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SOCIAL AND ECONOMIC RIGHTS OF CONFLICT RELATED SEXUAL VIOLENCE SURVIVORS IN BOSNIA AND HERZEGOVINA

OBSTACLES AND CHALLENGES



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This report was prepared on behalf of UN Women and UNFPA offices in Bosnia and Herzegovina with the engagement of a team of consultants; Mr Nino Serdarević (lead consultant) and Mr Admir Jugo (support consultant). An indispensable contribution to the report was that of direct conflict related sexual violence survivors from across Bosnia and Herzegovina who found the strength and willingness to take part in the research. Civil society organizations and survivors' groups which acted as intermediaries, also gave immense contribution and the two agencies would like to acknowledge the importance of their support. The team wishes to thank United Women Foundation, Banja Luka, Association of Women Izvor, Prijedor, SULKS, Sarajevo, Medica, Zenica, Vive zene, Tuzla, Center for the Rehabilitation of Torture Victims,

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The continuous collaboration with UN Women BiH and UNFPA BiH ensured the coherent and structured transition of the desired outcomes of the research into research methodology and finally, conclusions.

As this research is a constituent of a broader initiative of three UN agencies (UN Women, UNFPA, UNDP) and the IOM, the research team had valuable consultations with representatives of IOM and independent researchers working with UN Women and UNFPA.

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List of abbreviations

BD	Brčko district BiH
BiH	Bosnia and Herzegovina
CEDAW	Convention on the Elimination of All Forms of Discrimination against Women
CRSV	Conflict-Related Sexual Violence
CSO	Civil Society Organization
FBiH	Federation of Bosnia and Herzegovina
ICESCR	International Covenant on Economic, Social and Cultural Rights
ICCPR	International Covenant on Civil and Political Rights
IOM	International Organisation for Migration
OHR	Office of the High Representative
RATER	Reliability, Assurance, Tangibles, Empathy, and Responsiveness
RS	Republika Srpska
SPSS	Statistical Package for Social Sciences
UNDP	UN Development Programme
UNFPA	UN Population Fund

EXECUTIVE SUMMARY

Rationale and research approach

This report is a baseline study on the socio-economic impediments faced by conflict related sexual violence (hereinafter CRSV) survivors in Bosnia and Herzegovina (hereinafter BiH) in their everyday lives. This study has been initiated under a joint project of three UN agencies (UNFPA, UNDP and UN Women) and the IOM in BiH, aimed at addressing the needs and improving the services for CRSV survivors and ensuring conditions for the establishment of a reparations program in BiH.

The aim of the study is to:

1. Compare international standards in the enjoyment of social and economic rights for CRSV survivors and the existing legislative framework in BiH;
2. Analyze the implementation of domestic legislation prescribing social and economic rights of CRSV survivors in BiH;
3. Depict the attitudes and behaviors of CRSV survivors in respect of the enjoyment of their social and economic rights;
4. Compare the attitudes and behaviors of CRSV survivors and the services provided by local institutions in selected locations, and
5. Collect and analyze data from civil society organizations (CSOs) and survivors' groups with

regards to the provision of services to CRSV survivors in BiH.

This research rests on a methodology which combines quantitative (survivor-centred) and qualitative analysis and it includes:

- recognition of CRSV survivors as rights holders, especially with regards to their participation in the socio-economic aspects of their communities;
- assessment of coherence and implementation of relevant legislative framework; and
- recognition of practices carried out and services provided by the public sector to CRSV survivors.

The rights discussed within this study derive from the obligations BiH has undertaken by ratifying the UN Covenant on Economic, Social and Cultural Rights (CESCR) and the Convention on the Elimination of All Forms of Discrimination against Women (CEDAW).

The research findings should provide necessary evidence which can be used to advocate for the development of relevant policy and program for bridging of existing gaps in the accessibility and quality of services provided to CRSV survivors in BiH.

Summary of findings

The quantitative research which encompassed feedback from 108 respondents residing in 27 municipalities across the country, has shown that CRSV survivors are economically a highly vulnerable group, living on or below the poverty line. While many experience understanding and support from family members, many also reported being unable to manage or access their household budget, or work or engage in societal activities. The majority of respondents confirmed that they have access to *public health care*, but the quality of services significantly varies in different locations. The reason for this is the lack of a *mental health care system* tailored to CRSV survivors' specific needs. *Economic empowerment schemes* (schooling, employment, personal development etc.) are nominally declared within legislation in the Federation of BiH (hereinafter FBiH) and Brčko District BiH (not in Republika Srpska legislation), but do not define tailored measures which would give response to the specific needs of CRSV survivors. Based on 28 interviews with public service providers, no *housing* or employment program has been specifically designed for CRSV survivors and/or their family members, unless they also registered as internally displaced persons (IDPs).

Republika Srpska's (hereinafter RS) Law on Civilian Victims of War has prescribed a deadline for the submission of requests for access to rights which has expired in 2007. Thus, it is no longer possible to apply for a status of civilian victim of war in RS, and CRSV survivors have been recognized only if they proved to have suffered (60% of physical disability through torture, rape, imprisonment or escape from enemy forces). Brčko

District BiH has established a specialized department and created by-laws to address the needs of civilian victims of war, to which public service providers have accommodated their work; as a result, certain CRSV survivors do report a substantially higher rate of public services delivery than in the two entities.

The important role of civil society and human rights organizations in the provision of targeted services to CRSV survivors, doing advocacy for changes of policy, establishing referral mechanisms in support of survivors and contribution to the raising of awareness about the consequences of these crimes has also been reflected in the report.

The importance of civil society organizations involvement also comes as a result of complex and delicate nature of the issue which makes it is difficult for CRSV survivors to mobilize and advocate for their own interests in the same way as other categories of citizens impacted by war. As a result of years of work and provision of support, CRSV survivors have developed strong relations and trust in local CSOs. However, a valid question which has to be addressed is the fact that a substantial amount of the current financial support for CSOs originates from the international community, and is in strong connection to the availability of funds and donor programs which are subject of change. Thus, unless CSOs become part of the formal system for the provision of services to survivors and as such receive public financing, it is not very likely that the provision of support they are offering will be continuous.

The background consists of a solid blue upper half and a solid red lower half, separated by a horizontal line. A light blue, semi-transparent geometric shape, resembling a parallelogram or a tilted rectangle, is positioned in the upper left quadrant, partially overlapping the blue background.

INTRODUCTION

BACKGROUND

In the summer of 2013, the Special Representative of the Secretary-General on Sexual Violence in Conflict, Ms. Zainab Hawa Bangura, visited BiH and called upon the authorities to adopt laws that would guarantee the rights of CRSV survivors and work on reducing the stigma against survivors. It was based on this visit that the United Nations in BiH initiated a project through the cooperation of three agencies (UNDP, UNFPA and UN Women) and the IOM.

The Seeking Care, Support and Justice for Survivors of Conflict-Related Sexual Violence in Bosnia and Herzegovina project aims at:

- Enhancing access to justice and witness protection before, during and after trials through support to free legal aid (FLA) providers and victim/witness support (VWS) centers,
- Improving access to quality health services (with focus on sexual, reproductive and mental health) and social protection services,
- Supporting standardization of service provision and medical referrals,
- Economically empowering CRSV survivors and their families through targeted economic schemes and through broadening the scope of cross-sectorial referral mechanisms to include employment bureaus and potential employers,
- Improving CSOs and survivors' associations capacities to deliver services and advocate for survivors' rights,
- Facilitating the development of a reparations model for BiH, and
- Reducing discrimination and stigma of CRSV survivors through advocacy campaign.

Under this project, the research on the access to social and economic rights for CRSV survivors has been developed with the aim of:

- *Understanding* the full scope, nature and determinants of socioeconomic impediments CRSV survivors face in everyday life in their communities;
- *Analyzing* the legislative frameworks related to survivors' employment and social opportunities;
- *Assessing* survivors' current behaviors and attitudes with regards to accessing public services (health care, welfare, and access to labour market i.e. special programs for survivors or preferential treatment in employment);
- *Assessing* CRSV survivors knowledge of own rights and benefits under current legislative framework;
- *Exploring* factors which contribute to the marginalization of CRSV survivors' society;
- *Assessing* CRSV survivors' knowledge of and attitudes towards policies that have sought to improve their position in society and comparing them with CRSV survivors' expectations.

The baseline study on the obstacles CRSV survivors face in accessing social and economic rights was conducted by adopting a mixed-method research approach. The research is policy oriented by design, and it follows a rights-based approach to development.

The quantitative (survivor centred) research question that guided the survey was:

What is the current socio-economic status of CRSV survivors and their participation in socio-economic aspects of their community, in particular the rights they are entitled to and exercise; as well as their perceptions and expectations concerning the benefits arising from those rights.

The qualitative research aimed at assessing to which level have international documents (ICESCR, CEDAW, and Resolution 1325) been reflected within BiH legislative framework and to which extent has legislation been reflected and implemented on all levels of government in BiH.

The report provides the contextual framework for the recognition of economic and social rights for CRSV survivors internationally and nationally, insight into the research methodology applied, the conceptual framework of the research design, the research findings, and recommendations for future policy work, based on the results of the research.



METHODOLOGY AND DATA

2.1

METHODOLOGICAL APPROACH AND DATA COLLECTION

In order to create baseline evidence on the obstacles CRSV survivors face in accessing social and economic rights, this research applied a mixed-method combining quantitative and qualitative analysis. The research is policy oriented in design, following a rights-based approach to development (Kapur and Duvvury, 2006) and aims to:

- Recognize the vulnerability of CRSV survivors as rights holders and assess their degree of vulnerability;
- Analyze CRSV survivors' participation in socio-economic aspects of their communities, currently exercised rights and the accessibility of rights through assessing their knowledge, attitudes and opinions on the access to these rights;
- Assess relevant legislative framework at the national, entity and cantonal (FBiH) levels and their compliance with internationally recognized norms and standards;
- Assess the coherence of domestic legislative frameworks and their implementation at all levels of government;
- Analyze current practices of public service providers working with CRSV survivors;
- Compare CRSV survivors' needs, attitudes, knowledge, and public services accessibility and adequacy against a normative framework of obligations of the State.

In addition to this, public service providers have been surveyed to determine whether, to

what extent and under what conditions they provide services to CRSV survivors. The survey is also expected to reflect the challenges in the implementation of existing legislation.

The qualitative analysis is based on data collected through a self-administered surveying of CRSV survivors. Since a reliable estimate on the number of CRSV survivors in BiH is still lacking, it was not feasible to determine what sampling size would represent the total population. Instead, civil society organizations active in eleven municipalities (FBiH, Brčko District BiH and RS) working with survivors were invited to intermediate the process of collecting feedback from survivors based on a developed questionnaire. The approach of working with intermediaries was chosen to avoid re-traumatization of survivors, due to existing stigma and the fact that the researchers were both male and had no prior direct contact with survivors. Responses were disaggregated by place of residence and compared with the findings from the qualitative part of the research.

The research outline consists of two directions:

- Bottom-up approach – conducting quantitative survivor-centred research among CRSV survivors to assess their current socio-economic status, rights enjoyment and impediments to participation in socio-economic affairs in their communities (in particular focusing on social protection and psycho-social, mental and health care as well as economic empowerment and housing);
- Top-down approach – qualitative research to determine the level of integration of

international standards within relevant domestic legislation and assess its implementation on different levels.

The bottom-up approach or quantitative research provides answers to the following questions:

1. What is the current CRSV survivors' participation in socio-economic aspects of their community? Are CRSV survivors entitled to and have access to health, social protection and employment, as prescribed by international treaties?
2. What is the current socio-economic status of CRSV survivors and how is their vulnerability connected with the lack of exercising of their basic rights? Is socio-economic vulnerability (economic abuse within family, family relations and support) interlinked with CRSV survivors' current socio-economic status?
3. How do CRSV survivors perceive the quality of services, deriving from basic rights, against their expectations, taking into consideration survivors' specific and individual needs? What is the gap between what survivors perceive and expect against what is being offered in terms of accessibility, reliability, responsiveness, empathy and assurance of each service?

The methodology is multidimensional, and designed to provide descriptive statistics disaggregated by CRSV survivors' socio-demographic characteristics, and to determine causal relations between survivors' attitudes and knowledge, services consumption and their current socio-economic status. The analysis is conducted using software package for statistical analysis in social sciences SPSS 17.

The top-down approach or qualitative research methodology includes:

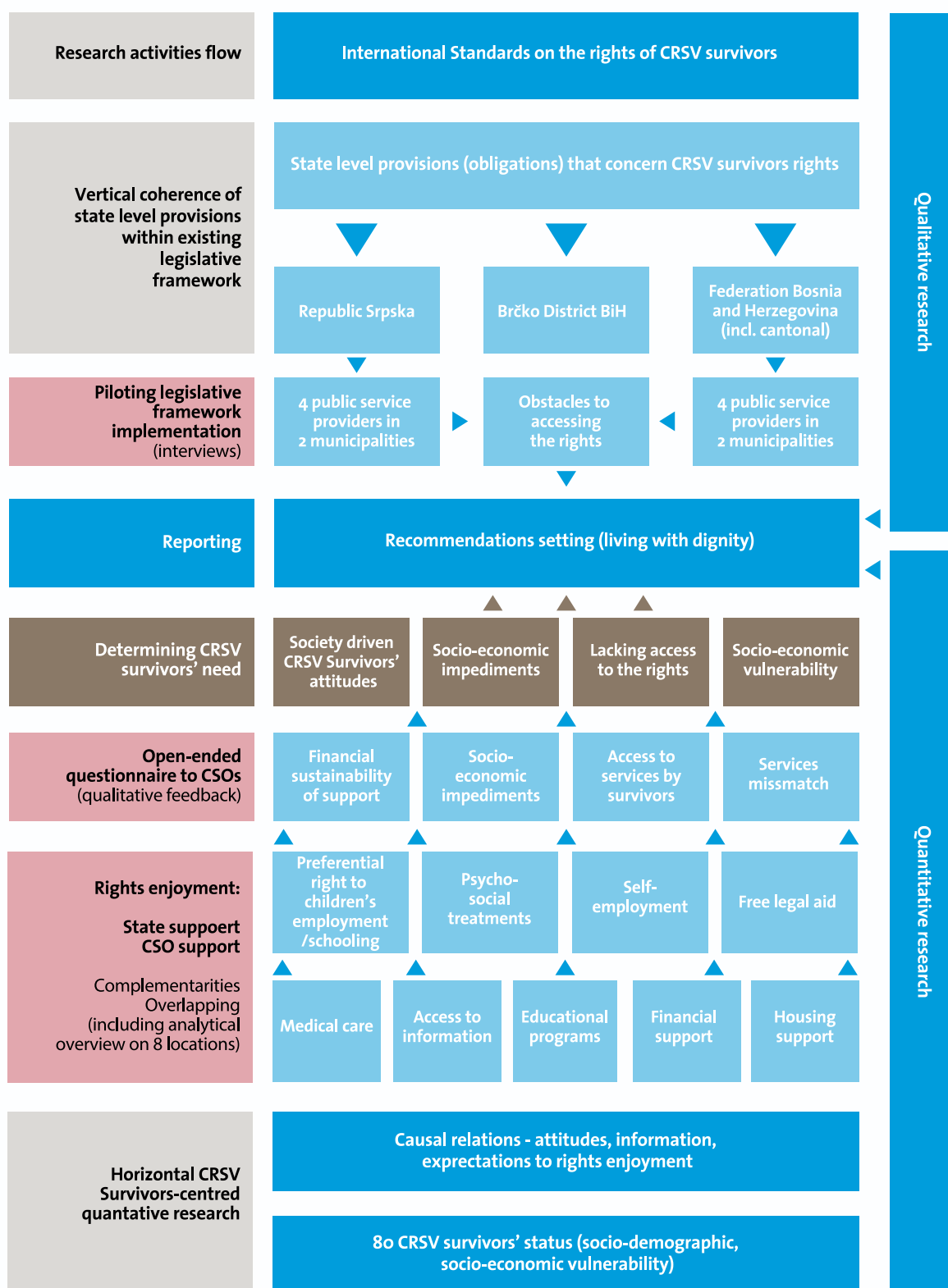
- Desk review with the aim to collect, analyze and compare legislation at the State, entity and cantonal (FBiH) levels,
- Assessment of integration of international standards into domestic legislation
- Assessment of the harmonization of different legislation and its implementation on all levels of BiH;
- Desk review of previous research conducted (comprehensive list provided in the bibliography of the report);
- Semi-structured interviews with centres for social work, (mental) health centres, municipal departments, and employment agencies focused on the implementation of legislation with regards to right to housing and preferential rights in employment, mental health and social support.

The Qualitative research part gave responses to the following questions:

1. To what extent is the International Covenant on Economic, Social and Cultural Rights reflected in domestic legislation in BiH at different levels?
2. What activities have been undertaken by relevant BiH authorities (adoption of legislation, bylaws, procedures, decisions etc.) to ensure service quality (accessibility, reliability, responsiveness and empathy), taking into account specific CRSV survivors' needs and societal stigma?
3. What support to CRSV survivors is provided by civil society organizations to complement the services provided by public institutions?

The graph below is a visual presentation of the research outline.

