and then the network of non-governmental women's organisations spread throughout the Republic as well.

Owing to the support of international and non-governmental organisations an opportunity was given to many experts in the public sector, associates of non-governmental organisations, but also to the representatives of relevant ministries to get acquainted with modern models of protection of children in the countries in which the system of protection from violence has already existed for several decades, such as the Netherlands, Norway, Sweden, the UK and the USA and thus improve their knowledge and skills and avoid numerous pitfalls in the path of development of the system for prevention and protection from violence.

Non-governmental organisations also initiate and advocate adoption of legal and systemic changes and solutions, rules and standards that are based on the rights of the child and that should provide lasting and long-term solutions in the area of prevention of violence and abuse and protection of children from all their forms.

In 2007, eighteen organisations, with support of Save the Children and UNICEF, initiated the campaign *Always without Force – Never with It! For Childhood without Punishment – For Life without Violence*, for legal prohibition of corporal punishment of children, which was also joined by about fifty organisations from governmental and non-governmental sector.

4. 3. List of existing child protection services, social welfare and other organizations involved in child protection (See Annex 1).

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ANNEX 1 List of existing child protection services, social welfare and other organizations involved in child protection

Organization	Address	Phone number	Email	URL
ASTRA		011/3347-853	astranet@sezampro.rs astrasos@sezampro.rs	www.astra.org.rs
ATINA	Milutina Bojića 3/6	011/3247-619	atinango@eunet.rs	www.atina.org.rs
Incest Trauma Centar	Mačvanska 8	011/4461-332; 011/3441-737	itcentar@eunet.rs	www.incesttraumacentar.org.rs
Prihvatište za urgentnu zaštitu zlostavljane dece Savetovalište protiv nasilja u porodici	Braće Jerkovića 119 Dalmatinska 47a	011/3970-749 011/2769-466	centarzv@eunet.rs koordinator@savetovalisteprotivnasilja.org	www.savetovalisteprotivnasilja.org
Sklonište za žene i decu žrtve nasilja Služba za koordinaciju zaštite žrtava trgovine ljudima	Bulevar oslobođenja 219	064/1652-015 011/3096-745; 063/610-590; 062/575-197	shelter@net.rs sluzbazak@sezampro.rs	
SOS Dečija linija (projekat Centra za zaštitu odojčadi, dece i omladine)	Zvečanska 7	0800/123-456; 0800/2647-281		www.decjalinja.com
SOS telefon za žene i decu žrtve nasilja Viktimološko društvo Srbije - VDS info i podrška žrtvama	Dositejeva 1a/IV	011/3347-007, 36-26-006 011/303-4232	sostelefon@EUnet.rs vds@Eunet.rs	www.sos-telefon.org.rs www.vds.org.rs
Dečiji romski centar		011/2432-422	derocent@eunet.rs	
SOS telefon za žene i decu žrtve nasilja Centar za pružanje emotivne podrške osobama u krizi i prevenciju samoubistva SRCE	Trg Mladenaca 7	021/422-740; 063/520-294 021/6623 393	sos.telefon@gmail.com office@centarsrce.org	www.centarsrce.org
SOS telefon za žene i decu žrtve nasilja SOS telefon za Romkinje "Osvit"	Vinaverova 46	018/242-075 018/515-319	sacip@bankerinter.net osvitnis@yahoo.com	
Prihvatište za žene i decu žrtve nasilja pri Domu za decu i omladinu "Duško Radović"		018/214-153		
Centar za zaštitu žena i dece od nasilja u porodici ARD	M. M. Magazinović 34	031/521-441; 065/8313-064	soscentaruzice@ptt.rs soscentar@uzice.net	www.soscentar.uzice.net
SOS telefon za žene i decu žrtve nasilja, Žene u akciji	Momira Gajića 38	026/514-614	zeneakcija@yahoo.com	www.zeneuakciji.org.rs
SOS telefon Vranje		017/410-822	sosvr@hrcvr.org	
Odbor za ljudska prava SOS telefon za žene i decu žrtve nasilja	Kralja S. Prvovenčanog 99 Lole Ribara 2/8	017/414 854 016/877-490. 016 874744	pravnapvr@hrcvr.org sos.vlas@eunet.rs	www.hrcvr.org

Alternativni krug		063/108 2829; 034/305 641	sos.vlasotince@gmail.com	
Anti-trafiking centar		011/3239 002	kzc.kg@infosky.net	
Romski ženski centar Bibija		011/324 5454	atc@atc.org.rs	www.atc.org.rs
Društvo SOS telefon, Subotica	Šantićeva 27	024/553 000	bibija@eunet.rs	
Felicitas		011/344 0810	sepsey@iname.com	
Grupa za emancipaciju žena HORA	H. Veljkova 15	014/90 40, 239 877	felicitas@felicitas.org.rs	www.hora.org.rs
NVO INTEGRACIJA	Peti puk 2	014/291 515	ghoravaljevo@hotmail.com	www.hora.org.rs
...Iz kruga - Organizacija za zaštitu prava i podršku osobama sa invaliditetom		011/3448 045	arsis@ptt.rs	-
Klub žena Hera		024/714 140	office@izkruga.org	www.izkruga.org
Kulturni centar DamaD, SOS telefon		020/332 755	herawomen@gmail.com	
Centar za pravnu pomoć i zaštitu maloletne dece	Stefana Nemanje 2	020/311 296	damad@ptt.rs	www.kcdamad.org.rs
Udruženje žena i majki ANNA	Oslobođenja 21	020/317 489		-
Peščanik		037/422 560	uzu_anna@gmail.com	-
Praxis		011/344 4496	sandglassptt.rs	
Sigurna kuća Oaza sigurnosti		034/302 866	ivanka.kostic@praxis.org.rs	www.sigurnakuca.org
SOS telefon za žene i decu žrtve nasilja		016/877 490	office@sigurnakuca.org	
Udruženje Roma		023/774 959; 775 843; 064/135 8218	sos.vlas@eunet.rs;	
Udruženje žena Femina	Jasenička 22	026/322 841	sos.vlasotince@gmail.com	
Ženska alternativa	Trg Koste Trifkovića 2	025/27 321	danic@isp.b92.net	
Udruženje građana SUNCOKRET	Beogradska 31	025/27 148	femina@eunet.rs	
Ženska mreža		026/617 480	sossombor@eunet.rs	
Služba za poslove narodne kancelarije predsednika opštine	Omladinska 1	026/231 114	vorkapico@neobee.net	
Međunarodna mreža pomoći IAN	Admirala Geprata 10	011/3617 205	lida.buca@sezampro.rs ; lidabucagmail.com	
Narodna kancelarija	Masarikova 5	011/3618 888	-	
Pravoslavni pastirsko-savetodavni centar	Masarikova 5	011/3613 855	crtv@ian.org.rs	www.ian.org.rs
Samohrane majke	Cetinjska 18	011/3161 462	kancelarijan@narodnakancelarija.srbija.rs	www.narodnakancelarija.srbija.rs
Snaga prijateljstva - Amity	Spanskih boraca 4	011/2131 261	psc@eunet.rs	www.ppsc.spc.rs
SOS telefon za žene i decu žrtve nasilja - Grocka	Bulevar oslobođenja 16	011/8500 335	sammajke@eunet.rs	-
Narodna kancelarija predsednika opštine	Balkanska 12	010/360 132	amity@yubc.net	www.sos-telefon-beograd.org.rs
Regionalni centar građanske akcije LINGVA	Vuka karadžića 14	036/358 670	sosgroc@eunet.rs	-
Narodna kancelarija	Svetog Dimitrija 13	022/615 615	nkdimitrovgrad@yahoo.com	-
			info@forumnvo.org.rs	www.forumnvo.org.rs
			nkcsn@ptt.rs	www.sremskamitrovica.pt