GRAPH 1:
Research outline

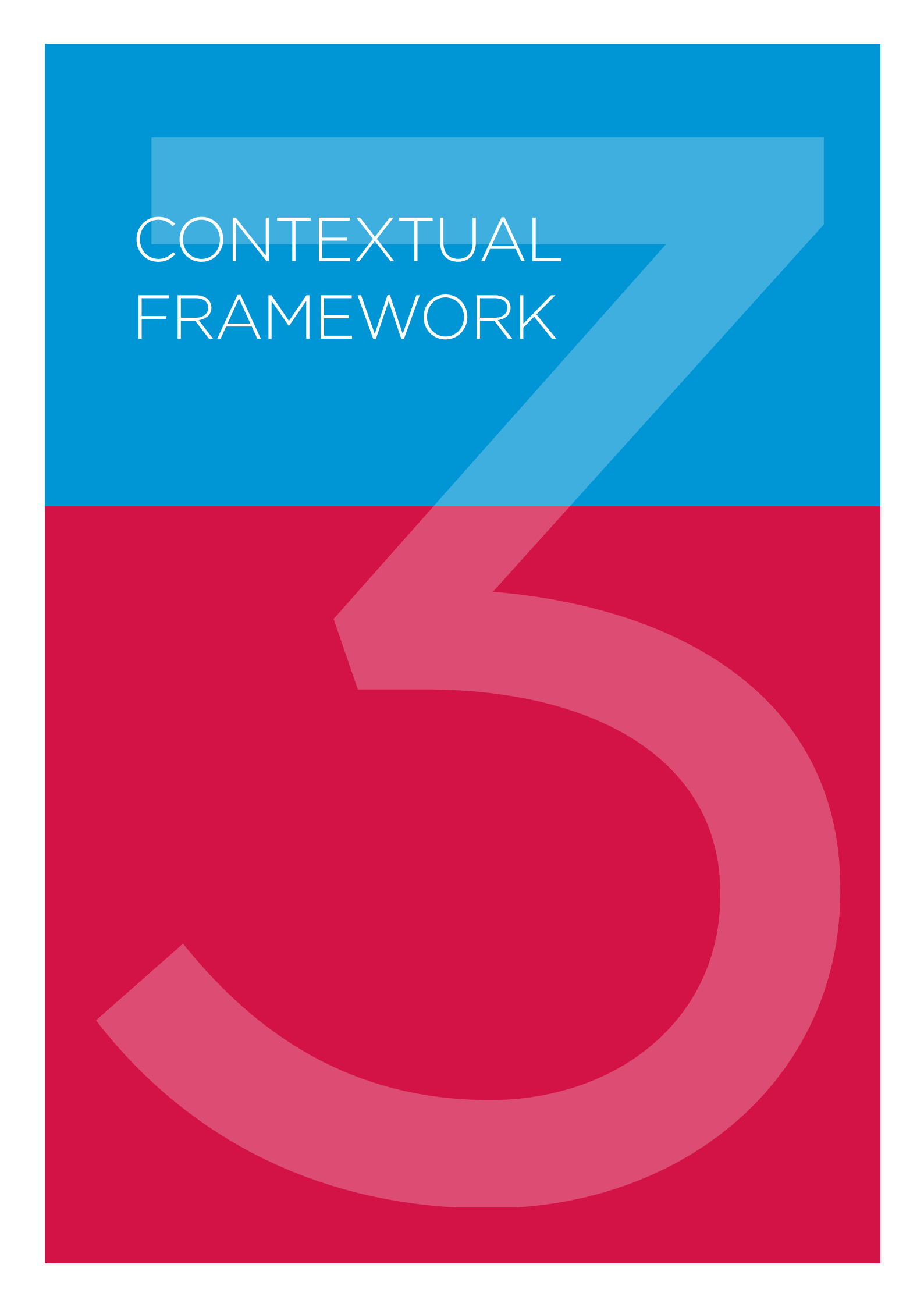


2.2

LIMITATIONS OF THE RESEARCH

The conclusions made, based on the results of the study, cannot be considered with full assurance with regards to the absence of bias or subjective views. This is due to several limitations of the research:

- Due to the delicate topic and the need to respect the do-no-harm principle, the control over the filling in of the surveys was limited. In some cases, UNFPA and UN Women representatives were present during the surveying and could give additional explanation, but in other cases this was not possible;
- The CRSV survivors who responded to the survey are those who have already established contact with CSOs. If reliable information on the targeted population existed and survivors were sampled accordingly to encompass data from survivors who have no contact with CSOs, different conclusions might have arisen from the study;
- The public institutions surveyed responded to the questions with subjective views on their own capacities and services to CRSV survivors. No documentation supporting their answers was requested or analyzed.



CONTEXTUAL FRAMEWORK

3.1

INTERNATIONAL HUMAN RIGHTS FRAMEWORK

The provision of rights for CRSV survivors in BiH is an obligation of the State according to a number of signed international agreements¹. There are two key documents which prescribe these rights and they have been endorsed by BiH as a State.

One is the Convention on the Elimination of all Forms of Discrimination against Women whose implementation is being overseen by the Committee for the Elimination of Discrimination against Women (CEDAW). BiH has submitted its periodic reports to the CEDAW, along with alternative and shadow reports which have been prepared and submitted by civil society organizations, especially women's groups. In a number of its concluding observations on BiH, the CEDAW has called the State to adopt relevant legislation to ensure effective access to justice including reparations for all survivors of CRSV and develop a comprehensive approach to combat stigma, provide compensation, support and rehabilitation measures to all women, regardless of their place of residence.²

Apart from the UN treaty bodies, UN special procedures have paid visits and provided recommendations to the State for the improvement of the status of CRSV survivors. In November 2012, the Special Rapporteur on Violence against women, its causes and consequences, Ms Rashida Manjoo visited BiH and issued recommendations to the State. Some of the concerns raised by Ms Manjoo were the inability of survivors to provide adequately for their families, lack of means for food and other basic necessities, lack of housing

as one of the main problems, unemployment suffered not only by survivors but also for their children. Access to affordable and appropriate health and mental care services, including sexual and reproductive health services for survivors, has also been raised during the visit of Ms Manjoo to BiH.³

The second significant document which is relevant for CRSV is the UN Security Council Resolution 1325 (2000) on Women, Peace and Security (UN SCR 1325 (2000)) which has been reflected in a National Action Plan for BiH. Through this Action Plan, the State is required to develop concrete measures to increase the participation of women in decision making in post-conflict policies and strategies, while considering the needs of women and girls, especially related to their social rehabilitation and reintegration. Furthermore, it is asked to develop a comprehensive approach to the improvement of the status and position of all women who have suffered during the war, including the needs of male survivors of CRSV. The recommendations included work on the reduction of stigma connected to sexual violence, broadening of socio-economic measures for survivors and restitution, psychosocial support and rehabilitation, and equal access to services for all survivors of war, regardless of their place of residence.

In order to analyze the progress of implementation of the 1325 resolution, a Global Study⁴ has been developed in 2015 with Radhika Coomaraswamy as a Lead Author. The study assesses the progress of the implementation at the global,

1 Article 6 of the Dayton Peace Agreement states: Human rights: right to property and right to education; and BiH duties set out in international documents, such as in the International Covenant on Economic, Social and Cultural Rights (ICESCR); the Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW); and The Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment)

2 CEDAW, Concluding observations on the combined fourth and fifth periodic reports of Bosnia and Herzegovina from 2013, accessible at file:///C:/Users/Imamut/Downloads/N1341250.pdf

3 Report from the visit and mission to BiH can be accessed at http://www.ohchr.org/Documents/HRBodies/HRCouncil/RegularSession/Session23/A-HRC-23-49-Add3_en.pdf

4 Press release available at: http://ba.one.un.org/content/unct/bosnia_and_herzegovina/en/home/presscenter/global-study-on-the-implementation-of-resolution-1325-conducted.htmlw

regional and national levels and BiH was chosen as one of the case studies. The study recognizes that comprehensive reparations or services were not always available.

When it comes to social and economic rights, as other rights, they are enshrined in the Universal Declaration of Human Rights (UDHR) adopted by the UN General Assembly in 1948 in articles 22 to 26. The provisions from these articles relate to economic and social rights, such as employment, social security including social insurance, education, and an adequate standard of living, which includes food, clothing, housing, health services and medical care (UN General Assembly, 1948; WILPF International,

2014). Additionally, Article 28 should also be considered within economic and social rights because it reads, “Everyone is entitled to a social and international order in which the rights and freedoms set forth in this Declaration can be fully realized” (UN General Assembly, 1948) and it obliges governments to ensure that the economic and social rights of their citizens are not violated. Still, *de jure* entitlement to rights does not necessarily and easily translate into *de facto* enjoyment of rights. Thus, two additional covenants, the International Covenant on Civil and Political Rights (ICCPR) and the International Covenant on Economic, Social, and Cultural Rights (ICESCR) were adopted by the UN General Assembly in 1966.

3.1.1

Economic and social rights of CRSV survivors in BiH

Due to the fact that a number of international covenants and conventions have been enshrined in the Constitution of BiH, the provisions from these documents are obliging for the State and even have precedence over domestic laws.

In 2005, the Committee on Economic, Social and Cultural Rights analyzed the specific needs of CRSV survivors in both sets of its concluding remarks, expressing concern about the absence of a coherent strategy to support this group. It highlighted that Entity laws provide inadequate social protection for survivors of CRSV, and reflected on the high poverty rate among CRSV survivors, as well as them not being recognized as an eligible category for social assistance. Therefore, in 2005, the Committee recommended that all CRSV survivors be given the status of civilian victims of war⁵, that a coherent State level strategy be devised and implemented to protect the economic, social and cultural rights of survivors of CRSV and their family members, and that their participation in any decision-making processes affecting them be ensured (UN Economic and Social Council, 2005). This and recommendations from other treaty bodies which followed led to a wide-

spread consultation process spearheaded by the Ministry of Human Rights and Refugees of BiH that in 2012 resulted in the drafting of the State's *Program for Victims of Wartime Rape, Sexual Abuse and Torture, and Their Families in Bosnia and Herzegovina*, which has not been adopted to date. In 2013 the Committee further recommended the State, in the legislation on social protection, to grant CRSV survivors the recognition and status of persons eligible for social protection and various forms of social assistance as deemed necessary (UN Economic and Social Council, 2013).

Social and economic rights are especially important for women and their empowerment in patriarchal societies, such as BiH, as they contribute to the participation of women in the public spheres of life. As a group, women are disproportionately affected by poverty and social and cultural marginalization, and the inequality in their lives is deeply embedded in history, tradition and culture (Day, et al., 2004). Therefore, women have often been denied the equal enjoyment of their human rights in relation to men, in particular by virtue of the lesser status ascribed to them by tradition and custom, or as a result of overt or covert discrimination. For many women, this discrimination results in a compounding disadvantage due to the intersection of sex with other factors such as race,

⁵ In this report a civilian victim of war is understood to be a person who has suffered, during the war or immediate threat of war and as a consequence of wounding or some form of wartime torture (including sexual violence), physical or mental damage of their body, including significant deterioration of health, disappearance or death.

religion, political and other opinion, national or social origin, property, birth, age, ethnicity, disability, and marital, refugee or migrant status (UN Economic and Social Council, 2005).

In BiH CRSV survivors cannot equally access social and economic rights. One of potential reasons for this might be what Mlinarevic and Lalovic (2010) emphasize and that is the primacy given to political rights over social and economic, due to political and ideological upheavals in BiH and the transition of the country from socialism. (Mlinarević & Lalović, 2010).

Access and enjoyment of social and economic rights for war related victims is additionally intricate given the complicated political structure of BiH and the insufficient efforts of the State to regulate these rights through a comprehensive reparations program which would ensure equal enjoyment throughout the country. Despite its international obligations, the State has not enabled the full enjoyment of these rights for CRSV survivors. Instead, the rights which have

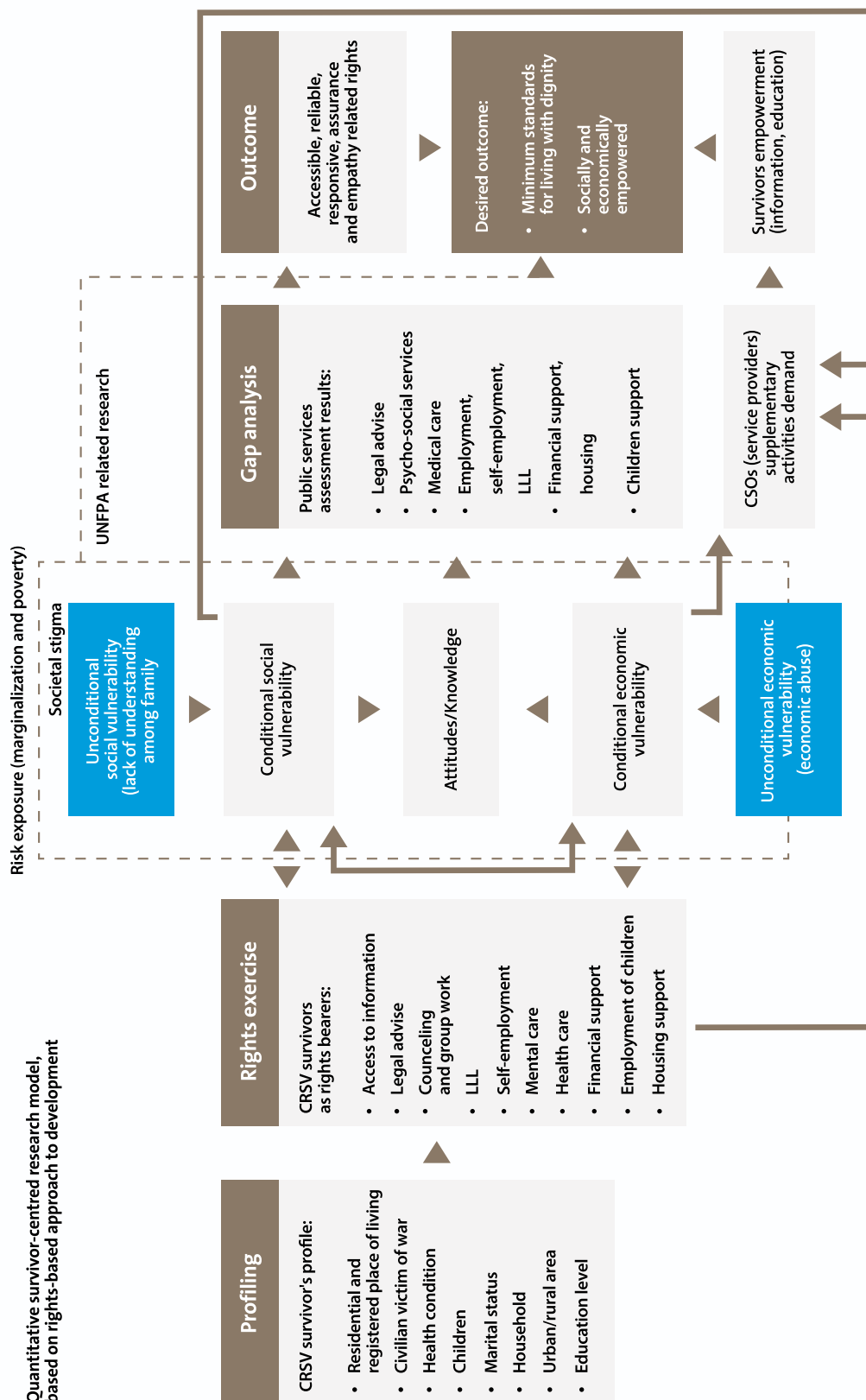
been recognized for CRSV survivors are regulated through the system of social protection, making access to these rights need-based instead of rights-based. (Šoštarić, 2012). While one may be tempted to view these payments as reparations or compensations, the fact that they are not based on violations of human rights puts these payments directly into the category of social assistance/welfare (Popić & Panjeta, 2010; Šoštarić, 2012). In addition, social and economic rights for CRSV survivors in BiH are regulated by three different entity level laws as further elaborated in the Research findings part of the report.

Therefore, since survivors of CRSV mostly exercise their social and economic rights at lower levels of government (rights entitlement is based on their place of residence), this report will provide only a brief description of provisions available at the State level, while providing a more detailed analysis of the rights on the level of the entities, Brčko District BiH and cantons⁶.

⁶ the qualitative part of the research provides the analysis of BiH legislative framework coherence and its implementation on all levels of government.

GRAPH 2:
Conceptual Framework

Quantitative survivor-centred research model,
based on rights-based approach to development



RESEARCH FINDINGS



4.1

QUALITATIVE RESEARCH

4.1.1

Social and Economic Rights steaming from international documents signed by BiH

Provisions regulating social and economic rights of CRSV survivors at the State level are limited to the international agreements signed by the State. As mentioned above, some of these documents have been incorporated into the Dayton Peace Agreement's Article 6 and thus are part of the State's Constitution. Article 6 specifically refers to the right to property and the right to education, while it further prescribes the duties of BiH, including the provision of access to social and economic rights as set forward in the:

- International Covenant on Economic, Social and Cultural Rights (ICESCR);
- Convention on the Elimination of All Forms of Discrimination Against Women (CEDAW);
- Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment;
- European Convention on the Prevention of Torture and Inhuman or Degrading Treatment or Punishment.

Given that all these documents are part of the Constitution, the rights and freedoms set forth in them have to be applied directly. Furthermore, these rights must be secured without discrimination on any grounds such as sex, race, religion, political or other opinion etc. as per Annex 6 Article II(2a) (OHR, 1995).

Under the umbrella of UNDP's project Supporting National Capacities in Transitional Justice for Bosnia and Herzegovina (UNDP, 2009; Ministry of Justice, 2010), the BiH Ministry of Human Rights and Refugees and the BiH Ministry of Justice drafted a Transitional Justice Strategy

for Bosnia and Herzegovina 2012-2016. The Strategy recognizes that women were not only victims of sexual violence during the conflict but that they were also victims of expulsion, displacement, loss of relatives, loss of "bread-winners" etc. (Ministry of Human Rights and Refugees & Ministry of Justice, 2013). While the Strategy does not deal with particulars of CRSV survivors, it aims to ensure that the basic principles of gender equality, as well as the special needs of CRSV survivors, be taken into account when developing programs. It also recognizes the discriminatory treatment of CRSV survivors against war veterans who have lower thresholds for bodily impairment requirements and higher payments than civilian victims of war⁷ and the stigmatization both male and female survivors face. The Strategy aiming to address past war-crimes (UN General Assembly, 2013) further provided for a special program for CRSV survivors and their family members to be established in order to provide for the realization of their rights. Still, the Strategy has not been adopted or implemented in BiH.

In November 2012, under the coordination of BiH Ministry for Human Rights and Refugees⁸

7 The rights of disabled war veterans have been prescribed in separate Entity and cantonal laws and supplemented several times with additional rights, such as priority in housing, schooling of veterans and their family members etc.

8 With the signing of the UNSCR 1325, BiH was obliged to develop a National Action Plan (NAP) on its implementation which was officially adopted in July 2010 (Agency for Gender Equality of BiH, 2010). Goal 6 of the NAP deals directly with women and girls victims of war, and thus with those who are CRSV survivors. This goal relates to reparations for survivors and recognizes them as civilian victims of war, and states that women survivors are discriminated against in comparison to other compensation payments. Additionally, the pilot study examining the implementation of the UNSCR 1325 on a local level in three municipalities in BiH found that most activities on implementation of UNSCR 1325 are conducted by CSOs, that CRSV survivors and other women civilian victims of war mostly turn to CSOs for support, and that there is a need for social housing to be established/resolved in some municipalities (Association B&H Women, 2011). The Agency for Gender Equality of BiH also adopted a National Gender Action Plan (NGAP) for 2013-2017 which would be a complementary, but broader, instrument to UNSCR 1325. This document directly deals, among other matters, with the social and economic rights of women, while incorporating recommendations and requirements from international instruments discussed above (Agency for Gender Equality of BiH, 2014).

and with the UNFPA, the *Programme for Victims of Wartime Rape, Sexual Abuse and Torture, and Their Families in Bosnia and Herzegovina 2013-2016* was drafted. It recognizes both female and male survivors of CRSV and aims to “foster social integration and better understanding within communities” of CRSV survivors (UN General Assembly, 2013: para. 53). The Programme,

reaffirming all international instruments, while recognizing all social and economic rights of CRSV survivors, pays particular attention to CRSV survivors accessing rights to employment, education and housing (Ministry of Human Rights and Refugees, 2012). As with the Transitional Justice Strategy, the Programme has yet to be adopted.

4.1.2

Social and economic rights for CRSV survivors in the Federation of BiH

CRSV survivors, and all other civilian victims of war, can realize their rights in the FBiH through the Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its chapter on Protection of Civilian Victims of War (Official Gazette of the FBiH, 36/99, 2009). The original text of the law only recognized civilian victims of war if they could prove bodily impairment of at least 60%. Under pressure from CSOs and based on recommendations of international human rights mechanisms, the Law was amended in 2006 to recognize CRSV survivors as special group of civilian victims of war which does not have to prove bodily harm to acquire this status (Official Gazette of the FBiH, 39/06, 2006).

Article 6 was amended to recognize CRSV survivors as a special category of civilian victims of war. Through article 8, clause 1, a new right is being recognized and enables “personal monthly allowance”. Article 9 prescribes that this monthly allowance should amount to 70% of the base, which is an amount entitled to a civilian victim of war with 100% of disability. Apart from the monthly payment, this group is entitled to the following rights:

1. Supplement for aid and assistance by another person;
2. Allowance for orthopedic prosthetics;
3. Family disability allowance;
4. Supplement for costs of medical treatment and purchase of prosthetics;

5. Right to professional training (skills and competencies training and professional development);
6. Right to employment priority;
7. Right to housing priority;
8. Right to psychological assistance and legal aid.

The stated rights are considered as minimum rights and Cantons within the Federation of BiH are encouraged to expand upon them in line with their budgetary policies and the needs of CRSV survivors on the community level.

Article 58(6) of the Law additionally prescribes the right to housing priority as a right under the auspice of Cantons and as such is governed by Cantonal programs for priority in housing. Under this provision special priority in housing is being given to civilian victims of war who have acted as witnesses in criminal court proceedings.

While monthly personal allowance is an entitlement to all survivors who hold the status, the access to other rights is under the jurisdiction of Cantonal governments including Cantonal Ministries competent for social protection, Cantonal employment offices in charge of drafting programs for priority employment and programs for professional training and development, housing offices, free legal aid offices and health-care centres.

4.1.3

Social and Economic Rights in the Cantons of the Federation of BiH

Una-Sana Canton

In the Una-Sana Canton (USK), the rights of CRSV survivors are governed by the cantonal Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its subsequent amendments and supplements (Official Gazette of the USK, 5/00 & 10/01, 2001). The law does not go into specific definitions of different categories of civilian victims of war, but adopts the provision of the Federal Law whereby CRSV survivors are recognized as a special category. In the USK CRSV survivors can realize the following rights:

- Personal monthly allowance;
- Allowance for children;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Right to professional training (skills and competencies training and professional development);
- Healthcare;
- Right to employment priority;
- Professional training.

Posavina Canton

In Posavina Canton, the rights of civilian victims of war and thus CRSV survivors are secured through the direct implementation of the Federal Law⁹. Therefore, CRSV survivors are recognized as a special category of civilian victims of war and are awarded all rights that they are awarded in the FBiH. These rights are:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Right to professional training (skills and competencies training and professional development);
- Right to employment priority;

- Right to housing priority;
- Right to psychological assistance and legal aid.

Tuzla Canton

In Tuzla Canton, the rights of civilian victims of war and thus CRSV survivors are governed by the cantonal Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its subsequent amendments and supplements (Official Gazette of the Tuzla Canton, 12/00, 5/02, 13/03 & 8/06, 2006). CRSV survivors entailed to all rights prescribed in the FBiH Law:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Right to professional training (skills and competencies training and professional development);
- Right to employment priority.

Zenica-Doboj Canton

In the Zenica-Doboj Canton (ZDK), the rights of civilian victims of war and thus CRSV survivors are governed by the cantonal Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its subsequent amendments and supplements (Official Gazette of the ZDK, 13/07 & 13/11). Since this law was originally adopted in 2007, after CRSV survivors were recognized as a special category of civilian victims in Federal Law, this law also recognizes them as such (Article 96). This law also lists the rights available to civilian victims of war, which CRSV survivors have access to:

- Personal monthly allowance;
- Healthcare;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;

⁹ Interview with the Social Policy Clear with Posavina Cantonal Ministry of Healthcare, Labour and Social Policy, 20 March 2015.

- Right to professional training (skills and competencies training and professional development);
- Right to employment priority;
- Right to housing priority;
- Right to psychological assistance and legal aid.

Bosnia-Podrinje Canton Goražde

In the Bosnia-Podrinje Canton Goražde (BPK), the rights of civilian victims of war and thus CRSV survivors are governed by the cantonal Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its subsequent amendments and supplements (Official Gazette of the BPK, 2008). Since this law was originally adopted in 2007, after CRSV survivors were recognized as a special category of civilian victims in Federal Law, this law also recognizes them as such (Article 96). This law also lists the rights available to civilian victims of war, which CRSV survivors have access to:

- Personal monthly allowance;
- Healthcare;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Right to professional training (skills and competencies training and professional development);
- Right to employment priority;
- Right to housing priority;
- Right to psychological assistance and legal aid.

Central Bosnia Canton

In the Central Bosnia Canton (SBK), the rights of civilian victims of war and thus CRSV survivors are governed by the cantonal Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its subsequent amendments and supplements (Official Gazette of the SBK). This law also lists the rights available to civilian victims of war, which CRSV survivors have access to:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;

- Allowance for children;
- Right to professional training (skills and competencies training and professional development);
- Right to employment priority.

Herzegovina-Neretva Canton

In the Herzegovina-Neretva Canton (HNK), the rights of civilian victims of war and thus CRSV survivors are not directly governed by the cantonal Law on Social Protection (Official Gazette of the HNK, 03/05); instead, CRSV survivors can access their rights through the direct implementation of the Federal Law in that canton (article 2)¹⁰. Therefore, CRSV survivors are recognized as a special category of civilian victims of war and are awarded all rights that they are awarded in the FBiH. These rights are:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Right to professional training (skills and competencies training and professional development);
- Right to employment priority;
- Right to housing priority;
- Right to psychological assistance and legal aid.

West Herzegovina Canton

In the West Herzegovina Canton (ZHK), the rights of civilian victims of war and thus CRSV survivors are not governed by any cantonal law that deals with these categories of citizens directly; instead, CRSV survivors can access their rights through the direct implementation of the Federal Law in that canton¹¹. Therefore, CRSV survivors are recognized as a special category of civilian victims of war and are awarded all rights that they are awarded in the FBiH. These rights are:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;

10 Interview with the Sector for Social Protection, HNK Cantonal Ministry of Healthcare, Labour and Social Policy, 26 March 2015.

11 Interview with the Office for Social Protection, ZHK Cantonal Ministry of Healthcare, Labour and Social Policy, 26 March 2015.

- Right to professional training (skills and competencies training and professional development);
- Right to employment priority;
- Right to housing priority;
- Right to psychological assistance and legal aid.
- Right to employment priority;
- Healthcare, if they are not eligible for it on other grounds.

Sarajevo Canton

In the Sarajevo Canton (KS), the rights of civilian victims of war and thus CRSV survivors are governed by the cantonal Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children and its subsequent amendments and supplements (Official Gazette of the KS, 38/14). Apart from this law, the rights of CRSV survivors are also governed by the Order on the Amounts in Accordance with the Law (Official Gazette KS, 27/14). The Order governs the amounts of personal monthly allowance and healthcare per person. CRSV survivors are awarded the following rights through these legislative acts:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Right to professional training (skills and competencies training and professional development);

Canton 10

In the Canton 10 (K10), the rights of civilian victims of war and thus CRSV survivors are not governed by any cantonal law that deals with these categories of citizens directly; instead, CRSV survivors can access their rights through the direct implementation of the Federal Law in that canton¹². Therefore, CRSV survivors are recognized as a special category of civilian victims of war and are awarded all rights that they are awarded in the FBiH. These rights are:

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Right to professional training (skills and competencies training and professional development);
- Right to employment priority;
- Right to housing priority;
- Right to psychological assistance and legal aid.

¹² Interview with the Canton 10 Cantonal Ministry of Healthcare, Labour and Social Policy, 20 March 2015.

4.1.4

Social and Economic Rights in Republika Srpska

In RS, the social and economic rights of CRSV survivors are regulated through the Law on Protection of Civilian Victims of War in the RS. The basic text of this Law was published in 1993 (Official Gazette of the RS, 25/93), with amendments and supplements from 1994, 1995, 2007, and 2009. The original law limited the awarding of status and rights to civilian victims of war to a 5-year deadline from either the day of the adoption of the Law or from the day the person suffered physical damage. In July 2007, amendments to the Law enabled civilian victims of war, including CRSV survivors, who previously did not apply for the recognition of their status to do so by the end of that year. This deadline was kept in the subsequent amendments and supplements passed in 2009 (Official Gazette of the RS, 24/10, §34). Unlike the Federal Law, the RS Law that grants entitlements to survivors of CRSV, states that these can only be obtained through the provision of proof of 60% or more physical impairment to a person's body caused by torture, rape, imprisonment or from fleeing from the oncoming enemy forces (Official Gazette of the RS, 24/10, §2).

CRSV survivors can also be guaranteed social protection in line with the Law on Social Protection, but these measures are not based on rights guaranteed to them as survivors of CRSV, but as social categories (as to any other citizen). In order to qualify for these measures, survivors would have to belong to a vulnerable category (poor, disabled, old with no family, long-term unemployed, homeless, addicts or victims of human trafficking or domestic abuse) or be in "special circumstances requiring social protection" (Official Gazette of the RS, 37/12, §17). This Law also provides social protection to those who are „in a state of social need due to... wartime suffering" (Official Gazette of the

RS, 37/12, §18). Additionally, according to the Law, a one-time cash benefit is also available to persons who are in need of social protection due to their specific circumstances, which include wartime suffering (Official Gazette of the RS, 37/12, §54).

The Law on Protection of Civilian Victims of War in the RS, provides for the following entitlements (Official Gazette of the RS, 24/10, §8):

- Civilian disability allowance;
- Supplement for care and assistance by another person;
- Supplement for a family member incapable of earning a livelihood;
- Additional financial support;
- Supplement for single parents;
- Health care;
- Professional rehabilitation.

When it comes to access to rights for civilian victims of war, including CRSV survivors in the RS, the Institution of the Human Rights Ombudsman in Bosnia and Herzegovina noted in 2010 that the six-month deadline was too short, especially for those persons who are displaced outside of the country. The Ombudsmen stated to have been "concerned that the amendments were not actually designed to provide the victims with the enjoyment and protection of rights" (Ombudsmen BiH, 2010).

In addition to this, international standards call for laws with no deadlines for application due to the specific type of trauma suffered by CRSV survivors and the stigma attached to it. For example, the amended Law in the Federation does not pose a deadline, and neither does the 2015 Law on the Rights of Victims of Sexual Violence in Croatia.

4.1.5

Social and economic rights in the Brčko District BiH

Currently, in Brčko District BiH, survivors of CRSV can exercise their social and economic rights under the Decision of Protection of Civilian Victims of War of BD (Brčko District BiH Parliamentary Assembly, 2012). Survivors were first recognized as a separate category of civilian victims of war in 2008 when it was recognized that civilian victims of war include persons with permanent psychological harm due to “torture, rape, ... prison detention, camp imprisonment” (Brčko District BiH Parliamentary Assembly, 2008: §2). Thus, Brčko District BiH Decision does not require proof of physical impairment in order for survivors to be recognized as civilian victims of war. This Decision also recognizes the status of civilian victims of war to those who have already obtained that status in the FBiH or the RS (§ 3(1)) but cannot access those rights (§3(1) d)) and who are residents of Brčko District BiH (§3(3)).

The rights awarded to survivors of CRSV in Brčko District BiH are divided into two categories: basic rights and supplemental rights. The basic rights of CRSV survivors are:

- Civilian disability allowance;
- Family disability allowance (only if they have a family member killed or missing);
- Supplement for aid and assistance by another person;
- Health care and waiver of participation fees for primary and secondary medical care;
- Funeral costs.

Supplemental rights awarded to survivors of CRSV in Brčko District BiH are governed by other District legislative acts:

- Supplement for costs of medical treatment and purchase of orthopedic supports;
- Professional training through professional rehabilitation, requalification and additional qualifications;
- Special employment projects;
- Priority in housing;
- Free legal aid.

CRSV survivors, as civilian victims of war, are considered to be a group of special socio-medical importance and are guaranteed equal health care protection as any other citizen of Brčko District BiH (Official Gazette of the Brčko District BiH, 38/11, 2011). The health care insurance coverage for CRSV survivors is being provided by bodies in charge of their protection (Official Gazette of the Brčko District, 34/08, 2008). The right to priority in employment for survivors of CRSV is recognized in the *Law on Employment, and the Rights during Unemployment of Brčko District* which ensures that employment programs defining the priorities, measures and means for new employment include provisions for “special employment programs, and professional training and qualifications” for civilian victims of war, including survivors of CRSV (Official Gazette of Brčko District BiH, 2008: §15).

What has been so far an obstacle for all survivors residing in Brčko District BiH to apply for entitlements is the requirement of a criminal judgment against the perpetrator as evidence for the status of the survivor. Given the high rate of unreported crimes of sexual violence and slow pace of prosecution, this requirement has left many survivors deprived of their rights. Furthermore, this provision is not in line with the UN Convention against Torture and Other Cruel, Inhuman or Degrading Treatment or Punishment which obligates the State to enable that the “victim of an act of torture obtains redress and has an enforceable right to fair and adequate compensation, including the means for a full rehabilitation”(UN General Assembly, 1984). In their General Comment of this article the UN Committee against Torture stressed that: “A person should be considered a victim regardless of whether the perpetrator of the violation is identified, apprehended, prosecuted or convicted, and regardless of any familial or other relationship between the perpetrator and the victim”(UN Committee against Torture, 2012).

During 2015, the OHR, as the supervisory body for Brčko District BiH, worked on amendments and supplements to the decision. OHR's set of

“suggestions” for amending the Decision were not fully adopted by Brčko District BiH Government, but some of the more relevant amendments were incorporated. Additional amendments were included by the Government of Brčko District BiH during their discussion of the Decision in early June 2015, and the Decision was forwarded to the Brčko Parliamentary Assembly for discussion and adoption.

The amendments and supplements to the Decision, adopted on 10 June 2015, have created several new provisions. The most significant amendment is the adding of Articles 5(7) and 13(2). Article 5(7) provides for the establishment of an multi-ethnic, five member Expert Commission

named by the Mayor of Brčko District BiH, which will include court-appointed experts in: court medicine (forensic/legal medicine), gynecology, clinical psychologist, psychiatrist and a lawyer, employed in Brčko District BiH public institutions. This Commission will be tasked with determining the mental impairment of survivors due to sexual violence and rape, based on documentation provided and/or their expert opinions. While the adoption of this Decision is to be applauded as Brčko District BiH is the first part of BiH to completely institutionalize the process of recognition of status for CRSV survivors, it remains to be seen in which way the Expert Commission will conduct inquiries and what type of the evidence will survivors have to submit.

TABLE 1:
CRSV survivors' rights under the legislative framework in BiH

Rights entitlement	RS*	B D	FBIH	US K	PK	TK	ZD K	BP K	SB K	H NK	ZH K	KS	K1 0
Free legal aid													
Children's allowance													
Supplement for single parents													
Additional financial support													
Supplement for aid and assistance by another person													
Psychological assistance													
Professional training/professional rehabilitation													
Priority in housing													
Priority in employment / Special employment projects													
Personal disability* or a personal monthly allowance													
Orthopedic supports allowance*													
Healthcare													
Funeral costs													
Supplement for costs of medical treatment and purchase of prosthetics													
Family disability allowance*													

*Civilian war victim status could be granted until 2007.

 Rights entitlements under Cantonal laws

 Rights entitlements under FBiH Law

Legend: RS – Republika Srpska, BD – Brčko District BiH, FBIH – Federation BiH, USK – Una-Sana Canton, PK – Posavina Canton, TK – Tuzla Canton, ZDK – Zenica-Doboj Canton, BPK – Bosna-Podrinje Canton, SPK – Central BiH Canton, HNK – Hercegovina-Neretva Canton, ZHK – West Herzegovina Canton, KS – Canton Sarajevo, K10 – Canton 10

4.1.6

Implementation of the domestic legislative framework

An analysis of domestic legislative framework implementation was conducted in seven municipalities across BiH (Republika Srpska – Banja Luka, Bratunac and Visegrad; Federation Bosnia and Herzegovina – Sarajevo, Mostar and Tuzla, and Brčko District BiH). These locations are those where it was possible to survey CRSV survivors' opinion. This analysis served to match quantitative

and qualitative research results and explain discrepancies noted in the research findings. Furthermore, comparing results across Republika Srpska enables the interpretation of differences that might (partially) relate to available capacities. For the FBiH, the interview results enable comparison in the enjoyment of rights in Sarajevo, Herzegovina-Neretva Canton and Tuzla Canton.

TABLE 2:
Overview of public service providers

Institution	Level of rights enjoyment	Place of residence	Number of survivors entitled to the rights (if applicable)	Availability of information on rights for CRSV survivors Referral procedures for working with CRSV survivors	Capacities (self-evaluation)
Centre for social work of Brčko District BiH	CRSV survivors receive same services as other socially vulnerable groups (Decision on civilian victims of war from 2012)	Registered place of residence must be Brčko District	No data	Info on social protection rights disseminated No referrals/ procedures	Claim to have sufficient capacities
Centre for social work Tuzla	CRSV survivors receive monthly allowance, psychological therapy, health insurance, cooperation with NGO Vive zene and acceptance of certificates on status from the NGO*	Rights enjoyment possible for non-residents in case it cannot be exercised in place of residence	90 persons	Information available Guidebook on Discretion exists	Sufficient number of employees educated to work with all categories of citizens using centres' services, but no CRSV specific capacity for work on CRSV
Centre for social work Sarajevo	Monthly allowance Psychological treatments Health insurance	The survivors has to be registered in Sarajevo Canton	CRSV survivors registered as 'other disabled persons'	No information is provided Guidebook on Discretion	Capacities suffice
Centre for social work Banja Luka	If one of statuses has been obtained** The law provides for psychological treatment Health insurance Annual allowance (BAM 205) No information on CRSV survivors.	If registered within municipality of Banja Luka	2 survivors	Information on the Center's web page No specific procedures have been introduced to guarantee discretion	Consider themselves capable to provide services to clients. Willing to receive CRSV specific education.