Centar za prava žena	Mihajla Pupina 36a	013/822 795	stoz@hemo.net	csrada@eunet.rs
Centar za socijalni rad Ada		024/851 039		
Centar za socijalni rad Aleksandrovac		037/751 700		
Centar za socijalni rad Aleksinac		018/808 024	csraleksinac@beotel.rs	
Centar za socijalni rad Alibunar		013/641 167	csralibunar@hotmail.com	
Centar za socijalni rad Apatin		025/773 365	csrapatin@apalink.co.rs	
Centar za socijalni rad Arandjelovac		034/720 963	csr.ar@sezampro.rs	
Centar za socijalni rad Arilje		031/891 758	csrarilje@sezampro.rs	
Centar za socijalni rad Bajina Bašta		031/869 423	csrbb@ptt.rs	
Centar za socijalni rad Batočina		034/842 309	mcsrbatocina@yahoo.com	
Centar za socijalni rad Bač		021/770 251	czsr_bac@neobee.net	
Centar za socijalni rad Bačka Palanka		021/6040 943	csrbp@total-net.co.rs	
Centar za socijalni rad Babušnica		010/685 260	csrbabusnica@hotmail.com	
Centar za socijalni rad Bački Petrovac		021/780 057		
Centar za socijalni rad Bačka Topola		024/715 398	centarsocradbt@neobee.net	
Centar za socijalni rad Bela Palanka		018/855 039	czsrbelapalanka@yahoo.com	
Centar za socijalni rad Bela Crkva		018851 165	centarbc@ptt.rs	
Gradski centar za socijalni rad Beograd	Ruska 4	011/2650 925; 265 0093	info@gcsrbg.org	
Odeljenje Barajevo	Svetosavska 87b	011/8300 401		
Odeljenje Voždovac	Admirala Vukovića 14	011/2456 546		
Odeljenje Vračar	Maksima Gorkog 17a	011/456 546; 456 649		
Odeljenje Grocka	Bulevar oslobođenja 51	011/8500 655		
Odeljenje Zvezdara	Krfska 7	011/2414 129, 2401 750		
Odeljenje Zemun	Aleksandra Dubčeka 2	011/2193 979		
Odeljenje Lazarevac	Janka Stajčića 21	011/8127 755		
Odeljenje Mladenovac	Kraljice Marije 13	011/8232 429		
Odeljenje Novi Beograd	Tošin Bunar 148	011/3190 191		
Odeljenje Obrenovac	Beogradskog bataljona 8b	011/8721 340		
Odeljenje Palilula	Cvijičeva 110	011/2753 591		
Odeljenje Rakovica	Miška Kranjca 12	011/3051 893		
Odeljenje Savski Venac	Lomina 17	011/3614 766		
Odeljenje Sopot	Kosmajski trg 13	011/8251 289		
Odeljenje Stari Grad	Gospodar Jevremova 17a	011/2625 593		
Odeljenje Surčin	Kosovska 2	011/8442 913		
Odeljenje Čukarica	Mihajla Valtrovića 36a	011/2506 105		