Centre for social work and children protection Višegrad	If one of statuses obtained** the law provides for Psychological treatment Health insurance Annual allowance (BAM 205) No information on CRSV survivors. No referrals	If registered within municipality of Višegrad	No data	No information on rights is provided to CRSV survivors	Consider themselves capable to attend the needs of CRSV survivors
Centre for social work Bratunac	Services available based on the Law on social protection	Registered place of residence in Bratunac	No CRSV survivors in data base	No information given to CRSV on their rights No referrals	No survivor has asked for services from the center and thus no need for enhancement of capacities
Employment agency of Brčko District BiH	Decision on Civilian Victims of War enables special programs for economic empowerment of CRSV survivors. Internal by-law on active measures for employment	The survivor has to be registered in Brčko District BiH	No services provided to CRSV survivors so far	No information (web not up-dated) No referrals	Need additional information about needs of CRSV survivors
Employment agency RS	Services to all unemployed No specific registry of unemployed CRSV survivors	No data	No data	Not relevant	No answer in interview
Employment agency Mostar	Services available through other statuses	One has to be registered to reside in Mostar	No data	Information shared on webpage and individually over telephone	Capacities for working with vulnerable groups, but no CRSV specific knowledge and expertise
Employment agency Sarajevo	No specifically preferential rights*** No absolute priority in public sector	Survivors have to be registered in Sarajevo canton	CRSV survivors registered as 'other disabled persons'	No specific information provided to CRSV survivors about their rights Personal counselling to intermediate in employment (based on certificate of status) Rulebook on counselling which applies to all population, but not CRSV specifically	No view in regard to working with CRSV survivors.
Employment agency Tuzla	No preferential rights granted*** The Agency recommends CRSV survivors as a priority group when creating employment lists CRSV survivors do not hold priority in employment in the public sector	Survivors have to be registered in Tuzla canton	CRSV survivors registered as 'other disabled persons'	No specific information provided to CRSV survivors on their rights	Not considered relevant

Social and health protection, refugees and IDP Sarajevo Stari grad, Sarajevo	No housing support programs dedicated to CRSV survivors	No data	No data	No specific information provided to CRSV survivors about the right to housing	Not relevant because they do not work with survivors
Soldier-invalid protection, housing and return Tuzla	No housing support programs dedicated to CRSV survivors	No data	No data	No specific information provided to CRSV survivors on their right to housing	Not relevant because they do not work with survivors
Department on soldier-disabled persons and civilian victims of war	Services available according to Decision on protecting civilian victims of war	Survivors have to be registered in Brčko District BiH	23 known	Not clear	Capacities suffice (long period working with survivors)
Department on Displaced Persons of Brčko	Services available Decision on protecting civilian victims of war	Survivors have to be registered in Brčko District BiH	no data available	Not clear	Capacities suffice (long period working with survivors)
Health center (Mental health included) Višegrad	Health and mental care for all medically insured citizens Well experienced in working with detainees	No data	No data	No specific information provided to CRSV survivors about their rights	Working according to diagnosis, but with no specificities on CRSV. Believe to having satisfactory capacities to work with all categories.
Health center Banja Luka	Health and mental care for all medically insured citizen Referrals	No data	No data	No specific information provided to CRSV survivors about their rights	Treated as all other users, specific status not considered. Believe to having satisfactory capacities to work with all categories.
Cantonal health center Tuzla	Services to CRSV regulated through an agreement signed with Vive žene	Residence in Tuzla Canton needed, but also residents from other Cantons can access services (costs refunded by the Canton they are coming from)	No data	Working according to Law on rights of mentally disordered, not CRSV specific Referrals exist	No data
Cantonal health center Sarajevo	Services to CRSV survivors based on the Federal Law on health protection	Not clear	Long history of working with survivors No data available	Information provided verbally or in writing and through CSOs No referrals	Education of new staff is needed
Cantonal health centre Mostar	Services to CRSV provided under the Law on health protection and Law on health insurance	Services provided to CRSV regardless of place of residence	No data available	None	Capacities suffice

* The Centre for social work in Tuzla provides services to CRSV even if they have certificate attesting their status issued by Vite zene (this must not be mistaken with the awarding of certificate for status based on which survivors can access rights under FBiH law)

** A survivor could get status under the RS Law on Civilian Victims of War until end of 2007 and if they could prove physical harm exceeding 60%

*** The programs developed target other vulnerable groups such as Roma, refugees, war disabled persons, but there are no specific programs for CRSV survivors or their children.

The FBiH Employment agency regulates CRSV survivors' rights within the FBiH Law on Principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children, Article 54 in two manners, namely:

- Ensuring preferential rights for employment while providing agency for employment with information about CRSV survivors and making a list of potential candidates for vacant positions;
- Increasing employment-related support by 10% in active employment measures programs (applicable to other categories with preferential rights as well).

On the other hand, the FBiH Law on the Rights of War Veterans and their Family Members (as well as corresponding laws on Cantonal levels) ensure preferential rights for veterans and their family members in public institutions, agencies and public enterprises. This preferential right has far greater outreach (there are detailed instruction for Cantonal Governments on how to ensure accessibility to these rights) than the one awarded to those holding civilian victims of war status.

4.1.7

Survey among CSOs working with CRSV survivors

The survey among CSOs working with CRSV survivors was conducted through open-ended questionnaires, targeting and having five responses in each entity (Questionnaire annexed to the Report). The expected outcome of this survey was to gain qualitative information on

services and/or rights entitled to survivors, targeting the specific arena where CSOs are supplementing the role of public institutions as well as receiving feedback on the perceived socio-economic impediments survivors are facing in their everyday lives.

TABLE 3:**CSOs in Republika Srpska mandate and perceived obstacles to CRSV survivors' participation**

Civil society organization Republika Srpska	Services Supplement to state services Referrals	Access to states services by municipality	Financing and sustainability	Socio-economic impediments
Budućnost, Modriča/RS	Sheltering, Economic empowerment, Education, Legal and social aid Referrals - Yes, for work with witnesses	Modrica and 30 other municipalities in RS Legal and social aid	Mainly voluntary work	Poverty (10) Legal sanctions (10) Health condition (9) Self-confidence (8) Lack of trust in institutions' work (8) Shame (8)
Forum žena, Bratunac/RS	Psycho-social Supplements - Yes, in Birac region Referrals - Yes, family protection that exists, but is not in use(preparing local 1325 action plan)	Bratunac,Srebrenica, Milici, Vlasenica, Zvornik No public services at all	Internal resources only Lacking capacities	Stigma Social vulnerability (marginalized) Organizations lacking capacities No support from institutions Forbidden subject in RS past 20 years No status of civil victim of war
Izvor, Prijedor/RS	Legal aid, Psycho-social support, Transportation, Information share Supplements - No services from institutions Referrals - Yes, legal aid and psycho-social support	Prijedor Legal aid, problem in gaining status and access to services Sanski Most, Bosanski Petrovac Status with Centre for social work Lacking legal aid and psycho-social support	International donors financed Partially covered with FBiH Ministry for refugees and sustainable return Seriously jeopardized	Economic vulnerability (10) Stigma (10) Health condition (10) Lacking trust (10) Lacking specialized medical institutions (10) No implementation of laws (10) No reparations and processing CRSV (10)
Lara, Bijeljina/RS	Psycho-social treatment and legal aid Supplements - No information on institutions' services Referrals - None	Bijeljina Mental health Lopare, Ugljevik Mental and health care	Donations Not sustainable	Housing (10) Stigma (10) Social protection (10) Economic vulnerability (10) Lack in healing trauma (10) Lack in rights enjoyment (10)
Maja, Kravica/RS	Information feed Referrals - None	-	Own resources	Legal mechanisms Economic empowerment
Udružene žene, Banjaluka/RS	Legal aid, Psycho-social support, Utility cases representation, Referrals - Support during witnessing process	-	International donors	Lacking status Lacking legislation Lacking funds

TABLE 4:**CSOs in FBiH mandate and perceived obstacles to CRSV survivors' participation**

Civil society organization Federation Bosnia and Herzegovina	State services Supplement to state services Referrals	Access to states services by municipality	Financing and sustainability	Socio-economic impediments
Medica, Zenica/ FBiH	Safe house, Crises centre, Legal aid, Psycho-social counselling, 24/7 phone line, Economic empow- erment, On-site medical and psychological care, Testimony support, Financial support Referrals - Yes, in ZDC, SBC, USC, HNC)*	-	International do- nors and domicile institutions using a so-called combined model to finance its program schemes	Lacking empathy and understanding Lacking information and stigma Requesting primary medi- cal records Trauma revival Possibility to losing a status In Brčko District BiH re- quested to submit a CRSV verdict
Fondacija lokalne demokratije, Sarajevo/FBiH	Psycho-social, Economic empowerment, Educa- tion, Legal aid Supplements - Yes, lack of trust Referrals - Yes, for GBV	Mostar, Goražde, Sarajevo, Vares, Tuzla, Prozor-Rama, Stolac, Sanski Most, Brčko Dis- trict BiH Health protection, Status, Monthly allowance Foca, Višegrad, Trebinje, Modriča, Prijedor, Nevesinje, Čajniče No access to gaining status and financial support	Donor driven Sustainability of services seriously jeopardized in case of donors' changing agenda	Stigma (10) Lacking support (10) Inadequate legal frame- work RS (10) Lacking harmonization of legal framework (10)
Seka, Goražde/ FBiH	Individual and group counselling, Psycho-so- cial support Supplements - No psy- chological treatments available Referrals - None	Gorazde Medicaments	Various smaller donations from organizations and private persons Considerably non-sustainable	Stigma (10) Trauma (10) No access to rights – sys- tematically defined (10) Poverty (10) Processing (8) Re-gaining trauma (10) Formal projects with no specific outcomes (8)
Vive žene, Tuzla/FBiH	Psycho-social treat- ment, Counselling, Legal aid, Visits, Humanitarian aid (food) Supplements - These service not available Referrals - Psycho-social treatment, Processing CRSV	Tuzla, Lukavac, Šrebrenik, Kalesija, Živnice Gaining status, Health care Brčko District BiH Status gaining pro- cess stopped due to lack in financial resources	Donors with limited time-line of support	Trauma Lacking centres for heal- ing trauma Processes and witnessing Return to RS due to lack- ing status Culture and tradition within family Socio-economic vulner- ability

* Medica Zenica has signed four Protocols of collaboration on supporting CRSV survivors and witnesses with 63 institutions and CSOs, aiming

to ensure and harmonize support as needed by each signatory's arena.

4.2

QUANTITATIVE RESEARCH

4.2.1

Survey among CSOs working with CRSV survivors

CRSV survivors represent a highly diverse group of women and men, where exact data and profiling is missing. Merely, previous comparative research is consulted (Medica, 2014) to determine whether any demographic or social characteristics may be used for the target group. Considering the socio-demographic profiles of a total of 51 respondents in the study of Medica, it is noted that respondents' characteristics are distinctively different and individual.

Quantitative analysis within this research has foreseen the intermediation of CSOs working with CRSV survivors in nine locations in BiH in the conducting of a self-administered survey of 60 to 100 respondents.

The quantitative survey is conducted among 108 CRSV survivors residing in 27 municipalities (in RS: Banjaluka, Prijedor, Višegrad, Derventa, Kneževo, Modriča, Brod, Donja dubica, Novi Grad, Vlasenica,

Bijeljina, Mokro Pale, Prnjavor, East Sarajevo, Novo Goražde, Foča, Bratunac; in FBiH: Goražde, Mostar, Sarajevo, Tuzla, Vareš, Prozor-Rama, Čajniče, Živinice, Gornja Kalesija; and Brčko District BiH). The data is then aggregated in clusters to allow for a comparison of CRSV survivors' responses by their registered place of residence (in FBiH this compares different legislative frameworks in five Cantons and in RS this observes particular administrative capacities on the local level). RS has unified legislation for the entire region (partially under municipal jurisdiction) and FBiH has transferred the development and implementation of legislative framework to Cantonal Governments, respecting minimum requirements set at the FBiH level. Comparison between the services available in bigger administrative centres against municipalities with weaker capacities aimed to determine whether and, if yes, to what extent the overall capacity of public institutions is correlated to the enjoyment of rights of survivors.

TABLE 5:
Responses to questionnaires

Planned total questionnaires	60 – 100	Responses	106
Locations	Status	No. of responses	No. of CRSV survivors residence locations covered (municipalities)
North-West RS	Successful	14	13
Sarajevo Canton	Successful	20	1
HN Canton	Successful	14	2
Zenica	Refused to participate		N/A
Tuzla Canton	Successful	15	3
East RS	Successful	25	4
ZD Canton	Successful	5	1
Brcko	Successful	13	1
Dispersion by entities and BD			
FBIH		51%	28%
RS		37%	68%
BD		12%	4%

4.2.2 Socio-demographic characteristics

The questionnaire divides responses by nine basic socio-demographic characteristics of CRSV survivors. As expected, separation by age concentrates around respondents 45 to 64 years old (70% of total, though 6% did not respond to this question). Male participants counts for 6.33% of total responses. The largest concentration

of responses relate to needing support related to disease (61%), survivors having two or three children (65%), being married (48%), living with spouse and children (42%). There is a relatively linear dispersion between rural and urban places of residence and having individual or joint accommodation (61%).

TABLE 6:
Socio-demographic profile of respondents

Characteristics						No response	in %
Age	Up to 35	35 – 44	45 – 54	55 – 64	65+		
	2	20	34	36	9	5	4,72%
Sex		Female	97	Male	5	4	3,77%
Civilian victim status		Yes	44	No	51	11	10,38%
Health condition	Well	Current disease	Chronic disease	Support needed	Invalid		
	11	12	28	32	2	21	19,81%
Children	None	One	Two	Three	More		
	15	16	51	16	6	2	1,89%
Marital status	Single	Married	Divorced	Living with partner	Widow		
	9	48	12	7	30	0	0,00%
Household members	Alone	With children	With spouse	With spouse and children	With partner		
	19	29	15	39	3	1	0,94%
Residence			Village	Sub-urban	Urban		
			19	43	41	3	2,83%
Current accommodation ownership/ status	Own	Leased	Spouse's	Partner's	Joint		
	31	24	14	5	27	5	4,72%

4.2.3 Socio-economic vulnerability characteristics

Economic vulnerability is defined as exposure of a person or a household to the risk of their livelihood dropping below the poverty line, whereby they are forced to reduce consumption in order to survive. If a household remains permanently poor, it is referred to as chronically poor. More precisely, vulnerability can be considered the probability of falling below a certain threshold within a certain time period, and weighing the probability by time spent below the line, severity of poverty and shortfall below the line (Alwanget al, 2001).

Social vulnerability describes the way in which people living at the margins of society, such as

those who lack access to social services or political power, are more vulnerable than those with better access to resources (Dow 1992). Poor people are more likely to live in substandard housing and suffer from malnourishment. They have fewer opportunities for education and thus employment and are less likely to have health and property insurance (Anderson and Woodrow 1991).

Although existing literature recognizes two different dimensions of vulnerability, in this research vulnerability will be considered a single dimension, whereas the proposed flow of exposure to risk is constructed from an economic side of

being poor to a social side of being marginalized. Socio-economic vulnerability of CRSV survivors has nine characteristics (presenting also current status): 62% are unemployed and/or have nobody working in the household (64%), 46% with an available monthly income ranging from BAM 300 – 600 and 84% with no additional source of income, 74%

are relatively less educated and 93% have no savings capacities, 64% have no social support but 73% are socially engaged in association(s), most have understanding from their family members but also are reluctant to respond to the question concerning (potential) economic abuse practices (from their family members/members of their household).

TABLE 7:
Socio-economic vulnerability characteristics - aggregated

Characteristic						No response	In %
Working status	Unempl.	Permanent job	Current job	Volunteer	Own business		
	62	26	5	1	2	10	9,43%
Family members employment		None	One child	Majority of children	Spouse/partner		
		42	14	3	11	36	33,96%
Monthly income in BAM	0	Below 300	300 – 600	600 – 1.000	1,000 and more		
	13	27	42	14	4	6	5,66%
Additional income	None	Yes, children	Yes, partner	Yes, spouse	State support		
	84	5	4	4	2	7	6,60%
Education	Craft	Not qualified	High school	University	Additional courses		
	7	29	42	8	5	11	10,38%
Savings capacity on annual level	Yes, covering costs for no. of months						
	No	1 – 3	3 – 6	6 – 12	12 and more		
	78	1	1	2	0	24	22,64%
Support from family members/friends	No	Yes, loan		Yes, access to public authorities			
	59	15		9		23	21,70%
Participation in community activities	No	Association	Politics	Informal	Volunteer		
	22	55	2	3	0	24	22,64%
Understanding from family	No	Yes, spouse	Yes, partner	Yes, children	Yes, others		
	5	28	7	21	12	26	24,53%
Spouse/partner abuse	No issues	I can't work	I can't save	I can't volunteer	I can't educate		
	41	10	13	0	0	42	39,62%

The economic and social vulnerability is assessed against respondent's exposure to the risk of becoming poor (economic) or marginalized (social) with relatively low response rates that included answers to all particular questions of 44% (56%). This appeals to the fact that survivors did not entirely feel comfortable to answer the questions related to their current

socio-economic situation. In both aspects of vulnerability, around 60% of respondents are at moderate and major risk exposure and 21% are significantly exposed to the risk of becoming permanently poor or marginalized. The association between economic and social vulnerability has not been analyzed due to a lack of causal relations.

TABLE 8:
Socio-economic vulnerability of respondents

Exposure to risk of becoming permanently poor/marginalized	Economic vulnerability		Social vulnerability	
	No of respondents	in %	No of responses	in %
Insignificant	2	1,98%	16	19%
Moderate	12	11,88%	40,00	47%
Major	20	19,80%	23,00	27%
Significant	37	36,63%	7,00	8%
Critical	30	29,70%	0,00	0%
Total responses	101	100,00%	86	100%

4.2.4 Service quality and the exercising of rights

The survey included questions referring to the exercising of a total of nine rights as enshrined in human rights conventions which BiH is signatory to; answers concerned the enjoyment of particular rights, service providers (CSOs, centres/institutions) and the frequency of rights enjoyment.

In general, CRSV survivors are relatively well informed on the particular opportunities that they can benefit from regarding certain rights/

Services (72%), whereby 42% use free legal aid, 66% use psycho-social counselling, but only 27% participate in educational and 20% in self-employment programs. Contrastingly, 98% use health care (out of which 10% are commercial services); 44% benefit from financial support and only 19% make use of preferential treatment for schooling and employment for their children, while only 8% have received access to housing support.

TABLE 9:
Rights enjoyment - aggregated

Not receiving		From CSO	From the group	From the center	By post/ phone	Personally	Total	No response	in %
Information on opportunities to exercise the right	34	18	25	6	0	4	87	19	23,17%
Services used	Never	From CSO	From the center	If yes, annually	If yes, monthly	If yes, more often			
Free legal aid	61	18	7	3	1	0	90	16	19,51%
Personal/ group counseling	39	21	15	4	7	5	91	15	18,29%
Educational programs	67	11	5	2	3	3	91	15	18,29%
Self-employment programs	72	6	5	3	2	2	90	16	19,51%
Visiting your doctor? (if yes, what area)	Never	Yes, privately	Yes, public	If yes, annually	If yes, monthly	If yes, more often			
	2	9	65				76	30	36,59%
• Internal medicine	2	5	30	13	8	10			
• Gynaecology	4	7	28	27	1	3			
• Oncology	9	1	10	17	4	1			
• Psychology	6	3	30	6	15	20			
• Other	5	1	4	3	2	6			
Benefits from financial support	No	From CSO	From state	Once	Permanent				
	53	5	21	2	4		85	21	25,61%
Children applied for employment/ schooling, using preferential treatment		Never	Schooling	Job	Job agreed?	Job not agreed?			
		68	9	4	1	3	81	25	30,49%
Housing support		I did not	Yes, but with no success		Yes, successfully				
		43	39		8		90	16	19,51%
Public free meals		I am not	Yes, temporary		Yes, permanently				
		86	2		3		91	15	18,29%

Service quality is measured using Servqual as a multidimensional construct (Parasuraman *et al.*, 1985).

Service quality refers to different characteristics of services: accessibility of service, reliability of service provider, assurance that the organization will respond to the request, assurance that the

organizations' employees will respond to the request, responsiveness of the organization and empathy while providing services to CRSV survivors. The *mean gap* represents the relative average difference between respondents' expectations and perception of the quality of a particular service, whereby *no gap* means that the service is being provided in full compliance with survivor's expectations.