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Centar za socijalni rad Bečej	Borisa Kidriča 80	021/6915 445	csrbecej@eunet.rs
Centar za socijalni rad Blace	Svetog Save bb	027/371 042	csrblaceido@ptt.yu
Centar za socijalni rad Bogatić	Janka Veselinovića 4	015/411 223	bogaticc@verat.net
Centar za socijalni rad Bojnik	Trg slobode 2	016/821 175	csrbojnik@myits.net
Centar za socijalni rad Boljevac	Kralja Aleksandra 5	030/633 24	czsrbolj@ptt.rs
Centar za socijalni rad Bor	Vojske Jugoslavije 11	030/422 589	csrbor@ptt.rs
Centar za socijalni rad Bosilegrad	Georgi Dimitrova bb	017/877 106	csrbosilegrad@ptt.rs
Centar za socijalni rad Brus	Oslobodilačka bb	037/825 665	csrbrus@ptt.rs
Centar za socijalni rad Bujanovac	Karadžorđa Petrovića bb	017/651 222	centarsocbujanovac@yahoo.com
Centar za socijalni rad Valjevo	Sindelićeva 50b	014/220 305	indosoc@ptt.rs
Centar za socijalni rad Velika Plana	Pionirska 1	026/521 048	csr_vp@verat.net
Centar za socijalni rad Veliko Gradište	Sarajevska 2	012/662 055	csrvg@ptt.rs
Centar za socijalni rad Vladimirci	Sv. Save bb	015/513 290	
Centar za socijalni rad Vladičin Han	Gradimira Mihajlovića 1	017/473 976	cszvlhan@ptt.rs
Centar za socijalni rad Vlasotince	Nemanjina 58	016/875 459	c.z.s.r.vl@sezampro.rs
Centar za socijalni rad Vranje	Zadarska 2	017/423 905	vmncentar@verat.net
Centar za socijalni rad Vrbas	Maršala Tita 40	021/706 524	csrvrbas@eunet.rs
Centar za socijalni rad Vrnjačka Banja	Žike Valjarebića 1	036/611 120	csrvb@ptt.rs
Centar za socijalni rad Vršac	Žarka Zrenjanina 13	013/833 385	czsr@hemo.net
Centar za socijalni rad Vučitrn	Priluzje 38213	028/467 330	
Centar za socijalni rad Gadžin Han	M. Obilića bb	018/860 050	csrgh@bankerinter.net
Centar za socijalni rad Gornji Milanovac	Lole Ribara 2	032/720 405	scrgm@neonet.com
Centar za socijalni rad Despotovac	Moravska 28	035/612 649	csrdes@ptt.rs
Centar za socijalni rad Dimitrovgrad	Balkanska 7	010/362 688	csr_dimitrovgrad@yahoo.com
Centar za socijalni rad Doljevac	Doljevac 18410	018/810 072	czsrdoljevac@bankerinter.net
Centar za socijalni rad Žabalj	Nikole Tesle 34	021/831 260	solidarnost@zabalj.net
Centar za socijalni rad Žabari	K. Miloša 103	012/250 301	csr_zabari@ptt.rs
Centar za socijalni rad Žitište	Cara Dušana 15	023/821 054	cznc@mgnet.co.rs
Centar za socijalni rad Žitorađa	V. Mišića 5	027/62 045	
Centar za socijalni rad Zaječar	G. Gambete 88	019/420 280	centar019@verat.net
Centar za socijalni rad Zrenjanin	Narodnog fronta 2	023/563 276	centarzasr@ptt.rs
Centar za socijalni rad Zubin Potok	Zubin Potok 38228	028/460 064	
Centar za socijalni rad Ivanjica	Vukadina Stojanovića 6	032/661 609	csr.ivanjica@eunet.rs
Centar za socijalni rad Inđija	Vojvode Stepe 42	022/560 526	centar_dunav@yahoo.com
Centar za socijalni rad Jagodina	Ružice Milanović 1	035/222 456	csrja@ptt.rs