TABLE 10:
Service quality assessment results - aggregated

	Mean gap		Mean gap		Mean gap
Legal aid	23%	Health care	34%	Financial and housing support	60%
accessibility	18%	Accessibility	38%	informed	56%
reliability	24%	Reliability	37%	reliability	62%
Assurance*	22%	Assurance	26%	assurance	60%
Assurance**	24%	Responsive	34%	empathy	64%
responsive	23%	Empathy	35%	Preferential right	63%
empathy	29%	Employment, self-employment	52%	accessibility	62%
Psycho-social counseling	21%	Informed	48%	assurance	63%
informed	23%	Accessibility	47%	transparent	63%
accessibility	22%	Reliability	53%	reliability	63%
reliability	24%	Responsive	56%	discretion	65%
assurance	9%	Empathy	55%		
assurance	16%				
responsive	23%				
empathy	28%				

* assurance in the organization's reaction to the request

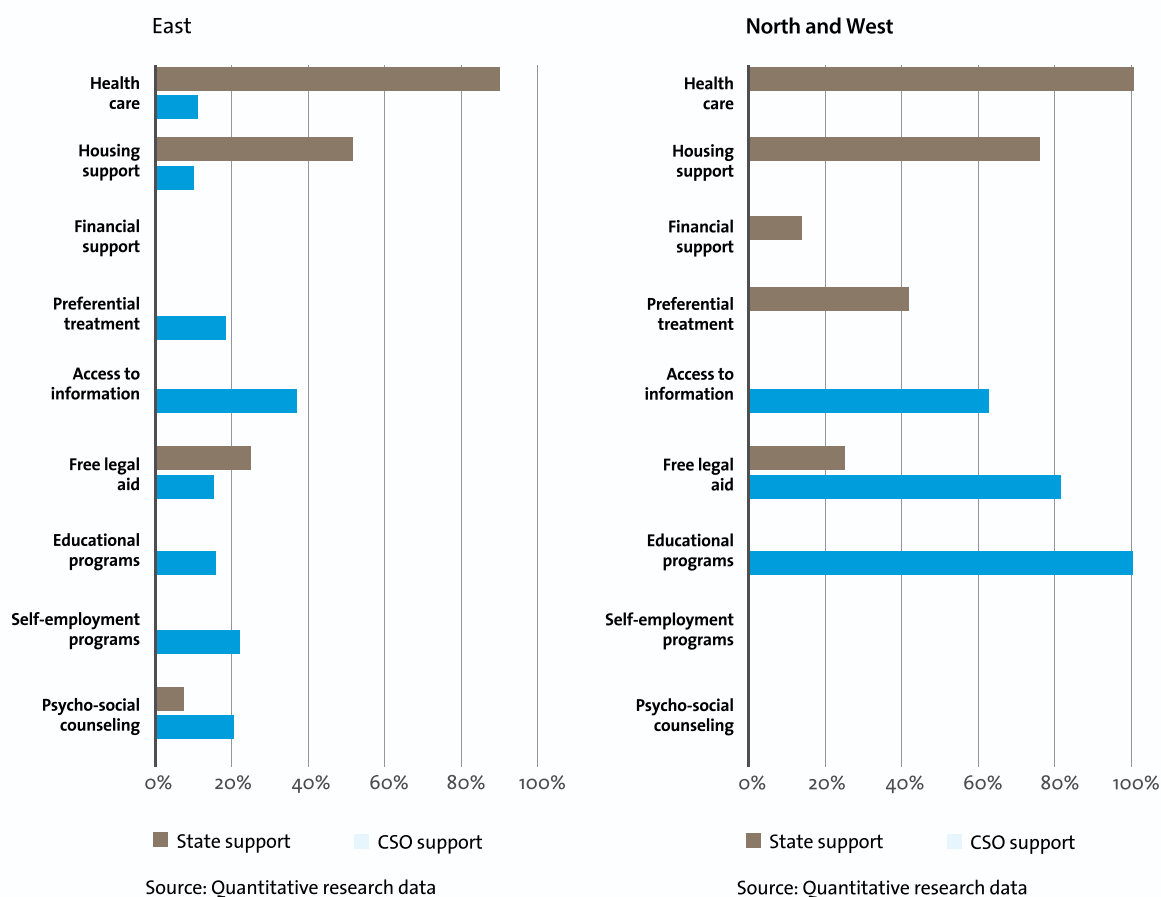
** assurance in organizations' employees reaction to the request

The lowest gap between expectations and perceptions on a particular (group) of services is registered for legal aid and psycho-social counseling,

whereby a high non-satisfaction rate is evident for economic empowerment programs and use of preferential rights.

The quantitative research has also enabled an analysis of the current exercising of rights for CRSV survivors. The analysis focuses on the exercising of a total of nine rights, disaggregated according to CRSV survivors' current place of residence.

GRAPH 3:
Rights enjoyment in Republika Srpska



The entitlement to rights for CRSV survivors in RS is considerably impaired, taking into account the fact that survivors of these crimes are not directly recognized unless evidence on a physical impairment exists and is presented. Within the existing situation, considerable improvement on accessing the rights cannot be expected, considering the fact that it is no longer possible to apply for a status of a CRSV survivor.

In both observed regions of RS, CRSV survivors confirmed that they are accessing health care and are to a great extent given the opportunity to apply for housing support. Also, survivors residing in the Northern and Western parts of RS benefited from preferential right

to schooling for their children. Taking into account that the RS Law on Protection of Civilian Victims of War does not guarantee entitlements to preferential rights for schooling and employment, it can be concluded that survivors have enjoyed this right through some other status that they hold. On the other hand, survivors do not make use of financial support, psycho-social counselling or free legal aid (other than what is offered by CSOs). Generally, it can be concluded that CSOs play an important role in complementing the services offered by public institutions.

Considering the quality of public services, health care is considered more accessible, reliable and responsive in the Eastern part of RS. Considerable

gaps between perceptions and expectations in the Northern part of the Entity are especially expressed in terms of access to employment, financial and housing support.

Out of the five service quality criteria assessed, the largest detected gap relates to lack of empathy and discretion, which demonstrates CRSV survivors' perception on the procedures for the application and enjoyment of rights.

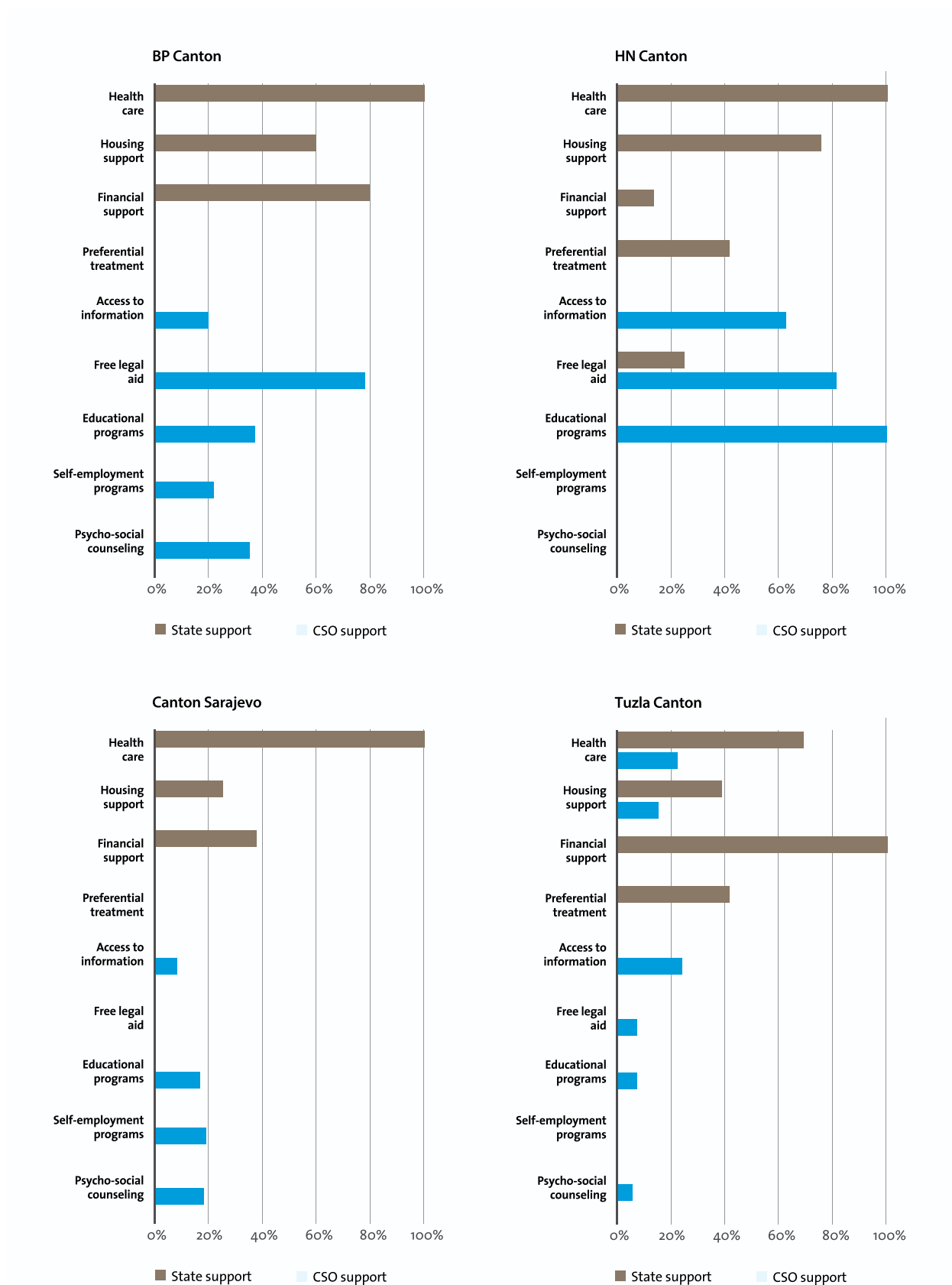
TABLE 11:
Service quality in Republika Srpska (East, North-West)

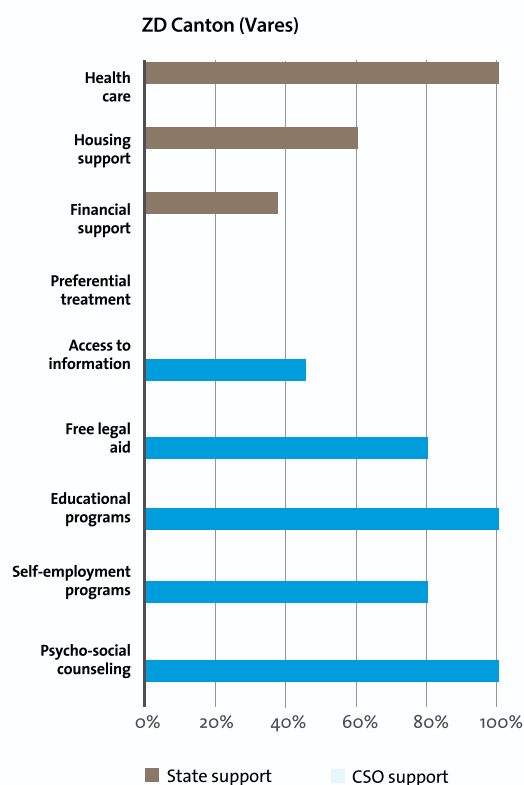
Mean gaps	East	N-W		East	N-W
Legal aid	0%	65%	Employment, self-employment	32%	80%
accessibility	0,00	2,75	Informed	1,56	4,00
reliability	0,00	3,38	accessibility	1,67	4,00
assurance	0,00	3,38	Reliability	1,78	4,00
assurance	0,00	3,38	Responsive	1,44	3,88
responsive	0,00	3,38	Empathy	1,44	4,00
empathy	0,00	3,38	Financial and Housing support	41%	79%
Psycho-social counseling	24%	24%	Informed	1,89	4,00
informed	2,00	3,38	Reliability	2,33	4,00
accessibility	1,11	3,38	Assurance	1,89	3,88
reliability	1,78	3,38	Empathy	2,11	4,00
assurance	0,00	0,00	Preferential treatment children	39%	69%
assurance	1,11	1,88	accessibility	1,89	3,00
responsive	1,33	3,38	Assurance	1,56	3,57
empathy	1,22	3,38	Transparent	2,33	3,43
Health care	31%	62%	Reliability	2,00	3,57
accessibility	1,78	3,88	Discretion	1,89	3,57
reliability	1,51	3,88			
assurance	1,78	1,00			
responsive	1,22	3,38			
empathy	1,56	3,38			

As it can be seen from the table, CRSV survivors in RS have expressed very high non-satisfaction for five out of six (groups of) services. CRSV survivors

are partially satisfied only with psycho-social counseling (mean gap 24%).

GRAPH 4:
Rights enjoyment in Federation Bosnia and Herzegovina





GRAPH 5:
Rights enjoyment in Brčko District BiH



Source: Quantitative research data

Based on their perception, CRSV survivors' access to rights differs considerably between Cantons in FBiH. Surprisingly, in Sarajevo Canton, where reasonably higher capacities among public authorities are expected, there is actually weaker access to rights, entitlements being based on basic health insurance. On the other hand, Herzegovina-Neretva and Tuzla Cantons have enabled the enjoyment of rights for four public services to a relative majority of CRSV survivors who have responded through the surveying.

Furthermore, the responses from survivors enabled a comparative overview of services offered by CSOs which work in these locations. This overview was mainly aimed at determining whether CSOs' services in fact supplement the lacking public services. It can be concluded that CSOs which work in Zenica-Doboj, Bosna-Podrinje and Tuzla Cantons do in fact supplement the current gap in the provisions of services by public institutions.

Brčko District BiH is analyzed separately from the two Entities, taking into account that the District has regulated the status of CRSV survivors separately.

In Brčko District BiH, rights enjoyment is considerably more widespread than in the FBiH and RS, where apart from 100% health insurance coverage, over 60% of respondents have accessed and benefited from psycho-social counselling, housing support and to some extent from educational, self-employment and financial support programs.

It has been noted above that the survey foresaw, besides the nominal registering of particular rights enjoyment of CRSV survivors, the provision of a survivors-centred assessment of the quality of public services. This quality is being determined by calculating the discrepancies between CRSV survivors' expectations as service users and their perceptions of services which are provided to them by public institutions. The set questions for quality assessment refer to survivors' perceptions with regards to service accessibility (ease in accessing the service), reliability (service which meets their expectations), assurance (service which is provided as expected), responsiveness (service which takes into account survivor's individual needs) and empathy (person(s) being directly involved in providing the service have in mind the situation of the survivor when survivors approaches the institution). The results are presented in the table below.

TABLE 12:
Quality of services in Federation Bosnia and Herzegovina (five Cantons)

Service / Gaps by Canton	BPC	HNC	CS	TC	ZDC
Legal aid	12%	3%	12%	74%	6%
accessibility	1,60	0,00	0,10	3,69	0,00
reliability	0,60	0,00	1,02	3,69	0,00
assurance	0,45	0,00	0,76	3,69	0,00
assurance	0,60	0,00	0,62	3,69	0,20
responsive	0,20	0,00	0,50	3,69	0,30
empathy	0,20	1,00	0,48	3,69	1,20
Psycho-social counselling	3%	1%	10%	45%	6%
informed	0,00	0,00	0,74	2,62	0,00
accessibility	0,00	0,23	1,06	1,18	0,20
reliability	0,00	0,15	0,27	2,46	1,20
assurance	0,00	0,00	0,00	0,00	0,00
assurance	0,20	0,00	0,21	2,92	0,00
responsive	0,60	0,00	0,43	3,26	0,40
empathy	0,40	0,00	0,93	3,33	0,40
Health care	22%	10%	12%	74%	33%
accessibility	1,20	0,69	0,89	3,71	1,40
reliability	1,20	0,77	0,54	3,71	2,00
assurance	1,00	0,38	0,15	3,71	1,20
responsive	1,20	0,38	0,74	3,71	1,80
empathy	1,00	0,38	0,74	3,71	1,80
Employment, self-employment	47%	39%	40%	75%	62%
informed	2,40	1,11	2,07	3,79	2,20
accessibility	2,20	0,88	1,96	3,71	2,80
reliability	1,80	2,05	2,11	3,71	3,40
responsive	2,60	2,83	2,11	3,71	3,60
empathy	2,80	2,83	1,85	3,71	3,40
Financial and Housing support	70%	69%	39%	74%	61%
informed	3,20	3,15	1,52	3,79	2,10
reliability	3,60	3,62	2,14	3,71	2,85
assurance	3,60	3,50	1,75	3,64	3,75
empathy	3,60	3,50	2,44	3,71	3,50

Preferential treatment for children	74%	72%	52%	80%	60%
accessibility	4,00	3,42	2,67	4,00	2,80
assurance	4,00	3,67	2,63	4,00	2,80
transparent	3,50	3,67	2,28	4,00	3,40
reliability	3,50	3,67	2,63	4,00	2,80
discretion	3,50	3,64	2,92	4,00	3,15

The largest gap evidenced in all locations is in survivors' dis-satisfaction with their access to preferential treatment for their children as well as financial and housing support. Remarkably,

although Tuzla Canton has enabled the enjoyment of several rights, survivors are not satisfied with any of the services, with the exception of psycho-social counselling.

4.2.5 Comparative analysis

This analytical overview presents the survey results disaggregated by location, comparing survivors-centred answers and interviews with institutions and CSOs, aiming to illustrate whether, and if yes, to what extent does (the lack) in institutional engagement and CSOs' supplementary activities

influence the nature of impediments that CRSV survivors face while trying to benefit from their basic rights. For greater ease in comparison, each location is evaluated based on the percentage of the exercising of particular right among respondents (where 40% is taken to be lower limit).

TABLE 13:
Comparative overview

Location/ entity	CAUSE Legal framework, implementation and institutional engagement	CSOs supporting activities (supplementing)	EFFECT CRSV survivors feedback (services consumption, services quality)
Sarajevo/FBiH	Legal framework: FBiH accept for housing and free legal aid Implementation: None Institutional engagement: No	0 services over 40%	1 service over 40%
Mostar/FBiH	Legal framework: FBiH Implementation: None Institutional engagement: Moderate	2 services over 40%	2 services over 40%
Tuzla/FBiH	Legal framework: FBiH + children allowance less health care, housing and psychological treatment Implementation: Internal agreement Institutional engagement: Moderate	1 service over 40%	3 services over 40%
BP Canton/FBiH	Not analyzed	3 services over 40%	3 services over 40%
Vareš/FBiH	Not analyzed	4 services over 40%	2 services over 40%

Banjaluka/RS	Legal framework: None Implementation: None Institutional engagement: No	3 services over 40%	3 services over 40%
Višegrad and Bratunac/RS	Legal framework: None Implementation: None Institutional engagement: No	0 services over 40%	2 services over 40%
Brčko/BD	Legal framework: As in FBiH less professional training Implementation: Internal regulation plus specialized department Institutional engagement: High	0 services over 40%	5 services over 40%

Legend: Legal framework – stands for compliance with international standards; Implementation – stands for specialized departments, by-laws internal procedures,

referrals; Institutional engagement – stands for the recognition of CRSV survivors as special category

Brčko District BiH has established specialized departments and developed internal by-laws and procedures on civilian victims of war (including CRSV survivors) and this has impacted the rights

enjoyment of CRSV survivors (over 40% respondents) in five out of nine categories of rights which have been taken into considered for the purpose of this research.