Centar za socijalni rad Kanjiža	Glavni trg 4	024/873 427	centar@sks.co.rs
Centar za socijalni rad Kikinda	Selmačka 10	0230/211 69	kicsr@eunet.rs
Centar za socijalni rad Kladovo	Kralja Aleksandra 35	019/801 708	csr-kladovo@panline.net
Centar za socijalni rad Knić	CSR Knić 34240	034/510 139	csrknic@ptt.rs
Centar za socijalni rad Knjaževac	Karadordeva bb	019/733 037	czsrknjaz@nadlanu.com
Centar za socijalni rad Kovačica	Caplovićeva 17	013/661 041	csrkov@panet.rs
Centar za socijalni rad Kovin	Ž. Zrenjanina 8	013/744 892	czsrkovin@verat.net
Centar za socijalni rad Košjerić	R. Petronijevića 4	031/782 541	csrkosjeric@nst.co.rs
Centar za socijalni rad Kosovska Kamenica	Ranilug 37267	028/076 043	
Centar za socijalni rad Kosovska Mitrovica	Oslobođenja 9	028/424 468	csr.zvec@eunet.rs
Centar za socijalni rad Koceljeva	Milovana Glišića 6	015/556 277	cenzasock@ptt.rs
Centar za socijalni rad Kragujevac	Svetozara Markovića 43	034/333 674	info@solidarnost.org.rs
Centar za socijalni rad Kraljevo	Moše Pijade bb	036/314 850	csrkv@tron-inter.net
Centar za socijalni rad Krupanj	Mačkov kamen 4	015/681 320	centar_krupanj@ptt.rs
Centar za socijalni rad Kruševac	Miloja Zakića 46	037/416 980	csrkruisevac@ptt.rs
Centar za socijalni rad Kula	Svetozara Markovića 6	025/729 900	centarkula@gmail.com
Centar za socijalni rad Kuršumlija	Toplička 1	027/381 730	csrkursumlija@medianis.net
Centar za socijalni rad Kučevo	Svetog Save 213	012/852 369	csrkucevo@ptt.rs
Centar za socijalni rad Lebane	Cara Dušana 70	016/843 203	czsr.lebane@beocity.net
Centar za socijalni rad Leposavić	Leposavić 38318	028/83 977	
Centar za socijalni rad Leskovac	K. Stamenkovića 6	016/234 191	centarle@ptt.rs
Centar za socijalni rad Loznica	D. Obradovića bb	015/889 412	csrloznica@inffo.net
Centar za socijalni rad Lučani	Trg Republike 18 Guča 32230	032/854 370	socijalniradguca@eunet.rs
Centar za socijalni rad Ljig	Karadordeva 8	014/85 241	mcsrsol@yahoo.com
Centar za socijalni rad Ljubovija	Milana Tepića 28	015/661 782	cesor@ptt.rs
Centar za socijalni rad Majdanpek	v. Save 57	030/581 469	csr_mpek@ptt.rs
Centar za socijalni rad Mali Zvornik	Kralja Petra Prvog 18	015/471 190	czrmz@ptt.rs
Centar za socijalni rad Malo Crniće	Srpskih vladara 80	012/280 125	csrcrnice@ms012.net
Centar za socijalni rad Medveđa	V. Smajevića 10	016/891 340	
Centar za socijalni rad Merošina	Cara Dušana 19	018/892 340	csr_mer@eunet.rs
Centar za socijalni rad Negotin	S. Jovanovića 6	019/541 404	csrnegotin@sezampro.rs
Centar za socijalni rad Niš	Svetozara Markovića 41	018/515 629	office@csr-nis.org.rs
Centar za socijalni rad Nova Varoš	Sv. Save bb	033/62 880	centar_nv@yahoo.com
Centar za socijalni rad Novi Bečej	P. Drapšina 6	023/773 140	csrnb@ptt.rs

Centar za socijalni rad Novi Kneževac	Sv. Save 1	0230/81 822	czsrnk@eunet.rs
Centar za socijalni rad Novi Pazar	Stevana Nemanje 190	020/311 807	centarnp@ptt.rs
Centar za socijalni rad Novi Sad	Zmaj Ognjena Vuka	021/452 497	csrns@nspoint.net
Centar za socijalni rad Osečina	Karađorđeva 117	014/51 077	czsrosecina@gmail.com
Centar za socijalni rad Odžaci	Knez Mihajlova 41	025/742 142	czsr_odzaci@neobee.net
Centar za socijalni rad Pančevo	Filipa Višnjića 16-20	013/319 998	czsr26@ptt.rs
Centar za socijalni rad Paraćin	Kragujevačka 4	035/563 739	socradnici@nadlanu.com
Centar za socijalni rad Petrovac	Srpskih vladara 284	012/332 841	office@csr-petrovac.org
Centar za socijalni rad Pećinci	S. Bajića 5	022/86 028	socpecinci@yahoo.com
Centar za socijalni rad Pirot	Srpskih vladara 126a	010/311 203	opcsrpirot@ptt.rs
Centar za socijalni rad Požarevac	Moše Pijade 27	012/223 681	csrpo@beocity.net
Centar za socijalni rad Plandište	Vojvode Putnika 38	013/861 025	csrplandiste@yahoo.com
Centar za socijalni rad Požega	Nemanjina bb	031/816 474	centar_pozega@ptt.rs
Centar za socijalni rad Preševo	Mare Lončar 26	017/669 969	czsr_presevo@yahoo.com
Centar za socijalni rad Priboj	12. januara 114	033/522 53	csrpriboj@sezampro.rs
Centar za socijalni rad Prijepolje	Sandžačkih brigada 11	033/712 033	yuczsrp@ptt.rs
Centar za socijalni rad Priština	z.p. Gračanica 38205	038/655 97	centargr@yahoo.com
Centar za socijalni rad Prokuplje	Tatkova 30	027/321 591	
Centar za socijalni rad Raška	Sv. Save bb	036/737 808	czsrraska@neobee.net
Centar za socijalni rad Rekovac		035/711 483	czsrrek@scnet.rs
Centar za socijalni rad Ruma	Železnička 28	022/474 281	csrrumaneobee.net
Centar za socijalni rad Svilajnac	Sv. Save 62	035/312 724	svilacen@milnet.co.rs
Centar za socijalni rad Svrljig	Hadžićeva 10	018/821 038	csrsvrljig@yahoo.com
Centar za socijalni rad Senta	J. J. Zmaja 37	024/812 559	centsoc@pyrotherm.co.rs
Centar za socijalni rad Sečanj	Karađorđeva 37	023/841 082	czssec@mgnet.co.rs
Centar za socijalni rad Sjenica	Kralja Petra I 56	020/741 206	
Centar za socijalni rad Smederevo	Knez Mihajlova 29	026/227 170	csrsd@sezampro.rs
Centar za socijalni rad Srbobran	Sv. Save 15	021/730 177	csrsrbob@eunet.rs
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Centar za socijalni rad Sokobanja	Nemanjina bb	018/830 436	csrsokobanja@ptt.rs
Centar za socijalni rad Sombor	Karađorđeva 4	025/482 499	csrso@eunet.rs
Centar za socijalni rad Srbica	Vlade Četkovića 42		
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Centar za socijalni rad Stara Pazova	Ćirila i Metodija 18	022/311 930	centarsp@ptt.rs
Centar za socijalni rad Subotica	Alekse Šantića 27	024/548 220	csrsubotica@tippnet.co.rs

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Centar za socijalni rad Temerin	Novosadska 403	021/843 550	czsrtemerin@teamnet.rs
Centar za socijalni rad Trgovište	Kralja Petra I Karadorđevića 4	017/52 615	
Centar za socijalni rad Trstenik	Živadina Apostolovića 47	037/712 189	csr_trstenik@ptt.rs
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Centar za socijalni rad Ub	7. jula 11	014/411 849	centarub@ptt.rs
Centar za socijalni rad Užice	Vidovdanska 32a	031/512 340	cysr@ptt.rs
Centar za socijalni rad Čajetina	Zlatiborska 28	031/831 785	csrcajetina@ptt.rs
Centar za socijalni rad Čačak	Kneza Miloša 1	032/223 358	csrcacak@yu1.net
Centar za socijalni rad Čoka	Potiska 20	0230/72 629	soccentar@coka.co.rs
Centar za socijalni rad Šabac	Nebojše Jerkovića 76	015/344 460	csrsa@ptt.rs
Centar za socijalni rad Šid	Laze Kostića 1	022/712 823	centarsid@ptt.rs
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Institut za majku i dete			
Dečja klinika	Tiršova		
Klinika za neurologiju i psihijatriju za decu i omladinu			
Institut za javno zdravlje BATUT			
Gradski zavod za javno zdravlje			
Institut u Novom Sadu			
Institut u Nišu			
DEČJI DOMOVI?			
Učiteljski fakultet			
Pedagoški fakultet			
Fakultet političkih nauka			
FASPER			
Filozofski fakultet - Grupa za psihologiju			
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Institut za mentalno zdravlje, Teodora Minčić	Palmotičeva 37	011/3238 160	imz@imh.org.rs
Institut za mentalno zdravlje, Oliver Vidojević	Palmotičeva 37	011/3238 160	imz@imh.org.rs
Institut za zdravstvenu zaštitu majke i deteta Republike Srbije "Dr Vukan Čupić"	Radoja Dakića 6-8	011/3108 247	majkaidete@ptt.rs