4.2.6

Causal relations between personal characteristics and rights enjoyment

The causal relations between personal characteristics and rights enjoyment aims to determine the impact of individual characteristics to rights enjoyment. It aims to show in more detail to what extent does the individual status (social and economic vulnerability) and/or preferences (attitudes, access to information) relate to the exercising of rights. (See Statistics annexed to the Report)

The comparative non parametric statistics tests have shown that

- More informed CRSV survivors make more use of their rights and/or consume public services to higher extent;
- Socially and economically vulnerable CRSV survivors, although opposite is expected, exercise less rights, explaining that their exposure to poverty or marginalization present impediments to their enjoyment of rights (illustratively, this can be the case when a particular service is not financially or physically accessible or when lack of empathy or societal stigma negatively influence a survivor to approach public institution and ask for support);
- Socially and economically vulnerable CRSV survivors have rather pessimistic attitudes towards stronger engagement in society (this directly implies the fact that economically empowered survivors show considerably higher level of confidence to integrate into society and make use of their rights);
- CRSV survivors who have gained civilian victim of war status are better informed about their rights, receive financial support (which is also guaranteed by law) and to a certain extent make use of preferential rights for schooling and/or employment. However, what has also been noted is that survivors who hold status, to a large extent do not use other public services, whilst many survivors who do not hold status use public services as unemployed persons, socially impaired or persons with disabilities).

The background is split horizontally into a blue top half and a red bottom half. A large, thick, light pink arrow originates from the bottom left, curves upwards and to the right, and then points downwards towards the left, crossing the horizontal boundary. A semi-transparent light blue rectangle is positioned in the upper left area of the blue section.

CONCLUSIONS

CONCLUSIONS

The herein presented evidence-based conclusions are a result of triangulated sources of data. They contain data from the self-administered survey of 108 CRSV survivors residing in 27 locations across the country (disaggregated into two regions in RS and five Cantons in the FBiH and Brčko District BiH), a detailed legislative framework analysis on Entity and Cantonal levels, in-depth interviews and semi-structured questionnaires with 22 public service providers in seven locations, open-ended questionnaire responses from 10 CSOs (five in each entity), and secondary data as well as data from previous research.

5.1

Response to qualitative research questions

- **To what extent is the International Covenant on Economic, Social and Cultural Rights (promulgated by the UN General Assembly) integrated into BiH's legislative framework and implemented on all levels of government in BiH?**
- **What measures have been undertaken by relevant BiH authorities (legislation, bylaws, procedures, decisions etc.) to ensure service quality (accessibility, reliability, responsiveness and empathy), taking into account CRSV survivors' specific needs and societal stigma?**

CRSV survivors are primarily entitled to particular rights through a status of civilian victim of war in the Entities (RS Law on Protection of Civilian Victims of war; FBiH Law on Basis of Social Protection, Protection of Civilian Victims of War and Families with Children), Brčko District BiH (Decision on Protection of Civilian Victims of War) and Cantonal (four of which apply rights which arise directly from the FBiH level and six that have adopted Cantonal laws, none of which grant entitlements other than the prescribed minimum from the Entity level).

The right to housing priority is under the auspice of Cantons and as such is governed by Cantonal programs for priority in housing, with special priority being given to civilian victims of war who have witnessed in criminal court proceedings.

Unlike the Law in FBiH, the Law in the RS grants entitlements to survivors of CRSV only when they can prove to have suffered 60% or over physical impairment to their body caused by torture, rape, imprisonment or through fleeing from the oncoming enemy forces, and only if the person

applied for the recognition of status before 31 December 2007. Besides this, the quantitative research has shown certain discrepancies in rights enjoyment and public service consumption which result from the fact that CRSV survivors, even if not formally recognized as such, are enjoying some rights (such as health care and psychological treatment) based on other statuses that they have, including that of a refugee, detainee, unemployed person, socially vulnerable etc.

At the time of the issuance of this Report, the government(s) on:

- National level yet has to reflect the obligations undertaken with the ratification of international conventions into its national legislative framework; adopt policies that respond to CRSV survivors' specific needs and status;
- Cantonal level in FBiH has responded to FBiH legislative framework differently, and yet have to introduce mechanisms to ensure access to particular rights for survivors

and guidance to public service providers on the provisions of the FBiH Law;

- Entity level (RS) yet has to recognize CRSV survivors as a special category based on the sexual violence suffered (resulting in psychological impairment, long-term assault consequences on health and stigmatization). Consequently, the specific needs of CRSV survivors (empathy, discretion, specific psycho-social therapy etc.) have to be addressed and adequate instruments developed. Service providers in RS mainly

provide services to survivors as to any other social category. In addition, survivors will have to be able to apply for a special status past 2007.

- Brčko District BiH has responded to this issue by establishing specialized departments and by-laws to address the needs of civilian victims of war, and this has resulted in the CRSV survivors in Brčko District BiH demonstrating the highest registered enjoyment of basic human rights among all surveyed.

- **What support to CRSV survivors is provided by civil society organizations to complement public service providers?**

The desk review has shown that there are a number of civil society organizations established by or primarily active in supporting CRSV survivors through developing referral mechanisms with institutions or engaging in advocacy campaigns and representation of survivors. Some CSOs have developed capacities to facilitate survivors' access to rights (such as Medica Zenica, Udružene žene Banjaluka, Vive žene Tuzla, Budućnost Modriča). CSOs' direct support mostly relates to individual and group psycho-social counselling, information sharing, legal aid, and educational and self-employment programs. As seen from the results of the study, CRSV survivors have developed strong relations and trust within local CSOs, building self-confidence and overall socialization. On the other hand, CSOs (except in few cases) do not have sufficient human and financial resources to develop tailored programs that will reduce the economic vulnerability of survivors.

It is worth noting that only several CSOs have gained the status of associations with significant public interest, whereby the impact of their work has been recognized by public authorities (e.g. sheltering of victims of GBV, psycho-social counselling). Substantial current financial support for CSOs originates from the international community, and is thus strongly related to current donors focus. In that regard, unless they are mandated within active public policies, CSOs working with CRSV survivors will not be able to ensure their own financial sustainability. Moreover, as it is quite complex and delicate to mobilize CRSV survivors themselves to advocate for their interests in the same way as other categories of citizens that are impacted by war, it is less likely to expect that they would be able to demand from the State the development of effective mechanisms of support for this group.

5.2

Response to quantitative research questions

- **What is the current CRSV survivors' participation in socio-economic aspects of the community? Are CRSV survivors entitled to, and make use of, the rights to health, social protection and employment, as prescribed by the International Covenant on Economic, Social and Cultural Rights and CEDAW (promulgated by the UN General Assembly)?**

- **What is the current socio-economic status of CRSV survivors and how is their vulnerability (to become poor and/or marginalized) associated with the (lack in) exercising of basic rights? Is unconditional socio-economic vulnerability (economic abuse within family, family relations and social support) interlinked with CRSV survivors' current socio-economic status?**
- **How do CRSV survivors perceive the quality of services, deriving from basic rights, against their expectations, taking into consideration survivors' specific and individual needs? What is the magnitude of the gap between CRSV survivors' perceptions and expectations concerning each particular service in terms of accessibility, reliability, responsiveness, empathy and assurance?**

58% survivors are living below poverty the line or are assessed as being considerably economically vulnerable (highly exposed to the risk of becoming poor). Mainly, their economic vulnerability relates to the fact that 55% are unemployed and 64% live in households with no member having employment (survivors living alone excluded). Consequently, 84% of respondents have no other income to their disposal, other than their own salary or the civilian victim of war allowance (BAM 550 in FBiH/BAM 205 in RS) and 3% with savings capacities to cover 3 to 6 months of living expenses. 20% of respondents feel at ease in asking their friends for a loan and 15% have a person who can help them access public authorities (services).

Being marginalized or considerably exposed to marginalization (significant social vulnerability)

exists in the case of 35% of respondents, where 73% of survivors are active within local CSOs, 3% in politics and 3% in volunteering. It should be noted that the quantitative survey is conducted with the intermediation of CSOs and with survivors these CSOs are working with. Thereby, assessed social vulnerability cannot be taken as reliable for the entire population, taking into account the fact that survivors not in contact with these intermediary CSOs are not included in this survey (no direct contact with those respondents is available). Surprisingly, only 3% of survivors do not have understanding from their family members or partners. On the other hand, 44% of respondents avoided responding to the question regarding any kind of abuse within the family, and 20% are not allowed to work. 22% of survivors have particular difficulties in savings.

5.3

Causal relations on individual level of CRSV survivors

Informed CRSV survivors make more use of their rights and/or consume public services to a higher extent.

Socially and economically vulnerable CRSV survivors exercise fewer rights, and their exposure to poverty and marginalization is a serious impediment to their access to rights. They have rather pessimistic attitudes with respect to their potential stronger engagement in society.

CRSV survivors who have gained civilian victim of war status are better informed about their rights and receive financial support.

CRSV survivors are a highly vulnerable population, living in households or alone on or below the poverty line, generally receiving understanding and support from family members. However, many of them fail to report being encouraged to dispose with the household budget, work or engage in societal activities. As derived from the assessment of the quality of public services, monthly allowances granted to survivors in the FBiH and medical insurance given to them in both Entities presents the biggest mean for them to live with dignity.

CRSV survivors have relatively high access to **public health and mental care** (88% use public

health services in BiH, whereas in Tuzla only 71% and Hercegovina-Neretva Canton 67%, even if they have not obtained the status of civilian victim of war. This is because many have regulated insurance within legislative framework regulating the rights of other social categories, such as unemployed persons, socially vulnerable categories, detainees, disabled persons, displaced persons etc. In total, survivors mainly access internal medicine (38%), gynecology (36%) and mental health (42%). On the other hand, their perceived quality (perceptions against expectations) of health and mental care is different and the largest gaps are reported in North-Western RS and Tuzla Canton. Banja Luka Centre for public health reports on having particular experience working

with detainees. Association Vive žene Tuzla provides mental care and trauma healing services as these are not available in the Centre for public health. Several CSOs in North Western RS report about survivors' inability to obtain insurance that fully covers their health care costs, lacking psycho-social treatments, and lacking trust in public institutions.

Survivors have access to public health care as civilian victims of war, displaced persons, detainees or via another status, but this access varies significantly even within the areas with identical legislative framework. Furthermore, the satisfaction rate of public health services varies considerably from one location to another.

5.4 Access to services

Psycho-social counselling can be taken as an illustrative example of the sensibility and approach of the public sector to CRSV survivors in the past two decades. Less than 6% of survivors exercise this right within public institutions, regardless of the magnitude of their suffering, trauma revival, PTSD, revived stress through acting as a witness and numerous revisions of their status. Barring the centres for social work in Hercegovina-Neretva and Tuzla Cantons (which have a database of 80 survivors using their services), many other centres (as disclosed in research findings) both in the FBiH and RS report having sufficient capacities, appropriate procedures and well educated staff to gain survivors' trust and provide assurance in their services. Centres generally respond that they "have capacity for any category of citizens", while simultaneously failing to report any evidence on the number of CRSV survivors who use their service (Banja Luka, for instance, reported having worked with two, Zenica with none) and not recognizing any specificities in the approach to working with CRSV survivors. Banja Luka and Visegrad centres, having no legislative obligation to work with CRSV survivors as such, have responded to be willing to provide services to survivors "as to any other citizen in need". Contrary to public institutions, CSOs working with CRSV survivors underline the importance of

trauma healing, and they organize counselling and substantially supplement public support. On the other hand, CSOs' limited financial resources and advocacy capacities do not guarantee sustainable action in the future.

Psycho-social counselling should be a tailor-made, highly specialized service that entails an expert approach, continuous engagement and individual relations with CRSV survivors. This is an area in which the State has failed to address the issue of CRSV, develop adequate policies, integrate CSOs into policy design and implementation, assess survivors' needs and develop human and other capacities to respond to these needs.

CRSV survivors are not eligible for employment and schooling programs in RS, whereas in the FBiH preferential rights are granted to them and their children. In Brčko District BiH, internal by-laws on active employment measures (priority during employment selection process) have been introduced in compliance with the Decision on protecting civilian victims of war. While there is no absolute assurance, it can be concluded that the prescribed right to preferential treatment in employment and schooling for CRSV survivors and their children in the legislation of the FBiH had no positive impact on CRSV survivors' economic

status. Among the survivors examined, there is only one case in which preferential treatment has led to employment. Institutions interviewed have not reported on having introduced any by-law, instrument or program for the enforcement of these rights. Employment agencies do not believe they have any instruments to support this population, and instead register survivors as “other disabled persons”. In comparison, both Entities have regulated preferential schooling and employment rights for soldiers and for the children of fallen soldiers, which are applicable within employment agencies but even more importantly are integrated into schooling and employment processes for all public institutions and enterprises. This mechanism nominally enables a very high prospective outcome of this measure. Besides, Cantons in the FBiH are given autonomy and are actively involved in designing their own laws, bylaws and rules that concern soldiers and fallen soldiers’ children’s rights.

Economic empowerment schemes (schooling, preferential rights etc.) are nominally declared within FBiH legislation (not in RS), but with no impact on CRSV survivors. The public sector has made only a small effort to introduce mechanisms and instruments to ensure viable benefits for survivors. If compared with the effort invested in other categories, it is concluded that the economic empowerment of CRSV survivors failed

due to a lack of political will to address and support this population.

Only 9% of CRSV survivors used free legal aid from public institutions compared to 27% through a CSO. CSOs have reported that survivors often have no information on their rights or how to benefit from the rights they are entitled to. Considerable discrepancies between expectations and survivors’ perceptions, including regarding free legal aid, are reported in North-West RS and Tuzla Canton. Very often, CSOs and groups of survivors supplement the lack of free legal aid with advice on legal processes and best practices.

33% of survivors report to individually owning and 27% to jointly owning property with their spouse. On the other hand, 19% survivors live in leased apartments. One half of CRSV survivors surveyed have applied for housing support in the past two decades, but only 7.57% have benefited from this measure. Housing support in RS is not directly granted to CRSV survivors, but to citizens identified as socially vulnerable or displaced. In FBiH, this right is granted to CRSV survivors and its implementation is under Cantonal authorities. Emphasis is given to housing support for persons who act as witnesses in criminal court proceedings. Among seven interviewed, no municipality could report on any housing program specially designed for CRSV survivors.

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LEGISLATIVE FRAMEWORK

On State level

- Dayton Peace Agreement (especially Annex 7)
- DRAFT National Transitional Justice Strategy
- DRAFT Program for Victims of Wartime Rape, Sexual Abuse and Torture, and Their Families in Bosnia and Herzegovina
- DRAFT Law on Victims of Torture
- Law on Protection of Witnesses under Threat and Vulnerable Witnesses

On Entity level (Federation BiH)

- FBiH Law on Basis of Social Protections, Protection of Civilian Victims of War and Families with Children
- FBiH Law on Taking over Rights and Duties over Social Protection Institutions in FBiH
- FBiH Law on Health Insurance

Laws on Cantonal level (FBiH)

- ZDK Law on Basis of Social Protections, Protection of Civilian Victims of War and Families with Children Zenica-Doboj Canton
- HNK Law on Social Protection in Herzegovina-Neretva Canton
- KS Law on Social Protections, Protection of Civilian Victims of War and Families with Children in Canton Sarajevo
- Canton 10 Law on Social Protections, Protection of Civilian Victims of War and Families with Children West Herzegovina Canton
- TK Law on Social Protections, Protection of Civilian Victims of War and Families with Children Tuzla Canton

- USK Law on Social Protections, Protection of Civilian Victims of War and Families with Children Una-Sana Canton
- BPK Law on Social Protections, Protection of Civilian Victims of War and Families with Children Bosnia-Podrinje Canton
- Canton Livno Law on Social Protections, Protection of Civilian Victims of War and Families with Children Livno Canton
- SBK Law on Social Protections, Protection of Civilian Victims of War and Families with Children Central Bosnia Canton
- PK Law on Social Protection Posavina Canton)

On Entity level (RepublikaSrpska)

- RS Law on Healthcare Protections
- RS Law on the Protection of the Civilian Victims of War in RS
- RS Law on Social Protection

In Brčko District BiH

- BD Law on Social Protections in Brčko District BiH
- BD Law on Healthcare Protections in Brčko District BiH
- BD Law on Protection of Witnesses under Threat and Vulnerable Witnesses in Brčko District BiH
- BD Decision on Protection of Civilian Victims of War
- BD Law on Health Insurance in Brčko District



1 UNA SANA CANTON

- Personal monthly allowance;
- Allowance for children;
- Healthcare;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Professional training and development;
- Employment priority.

2 POSAVINA CANTON

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Professional training and development;
- Employment priority;
- Housing priority;
- Psychological assistance and legal aid.

3 TUZLA CANTON

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Professional training and development;
- Employment priority.

4 ZENICA-DOBOJ

- Personal monthly allowance;
- Healthcare;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Professional training and development;
- Employment priority;
- Housing priority;
- Psychological assistance and legal aid.

5 BOSNIA-PODRINJE CANTON

- Personal monthly allowance;
- Healthcare;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Professional training and development;
- Employment priority;
- Housing priority;
- Psychological assistance and legal aid.

6 CENTRAL BOSNIA

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Professional training and development;
- Employment priority.

7 HERZEGOV-NERETVA

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Professional training and development;
- Employment priority;
- Housing priority;
- Psychological assistance and legal aid.

8 WEST HERZEGOVINA

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Professional training and development;
- Employment priority;
- Housing priority;
- Psychological assistance and legal aid.

9 KANTON SARAJEVO

- Personal monthly allowance;
- Healthcare;
- Supplement for costs of treatment and purchase of prosthetics;
- Allowance for children;
- Professional training and development;
- Employment priority.

10 CANTON 10

- Personal monthly allowance;
- Supplement for costs of medical treatment and purchase of prosthetics;
- Allowance for children;
- Professional training and development;
- Employment priority;
- Housing priority;
- Psychological assistance and legal aid.

In all cantons CRSV survivors could also possibly enjoy additional rights, which they could realise ONLY if they show physical impairment of over 60% as a direct result of CRSV

- Family disability allowance;
- Supplement for aid by another person;
- Orthopaedic supports allowance.

IZVOR: 1. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodice sa djecom (Sl. novine USK, br. 5/00 i 10/01); 2. Direktna primjena Zakona FBiH - intervju sa referentom za socijalnu politiku u Ministarstvu zdravstva, rada i socijalne politike PK, 20.03.2015; 3. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodice sa djecom (Sl. novine TK, br. 12/00, 5/02, 13/03 i 8/06, 2006); 4. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodice sa djecom (Sl. novine ZDK, br. 13/07 i 13/11); 5. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodice sa djecom - Objedinjeni tekst (Sl. novine BPK, br. 07/2008); 6. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodice sa djecom (Sl. novine SBK, br. 10/05 i 02/06); 7. Direktna primjena Zakona FBiH u skladu sa Zakonom o socijalnoj zaštiti (Sl. novine HNK, br. 03/05); 8. Intervju sa Uredom za socijalnu zaštitu, Kantonalno ministarstvo zdravstva, rada i socijalne zaštite HNK, 26.03.2015; 9. Zakon o osnovama socijalne zaštite, zaštite civilnih žrtava rata i zaštite porodice sa djecom - konsolidovani tekst (Sl. novine SK, br. 38/14); 10. Intervju sa Ministarstvom rada, zdravstva, socijalne skrbi i prognanih Kantona Sarajevo 10, 20.03.2015; DODATNA PRAVA: Husić, S. Ja sam hrabra i snažna ali ipak hoću svoja prava: Priručnik o socioekonomskim pravima osoba koje su u ratnim okolnostima preživjele silovanje i seksualno zlostavljanje. Zenica: Medica Zenica.

ANNEX

Infographics



FEDERATION BIH	REPUBLIKA SRPSKA	BRCKO DISTRICT
<ul style="list-style-type: none"> • Personal monthly allowance; • Supplement for costs of medical treatment and purchase of prosthetics; • Professional training (skills and competencies training and professional development); • Employment priority; • Housing priority; • Psychological assistance and legal aid. 	<ul style="list-style-type: none"> • Civilian disability allowance; • Supplement for care and assistance by another person; • Supplement for a family member incapable of earning a livelihood; • Additional financial support; • Supplement for single parents; • Healthcare; • Professional rehabilitation. <p><i>In the RS these rights are only accessible to those who have been recognised as civilian victim of war by the 31 December 2007.</i></p>	<ul style="list-style-type: none"> • Civilian disability allowance; • Healthcare (including participation fees); • Allowance for orthopaedic supports; • Funeral costs; • Financial support for the costs of medical treatment and purchase of orthopaedic support; • Employment priority; • Housing priority; • Psychological assistance and legal aid.

REFERENCES: FBIH - Law on principles of Social Protection, Protection of Civilian Victims of War and Protection of Families with Children (Official Gazette of the FBIH, 36/99, 54/04, 39/06 & 14/09); RS - Law on Protection of Civilian Victims of War - Consolidated text (Official Gazette of the RS, 24/10); BD - Decision of Protection of Civilian Victims of War of BD (Brcko District's Parliamentary Assembly, 2012).

ANNEX

List of CSOs contacted

ORGANIZACIJE CIVILNOG DRUŠTVA	ADRESA	TEL/FAX	WEB /E-MAIL
MEDICA ZENICA	KRIVAČE BR. 40, 72000 ZENICA	+387 (0)32 463 920 +387 (0)32 463 924	WWW.MEDICAZENICA.ORG MEDICA1@BIH.NET.BA
CENTAR ZA PRAVNU POMOĆ ŽENAMA, ZENICA (CENTRE FOR LEGAL AID FOR WOMEN, ZENICA)	MEJDANDŽIK 9, 72000 ZENICA	+387 (0)32 402 049	WWW.CENPPZ.ORG.BA CZPPZZ@GMAIL.COM
CENTAR ZA ŽRTVE TORTURE, SARAJEVO (CENTRE FOR TORTURE VICTIMS)	OBALA KULINA BANA 10, 71000 SARAJEVO	+387 (0)33 222 867 +387 (0)33 222 867	WWW.CTVBIH.COM
FONDACIJA LOKALNE DEMOKRATIJE, SARAJEVO (FOUNDATION OF LOCAL DEMOCRACY)	BRAVADŽILUK BB 71000 SARAJEVO	+387 (0)33 570 560 +387 (0)33 237 240 +387 (0)33 236 899 +387 (0)33 668 459	WWW.BESPLATNAPRAVNA POMOC.BA WWW.FLD.BA AMER.HOMARAC@FLD.BA AZILL@FLD.BA AZIL.AMRA@FLD.BA
FONDACIJA UDRUŽENE ŽENE, BANJA LUKA (FOUNDATION UNITED WOMEN BANJA LUKA)	KALEMEGDANSKA 18, 78000 BANJA LUKA	+387 (0)51 462 146 +387 (0)51 463 143	WWW.UNITEDWOMENBL.ORG OFFICE@UNITEDWOMENBL.ORG
REGIONALNO UDRUŽENJE LOGORAŠA, VIŠEGRAD (REGIONAL ASSOCIATION OF CAMP DETAINEES VIŠEGRAD)	UŽIČKOG KORPUSA BR. 4.A, 73240 VIŠEGRAD	+387 (0)58 623 220	UDURZENJELOGORASA.VGD @GMAIL.COM
SAVEZ LOGORAŠA U BIH, SARAJEVO (UNION OF CAMP DETAINEES IN BIH)	OBALA KULINA BANA BR. 24/LLL, 71000 SARAJEVO	+387 (0)33 210 301	WWW.LOGORASIBIH.BA INFO@LOGORASIBIH.BA
SEKCIJA ŽENA LOGORAŠICA SULKS, SARAJEVO (SULKS SECTION OF WOMEN CAMP DETAINEES)		+387 (0)33 232 925	WWW.ACCTS.ORG.BA SEKCIJAZENALOGORASICA @GMAIL.COM SULKS3@BIH.NET.BA

UDRUŽENJE NAŠ GLAS, TUZLA (ASSOCIATION OUR VOICE TUZLA)	TURALIBEGOVA 22 - LOKAL 114, 75000 TUZLA	+387 (0)35 257 010	WWW.NASGLAS.BA INFO@NASGLAS.BA UDRUZENJENASGLAS@GMAIL.COM
UDRUŽENJE SEHARA GORAŽDE (ASSOCIATION SEHARA GORAŽDE)		+387 (0)62 538 588	UDRUZENJESEHARA@GMAIL.COM
UDRUŽENJE SNAGA ŽENE (ASSOCIATION WOMAN'S STRENGTH)	SLANAC BB, 75000 TUZLA	+387 (0)35 314 740 +387 (0)35 314 741 +387 (0)35 225 447	WWW.SNAGAZENE.ORG S.ZENEHB@BIH.NET.BA
UDRUŽENJE ŽENA ŽRTVA RATA, SARAJEVO (ASSOCIATION WOMAN VICTIM OF WAR SARAJEVO)	HAMDIJE ČEMERLIĆA DO BR. 7, 71000 SARAJEVO	+387 (0)33 658 879 +387 (0)33 658 879	WWW.ZENA-ZRTVA-RATA.BA UREDZENAZRTVA_RATA@BIH.NET.BA
UDRUŽENJE ŽENA SEKA, GORAŽDE (ASSOCIATION OF WOMEN SEKA GORAZDE)	IBRAHIMA POPOVIĆA BR. 49, 73000 GORAŽDE	+387(0)36 222 099	WWW.SEKA-HH.DE SEKAGO@BIH.NET.BA
VIVE ŽENE	ALEKSE ŠANTIĆA BB, 75000 TUZLA	+387 (0)35 224 310 +387 (0)35 224 311	VIVEZENE@BIH.NET.BA

ANNEX

Rights enjoyment disaggregated by location

Receiving information on opportunities to exercise the right

Ranking access to information	Not receiving	From CSO	From the group	From the centre	By post/phone	Pers- onally	Resp- onses	Total	Resp- onse rate
2	NW RS	33,33%	66,67%	0,00%	0,00%	0,00%	6	13	46,15%
7	BP Canton	50,00%	25,00%	25,00%	0,00%	0,00%	4	5	80,00%
1	HN Canton	18,18%	9,09%	18,18%	54,55%	0,00%	11	13	84,62%
4	Sarajevo Canton	31,25%	12,50%	56,25%	0,00%	0,00%	16	20	80,00%
5	Tuzla Canton	21,43%	28,57%	50,00%	0,00%	21,43%	14	15	93,33%
3	ZD Canton	0,00%	50,00%	0,00%	0,00%	50,00%	4	5	80,00%
6	East RS	44,44%	33,33%	11,11%	0,00%	11,11%	9	10	90,00%

Access to free legal aid

Ranking access to free legal aid	Never	From CSO	From the centre	If yes, per annum	If yes, per month	If yes, more often	Resp- onses	Total	Resp- onse rate
1	NW RS	11,11%	88,89%	0,00%	0	0	9	13	69,23%
3	BP Canton	25,00%	75,00%	0,00%	0	0	4	5	80,00%
5	HN Canton	66,67%	8,33%	25,00%	0	1	12	13	92,31%
7	Sarajevo Canton	93,33%	0,00%	6,67%	2	0	15	20	75,00%
6	Tuzla Canton	88,89%	11,11%	0,00%	0	0	9	15	60,00%
2	ZD Canton	20,00%	80,00%	0,00%	0	0	5	5	100,00%
4	East RS	62,50%	12,50%	25,00%	1	0	8	10	80,00%

Access to psycho-social counselling

	Psycho-social counselling	Nikada	From CSO	From the centre	If yes, per annum	If yes, per month	If yes, more often	Responses	Total	Response rate
3	NW RS	0,00%	100,00%	0,00%	0	0	0	9	13	69%
4	BP Canton	50,00%	50,00%	0,00%	0	2	0	2	5	40%
2	HN Canton	40,00%	10,00%	50,00%	1	2	0	10	13	77%
5	Sarajevo Canton	71,43%	14,29%	14,29%	1	0	1	14	20	70%
1	Tuzla Canton	33,33%	11,11%	55,56%	0	0	0	13	15	87%
3	ZD Canton	0,00%	100,00%	0,00%	2	0	0	3	5	60%
5	East RS	71,43%	14,29%	14,29%	0	1	0	7	10	70%

Educational programs

	Educational programs	Nikada	From CSO	From the centre	If yes, per annum	If yes, per month	If yes, more often	Responses	Total	Response rate
6	NW RS	100,00%	0,00%	0,00%	0	0	0	8	13	62%
2	BP Canton	66,67%	33,33%	0,00%	0	1	0	3	5	60%
5	HN Canton	92,31%	7,69%	0,00%	0	0	0	13	13	100%
3	Sarajevo Canton	71,43%	14,29%	14,29%	1	0	1	14	20	70%
6	Tuzla Canton	100,00%	0,00%	0,00%	0	0	1	11	15	73%
1	ZD Canton	20,00%	80,00%	0,00%	0	0	0	5	5	100%
4	East RS	62,50%	25,00%	12,50%	1	0	0	8	10	80%

Self-employment programs

	Self-employment programs	Nikada	From CSO	From the centre	If yes, per annum	If yes, per month	If yes, more often	Responses	Total	Response rate
5	NW RS	100,00%	0,00%	0,00%	0	0	0	9	13	69%
5	BP Canton	100,00%	0,00%	0,00%	0	1	0	3	5	60%
3	HN Canton	90,91%	9,09%	0,00%	0	0	0	12	13	85%
4	Sarajevo Canton	92,31%	7,69%	0,00%	1	0	1	13	20	65%
5	Tuzla Canton	100,00%	0,00%	0,00%	0	0	1	13	15	87%
1	ZD Canton	20,00%	80,00%	0,00%	0	0	0	5	5	100%
2	East RS	75,00%	0,00%	25,00%	1	0	0	8	10	80%

Health care

	Health care	Nikada	Da, privatno	Da u javnoj ustanovi	If yes, per annum	If yes, per month	If yes, more often	Responses	Total	Response rate
1	NW RS	0,00%	0,00%	100,00%	0	0	0	9	13	69,23%
1	BP Canton	0,00%	0,00%	100,00%	0	2	0	2	5	40,00%
4	HN Canton	11,11%	22,22%	66,67%	0	3	1	9	13	69,23%
1	Sarajevo Canton	0,00%	0,00%	100,00%	0	0	0	18	20	90,00%
3	Tuzla Canton	0,00%	28,57%	71,43%	0	0	0	14	15	93,33%
1	ZD Canton	0,00%	0,00%	100,00%	0	0	0	5	5	100,00%
2	East RS	0,00%	11,11%	88,89%	0	0	0	9	10	90,00%

Financial support

	Financial support	NO	From CSO	From state	Once	Perma-nen	Resp-ones	Total	Resp-onse rate
4	NW RS	85,71%	0,00%	14,29%	1	1	7	13	54%
2	BP Canton	25,00%	0,00%	75,00%	0	1	4	5	80%
6	HN Canton	70,00%	30,00%	0,00%	0	0	10	13	77%
3	Sarajevo Canton	66,67%	0,00%	33,33%	0	0	15	20	75%
1	Tuzla Canton	0,00%	0,00%	100,00%	0	0	8	15	53%
5	ZD Canton	60,00%	40,00%	0,00%	0	0	5	5	100%
7	East RS	100,00%	0,00%	0,00%	0	2	7	10	70%

Preferential treatment of children while applying for a job/schooling

	Preferential treatment	Never	Scho-ling	Job	Job agreed?	Job not agreed?	Resp-ones	Total	Resp-onse rate
1	NW RS	16,67%	83,33%	0,00%	0	0	6	13	46%
4	BP Canton	100,00%	0,00%	0,00%	0	0	4	5	80%
4	HN Canton	100,00%	0,00%	0,00%	0	0	11	13	85%
3	Sarajevo Canton	85,71%	7,14%	7,14%	0	1	14	20	70%
4	Tuzla Canton	100,00%	0,00%	0,00%	0	1	11	15	73%
4	ZD Canton	100,00%	0,00%	0,00%	0	1	4	5	80%
2	East RS	71,43%	14,29%	14,29%	1	0	7	10	70%

Applying for housing support

Housing support	Did not	Yes, but with no success	Yes, successfully	Responses	Total	Response rate
NW RS	22,22%	66,67%	11,11%	9	13	69%
BP Canton	20,00%	60,00%	20,00%	5	5	100%
HN Canton	84,62%	15,38%	0,00%	13	13	100%
Sarajevo Canton	72,73%	27,27%	0,00%	11	20	55%
Tuzla Canton	35,71%	50,00%	14,29%	14	15	93%
ZD Canton	40,00%	60,00%	0,00%	5	5	100%
East RS	44,44%	44,44%	11,11%	9	10	90%

Correlations

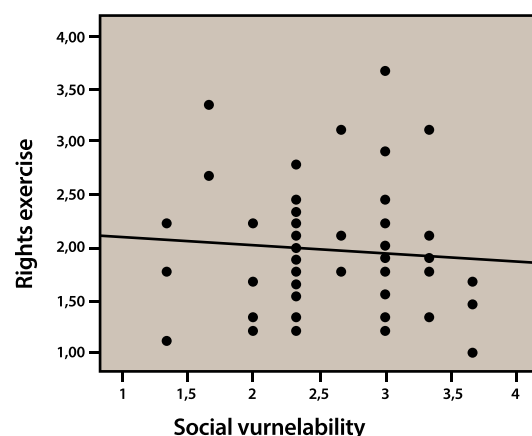
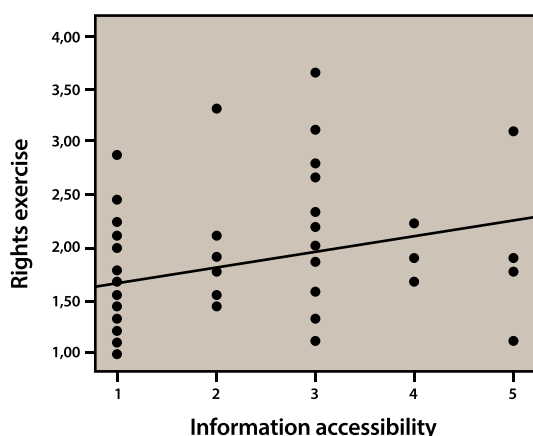
			Attitudes	Rights exercise	Economic vulnerability	Social vulnerability	Information accessibility
Spearman's rho	Attitudes	Correlation Coefficient	1,000	-,035	-,181	,116	-,232
		Sig. (2-tailed)		,809	,223	,438	,085
		N	58	51	47	47	56
	Rights exercise	Correlation Coefficient	-,035	1,000	,074	-,243*	,395**
		Sig. (2-tailed)	,809		,605	,041	,002
		N	51	66	51	48	60
	Economic vulnerability	Correlation Coefficient	-,181	,074	1,000	,099	,260
		Sig. (2-tailed)	,223	,605		,503	,062
		N	47	51	62	48	52
	Social vulnerability	Correlation Coefficient	,116	-,243*	,099	1,000	-,248
		Sig. (2-tailed)	,438	,041	,503		,068
		N	47	48	48	62	55
	Information accessibility	Correlation Coefficient	-,232	,395**	,260	-,248	1,000
		Sig. (2-tailed)	,085	,002	,062	,068	
		N	56	60	52	55	87

*. Correlation is significant at the 0,05 level (2-tailed).

**. Correlation is significant at the 0,01 level (2-tailed).

The null hypothesis ($H_0: \rho_s = 0$) states that there is no correlation between constructs. The alternative hypothesis ($H_A: \rho_s \neq 0$) states that there is correlation between constructs. For relationship between information accessibility and right

exercise the Spearman's rho coefficient is significant ($\alpha=0.002 \leq 0.05$), and its value is 0.395. Based on this coefficient, there is positive linear relationship between information accessibility and right exercise.



Correlations

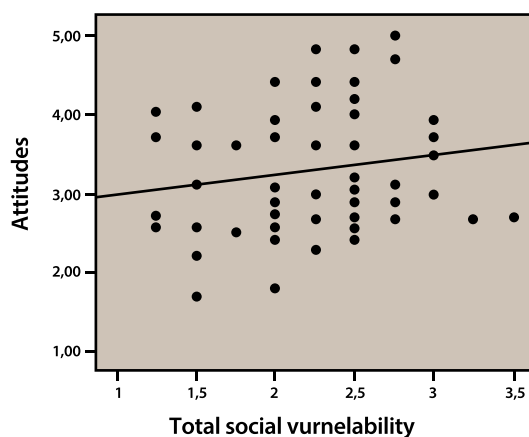
			Attitudes	Rights exercise	Total social vulnerability	Economic vulnerability	Information accessibility
Spearman's rho	Attitudes	Correlation Coefficient	1,000	-,035	,284*	-,181	-,232
		Sig. (2-tailed)		,809	,223	,438	,085
		N	58	51	55	47	56
	Rights exercise	Correlation Coefficient	-,035	1,000	-,053	,074	,395**
		Sig. (2-tailed)	,809		,706	,605	,002
		N	51	66	54	51	60
	Economic vulnerability	Correlation Coefficient	,284*	-,053	1,000	,076	-,098
		Sig. (2-tailed)	,049	,706		,585	,453
		N	55	54	68	54	61
	Social vulnerability	Correlation Coefficient	-,181	,074	,076	1,000	,260
		Sig. (2-tailed)	,223	,605	,585		,062
		N	47	51	54	62	52
	Information accessibility	Correlation Coefficient	-,232	,395**	-,098	,260	1,000
		Sig. (2-tailed)	,085	,002	,453	,062	
		N	56	60	61	52	87

*. Correlation is significant at the 0,05 level (2-tailed).