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Institut za javno zdravlje Srbije "Dr Milan Jovanović Batut"	Dr Subotića 5	011/2684 566		www.batut.org.rs
Gradski zavod za javno zdravlje	Bul. Despota Stefana 54a	011/2078 500		www.zdravlje.org.rs
Institut za zdravstvenu zaštitu dece i omladine	Hajduk Veljkova 10	021/615 200	yukovicd@eunet.rs	www.izzdio.co.rs
Institut za zaštitu zdravlja	Braće Tasković 50	018/334 451	izzz-nis@bankerinter.net	
Učiteljski fakultet	Kraljice Natalije 43	011/3615 525	dekanat@uf.bg.ac.rs	
Fakultet političkih nauka, Nevenka Žegarac	Jove Ilića 165	011/3092 999	fpn@fpn.bg.ac.rs	
FASPER	Visokog Stevana 2	011/2183 036	-	www.fasper.bg.ac.rs
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Filozofski fakultet - Grupa za psihologiju, Jelena Srna	Čika Ljubina 18-20	011/2639 199	info@f.bg.ac.rs	
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Psihološki krugovi, Vesna Brzev-Ćurčić	Pajsijeva 5	011/3619 018	info@psiholoski.krugovi.com	
Centar za prava deteta, Ivana Stevanović	Skender Begova 20/12	011/3344 170	office@cpd.org.rs	
MUP Srbije, Olivera Zečević				
Nevena Petrušić, Pravni fakultet	Trg kralja Aleksandra 11	018/500 201	pravni@prafak.ni.ac.rs	www.prafak.ni.ac.rs
Centar za smeštaj lica i dnevni boravak dece i omladine ometene u razvoju	Svetozara Markovića 85a	011/2683 487		
Dom za decu i omladinu Veternik	Kninska 157	021/823 518		
Dom za lica ometena u razvoju Kuline	18214 Kuline	018/883 822		
Dom za decu i omladinu Sremčica	Moštanička 2	011/2526 245	sremcicaDom@ptt.rs	
Specijalni zavod za decu i omladinu Stamnica	1. maja 63	012/358 042		
Dom za decu i omladinu	Radoja Domanovića 98	025/450 743		
Dom za decu i omladinu	Nemanjina 52	031/521 584	dompruzice@ptt.rs	
Dom za decu i omladinu	Proleterskih brigada 6	013/311 872		
Dom za decu i omladinu	Vojvođanskih brigada bb	015/818 395		
Dom za decu i omladinu	Jovana Cvijića 1	013/853 021		
Dom za decu i omladinu	Drinke Pavlović 4a	018/716 168		
Dom za decu i omladinu	Veselina Nikolića 51	037/21 027		

Dom za decu i omladinu	Badnjevska 5	019/541 800
Dom za decu i omladinu	Moše Pijade bb	017/21 703
Centar za zaštitu odojčadi, dece i omladine	Zvečanska 7	011/2648 622
Ustanova za decu i omladinu	Kamenički park 1-14	021/461 177
Dom za decu	Jaše Ignjatovića bb	024/511 215
Centar za porodični smeštaj	Moše Pijade 4	026/552 560
Dom za decu i omladinu	Tihomira Đorđevića 2	018/804 507
Dom za decu i omladinu	Sindelićeva 48	014/221 904
Dom za decu i omladinu	Čika Matina 5	034/370 195
Dom za decu i omladinu	Cara Lazara 89	035/470 533
Zavod za vaspitanje dece i omladine	Bulevar oslobođenja 219	011/2492 301
Zavod za vaspitanje omladine	Božidarčeva 37	018/43 618
Zavod za vaspitanje mladeži	Bore Stankovića bb	019/731 332