**. Correlation is significant at the 0,01 level (2-tailed).

Total social vulnerability, that includes conditional and unconditional social vulnerability, is correlated with attitudes. The Spearman rank-order correlation coefficient is significant ($\alpha=0.049 \leq 0.05$), and obtained value of coefficient is 0.284 between

total social vulnerability and attitudes. This obtained value of coefficient exceeds the critical value, so we can reject null hypothesis. Based on coded answers, this mean stronger total social vulnerability is connected with positive attitudes.



Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,692	,668	10

Similar, internal consistency of scale right exercise is acceptable for our scale (questions 3.2- 3.10) with this specific sample, because Cronbach's Alpha value is 0.616.

Reliability Statistics

Cronbach's Alpha	Cronbach's Alpha Based on Standardized Items	N of Items
,616	,651	9

Descriptive Statistics

	N	Range	Mean	Std. Deviation
Q2.1.	58	4	3,19	1,575
Q2.2.	58	4	3,73	1,310
Q2.3.	60	4	2,68	1,693
Q2.4.	61	4	2,83	1,792
Q2.5.	59	4	2,10	1,434
Q2.6.	63	5	3,76	1,467
Q2.7.	63	4	3,13	1,631
Q2.8.	59	4	2,40	1,530
Q2.9.	58	5	3,95	1,442
Q2.10.	58	3	4,49	,896
Valid N (listwise)	58			

2.1. to 2.10. - Attitudes are individual – large range, mean and standard deviation.

Chi-Square test for interdependence shows that there is significant ($p=0.001 \leq 0.05$) association between civil victim of war status and information

accessibility. Information accessibility is not independent from civil victim of war status.

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)	Exact Sig. (2-sided)	Exact Sig. (1-sided)	Probability
Pearson Chi-Square	11,850 ^a	1	,001	,001	,001	
Continuity Correction ^b	10,323	1	,001			
Likelihood Ratio	12,238	1	,000	,001	,001	
Fisher's Exact Test				,001	,001	
Linear-by-Linear Association	11,702 ^c	1	,001	,001	,001	,000
N of Valid Cases	80					

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 15,50.

b. Computed only for a 2x2 table

c. The standardized statistic is -3,421.

Symmetric Measures

		Value	Approx. Sig.	Exact Sig.
Nominal by Nominal	Phi	-,385	,001	,001
	Cramer's V	,385	,001	,001
N of Valid Cases		80		

Cramer's V shows that civil victim of war status has moderate effect on information accessibility. There is between moderate and large effect of civil victim of war status and usage financial

support (Cramer's V value is 0.379). So, Chi-Square test shows significant association civil victim of war status and financial support (question 3.7.).

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	11,377 ^a	2	,003
Continuity Correction	11,552	2	,003
Linear-by-Linear Ass.	5,075	1	,024
N of Valid Cases	79		

a. 0 cells (.0%) have expected count less than 5. The minimum expected count is 3,01.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Phi	,379	,003
	Cramer's V	,379	,003
N of Valid Cases		79	

Similar, there is effect of civil victim of war status and usage of preference in process of children employment. So, Chi-Square test shows significant

interdependence ($p=0.085 \leq 0.10$) of civil victim of war status and usage of preference in process of children employment (question 3.8.).

Chi-Square Tests

	Value	df	Asymp. Sig. (2-sided)
Pearson Chi-Square	1,250 ^a	2	,085
Likelihood Ratio	1,261	2	,083
Linear-by-Linear Ass.	,759	1	,384
N of Valid Cases		86	

a. 0 cells (,0%) have expected count less than 5. The minimum expected count is 3,00.

Symmetric Measures

		Value	Approx. Sig.
Nominal by Nominal	Phi	,121	,085
	Cramer's V	,121	,085
N of Valid Cases		86	

According to Chi-Square test for interdependence there is no significant association between civil victim of war status and usage of free legal help,

counseling and group work, LLL, self-employment, health care, housing support.

**Research into the obstacles Conflict Related Sexual Violence
Survivors face in accessing social and economic rights**

GUIDELINES TO FILLING-IN THE QUESTIONNAIRE

WE KINDLY ASK YOU TO FILL-IN THE QUESTIONNAIRE. YOUR ANSWERS AND VIEWS ARE OF EXTREME IMPORTANCE FOR US. WE EXPECT THESE TO SIGNIFICANTLY CONTRIBUTE TO THE DEVELOPMENT OF VALUABLE PROGRAMS, BASED ON YOUR VIEWS AND OPINIONS.

- ALL INFORMATION PROVIDED HERE IN WILL BE TREATED CONFIDENTIALLY. THE QUESTIONNAIRE IS ANNONIMOUS AND MAKES NO LINK TO THE PERSON, FILLING IT OUT.
- THIS QUESTIONNAIRE DOES NOT REPRESENT TESTING, THEREBY THERE ARE NO CORRECT OR WRONG ANSWERS. WE KINDLY ASK FOR YOUR HONEST ANSWERS TO THE QUESTIONNS.
- WE ESPECIALLY APPRECIATE IF YOU REPOND TO THE QUESTIONS WITH DUE DILIGENCE, HAVING ON YOUR DISPOSAL SUFFICIENT PERIOD OF TIME TO CONSIDER THE QUESTION AND EXPRESS YOUR VIEW CORRESPONDIGLY.

0

**ARE YOU WILLING TO PARTICIPATE
IN THIS SURVEY ON VOLUNTARY BASIS?**

Yes

☐

No

☐

DATA AND STATUS OF THE RESPONDENT

WE KINDLY ASK YOU TO RESPOND TO THE QUESTIONS BELOW, ENABLING US TO HAVE AN INSIGHT INFORMATION ON YOUR CURRENT PROPERTY, WAY OF LIVING, AS TO FORESEE THE PROGRAMS DIRECTED TO SOLVING YOUR PROBLEMS.

	AGE	BELOW 35	35-44	45-54	55-64	65 AND OLDER
1.1.	WE KINDLY ASK YOU TO TICK THE FIELD THAT PRESENTS YOUR AGE.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
1.2.	WHAT IS YOUR REGISTERED PLACE OF RESIDENCE?	<input type="text"/>				
1.3.	WHAT IS YOUR CURRENT PLACE OF LIVING?	<input type="text"/>				
1.4.	PLEASE MARK YOUR SEX		FEMALE	<input type="checkbox"/>	MALE	<input type="checkbox"/>
1.5.	HAVE YOU OBTAINED A CIVIL VICTIM STATUS?		YES	<input type="checkbox"/>	NO	<input type="checkbox"/>

	HEALTH CONDITION	WELL	CURRENT DISEASE	CHRONIC DISEASE	SUPPORT NEEDED	INVALID
1.6.	HOW WOULD YOU ASSESS YOUR CURRENT HEALTH CONDITION?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	CHILDREN	NONE	ONE	TWO	THREE	MORE
1.7.	HOW MANY CHILDREN DO YOU HAVE?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	MARITAL STATUS	SINGLE	MARRIED	DIVORCED	LIVING WITH PARTNER	WIDOW
1.8.	WHAT IS YOUR MARITAL STATUS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	HOUSEHOLD	ALONE	WITH CHILDREN	WITH SPOUSE	WITH SPOUSE AND CHILDREN	WITH PARTNER
1.9.	WHO DO YOU CURRENTLY LIVE WITH?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	RESIDENCE			ON VILLAGE	SUB-URBAN	URBAN
1.10.	WHERE DO YOU CURRENTLY LIVE?			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	ACCOMMODATION	OWN	LEASED	SPOUSE'S	PARTNER'S	JOINT
1.11.	WHO IS THE OWNER OF YOUR CURRENT ACCOMMODATION?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	WORKING STATUS	UNEMPL.	PERMANENT JOB	CURRENT JOB	VOLUNTEER	OWN BUSINESS
1.12.	ARE YOU CURRENTLY WORKING, IF YES IN WHAT STATUS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	WORKING STATUS OF HOUSEHOLD MEMBERS		NONE	ONE CHILD	MAJORITY OF CHILDREN	SPOUSE/PARTNER
1.13.	IN CASE YOU LIVE WITH YOUR FAMILY, WHAT MEMBERS OF A HOUSEHOLD WORK? (MULTIPLE ANSWERS POSSIBLE)		<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	MONTHLY INCOME IN BAM	0	BELOW 300	300 – 600	600 – 1.000	1,000 AND MORE
1.14.	WHAT IS YOUR CURRENT MONTHLY INCOME, YOU HAVE A FREE ACCESS TO?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

	ADDITIONAL INCOME	NONE	YES, CHILDREN	YES, PARTNER	YES, SPOUSE	STATE SUPPORT
1.15.	DO YOU HAVE AN ACCESS TO ANY ADDITIONAL SOURCE OF INCOME ON MONTHLY LEVEL? (MULTIPLE ANSWERS POSSIBLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	EDUCATION	CRAFT	NOT QUALIFIED	HIGH SCHOOL	UNIVERSITY	ADDITIONAL COURSES
1.16.	WHAT IS YOUR CURRENT LEVEL OF EDUCATION? (MULTIPLE ANSWERS POSSIBLE)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	SAVINGS	NO	1 - 3	3 - 6	6 - 12	12 AND MORE
1.17.	DOES YOUR HOUSEHOLD (OR YOU PERSONALLY, IF LIVING ALONE) HAVE ANY SAVING CAPACITIES ON ANNUAL LEVEL?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	SUPPORT			NO	YES, LOAN	YES, ACCESS TO PUBLIC AUTHORITIES
1.18.	ARE YOU IN POSITION TO REQUEST A SUPPORT FROM YOUR FRIENDS AND/OR FAMILY MEMBERS?			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	INTEGRATION	NO	ASSOCIATION	POLITICS	INFORMAL	VOLUNTEER
1.19.	ARE YOU INVOLVED IN THE ACTIVITIES IN YOUR COMMUNITY?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	FAMILY UNDERSTANDING	NO	YES, SPOUSE	YES, PARTNER	YES, CHILDREN	YES, OTHERS
1.20.	DO YOU HAVE GOOD RELATIONS AND UNDERSTANDING WITHIN YOUR FAMILY MEMBERS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	INDEPENDENCE	NO ISSUES	I CAN'T WORK	I CAN'T SAVE	I CAN'T VOLUNTEER	I CAN'T EDUCATE
1.21.	IN CASE OF LIVING WITH SPOUSE/PARTNER, DO YOU FACE ANY PROBLEMS TO	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

RESPONDENTS' ATTITUDES

WE KINDLY ASK YOU TO DETERMINE THE LEVEL OF CONSENT WITH BELOW POSITIVE AND NEGATIVE STATEMENTS.

		FULLY DISAGREE	PARTIALLY DO NOT AGREE	NO STANCE	PARTIALLY AGREE	FULLY AGREE
2.1.	I DO FEEL EXTREMELY UNCOMFORTABLE TO APPLY TO STATE COUNSELING PROGRAMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.2.	I DO HAVE A POWER, WISH TO AND APPLY TO THE EDUCATIONAL AND EMPLOYMENT PROGRAMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.3.	I DO FEEL UNCOMFORTABLE TO ATTEND REGULAR MEDICAL EXAMINATIONS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.4.	I DO BELIEVE THAT MORE ACTIVE PARTICIPATION IN THE SOCIETY WOULD MAKE ME MORE VULNERABLE AND EXPOSED TO UNPLEASANT SITUATIONS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.5.	I DO NOT BELIEVE THAT STATE CAN ENSURE MY FULL DISCRETION IN CASE OF PARTICIPATING ON OR MAKING BENEFIT OF CURRENT STATE PROGRAMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.6.	I AM INTERESTED IN STARTING OWN BUSINESS MYSELF OR IN A GROUP WITH OTHER WOMEN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.7.	I DO BELIEVE IS TOO LATE FOR ME FOR ANY ACTIVE PARTICIPATION IN THE SOCIETY.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.8.	I DO BELIEVE NOT TO BEING SUFFICIENTLY INFORMED AND/OR ENABLED TO APPLY TO EMPLOYMENT PROGRAMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.9.	I DO SUPPORT MY CHILDREN TO BECOME EMPLOYED OR START OWN BUSINESS AND BECOME FINANCIALLY INDEPENDENT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2.10.	I CONSIDER AS AN EXCELLENT OPPORTUNITY HAVING REGULAR ACCESS TO LEGAL AID AND INFORMATION ON CURRENT OPPORTUNITIES.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

EXERCIZING RIGHTS/SERVICE

WE KINDLY ASK YOU TO RESPOND TO THE QUESTIONS REFERRING TO YOUR PREVIOUS EXPERIENCE IN MAKING USE OF PUBLIC AND CIVIL SOCIETY SECTOR SERVICES.

	INFORMATION ON OPPORTUNITIES	NOT RECEIVING	FROM CSO	FROM THE GROUP	FROM THE CENTER	BY POST/PHONE	PERSONALLY
3.1.	INFORMATION ON OPPORTUNITIES TO EXERCISE THE RIGHT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	SERVICES USED	NEVER	FROM CSO	FROM THE CENTER	IF YES, ANNUALLY	IF YES, MONTHLY	IF YES, MORE OFTEN
3.2.	DO YOU USE FREE LEGAL AID?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.3.	DO YOU ATTEND PERSONAL/ GROUP COUNSELING	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.4.	DID YOU APPLY TO EDUCATIONAL PROGRAMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
3.5.	DID YOU APPLY TO SELF-EMPLOYMENT PROGRAMS?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	SERVICES USED	NEVER	YES, PRIVATELY	YES, PUBLIC	IF YES, ANNUALLY	IF YES, MONTHLY	IF YES, MORE OFTEN
3.6.	DO YOU USE FREE LEGAL AID?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• INTERNAL MEDICINE	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• GYNAECOLOGY/ FEMALE DISEASES	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• ONCOLOGY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• PSYCHOLOGY	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
	• OTHER, STATE	<input type="text"/>					

		NO	FROM CSO	FROM STATE	ONCE	CONTIN.
3.7.	DO YOU GAIN BENEFITS FROM FINANCIAL SUPPORT?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
		NEVER	SCHOOLING	JOB	JOB AGREED?	JOB NOT AGREED?
3.8.	HAVE YOUR CHILDREN APPLIED FOR EMPLOYMENT/SCHOOLING, USING PREFERENTIAL TREATMENT?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				I DID NOT	YES, BUT WITH NO SUCCESS	YES, SUCCESSFULLY
3.9.	DID YOU APPLY FOR HOUSING SUPPORT?			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
				I AM NOT	YES, TEMPORARY	YES, PERMANENTLY
3.10.	DO YOU BENEFIT FROM PUBLIC FREE MEALS?			<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

ASSESSING SERVICES (LEGALLY GUARANTEED RIGHTS)											
WE KINDLY ASK YOU TO ASSESS HOW IMPORTANT IS RELATED PUBLIC WORK IMPORTANT IN EACH SEGMENT NOTED.											
		NOT IMPORTANT			I DO NOT KNOW			EXTREMELY IMPORTANT			
		1	2	3	4	5	6	7	8	9	10
	'1' STANDS FOR 'NOT IMPORTANT' '10' STANDS FOR EXTREMELY IMPORTANT										
4.1.	TO HAVE UP-DATE AND CONCISE INFORMATION ON CURRENT OPP-ORTUNITIES TO EXERCISE YOUR RIGHTS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.2.	ENSURED TO BENEFIT FROM THE RIGHTS, THAT IS LEGALLY GUARANTEED, BY SOLVING YOUR CONCRETE RELEVANT PROBLEM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.3.	INSTITUTIONAL EMPLOYEES' READINESS TO HELP	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.4.	INSTITUTIONAL EMPLOYEES' ABILITY TO SOLVE YOUR PROBLEM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.5.	INSTITUTIONAL EMPLOYEES' UNDERSTANDING OF YOUR SPECIFIC NEEDS AND THEIR DISCRETION.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

YOUR EXPECTATIONS FROM SEPARATE RIGHTS/SERVICES LEGAL AID		FULLY DISAGREE	PARTIALLY DO NOT AGREE	NO STANCE	PARTIALLY AGREE	FULLY AGREE
4.6.	LEGAL AID HAS TO BE ACCESSIBLE IN THE WAY I CAN ASK FOR AN ADVICE WITHOUT ANY DISCOMFORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.7.	LEGAL AID HAS TO BE AVAILABLE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.8.	I DO EXPECT LEGAL AID EMPLOYEES TO PROVIDE ME WITH EXACT ADVICE AND GUIDANCE, ENABLING ME TO EXERCISE THE RIGHTS I AM ENTITLED TO.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.9.	IN CASE I ACT IN ACCORDANCE WITH THE LEGAL ADVICE, I EXPECT MY LEGAL ISSUE TO BE SOLVED.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.10.	LEGAL AID EMPLOYEES NEED TO LISTEN ABOUT MY PROBLEM CAREFULLY AND LOOK FOR APPROPRIATE SOLUTIONS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.11.	LEGAL AID EMPLOYEES HAVE TO UNDERSTAND THE SITUATION, I AM IN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PSYCHOLOGICAL SUPPORT						
4.12.	I DO EXPECT TO BE PERSONALLY INFORMED ON THE OPPORTUNITIES FOR GROUP AND INDIVIDUAL COUNSELLING.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.13.	GROUP AND INDIVIDUAL COUNSELLING NEED TO BE ORGANIZED SO I CAN ACCESS THEM WITH A REASONABLE COMFORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.14.	I DO EXPECT FROM COUNSELLING TO HELP ME IN PERSON, BUT ALSO TO ENCOURAGE ME TO COMMUNICATE WITH MY FAMILY, NEIGHBOURS AND OTHER PEOPLE THAT SURROUND ME.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.15.	COUNSELLING NEED TO BE ACCESSIBLE WHEN I FEEL I MIGHT NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.16.	I DO BELIEVE THAT COUNSELLING NEED TO BE DIRECTED TO SOLVING MY PERSONAL PROBLEMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.17.	COUNSELLORS NEED TO LISTEN CAREFULLY ABOUT MY PROBLEM AND LOOK FOR THE WAYS TO SOLVE IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.18.	COUNSELLORS NEED TO UNDERSTAND THE SITUATION I AM IN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MEDICAL SUPPORT						
4.19.	MEDICAL SUPPORT NEED TO BE ACCESSIBLE IN THE WAY ENABLING ME TO APPROACH WITH NO DISCOMFORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.20.	MEDICAL SUPPORT NEED TO BE AVAILABLE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.21.	I DO EXPECT THAT MEDICAL EXAMINATION AND THERAPY TO CONSIDERABLY IMPROVE MY HEALTH CONDITION.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.22.	I DO EXPECT MEDICAL STAFF TO CAREFULLY LISTEN ABOUT MY PROBLEM AND LOOK FOR THE OPTIONS TO SOLVING IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.23	MEDICAL STAFF NEED TO UNDERSTAND THE SITUATION I AM IN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMPLOYMENT, SELF-EMPLOYMENT AND SCHOOLING SUPPORT						
4.24.	I DO EXPECT TO BE PERSONALLY INFORMED ABOUT THE OPPORTUNITIES CONCERNING EMPLOYMENT, BUSINESS START-UP OR SCHOOLING PROGRAMS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.25.	EMPLOYMENT AGENCY AND SCHOOLING NEED TO BE ACCESSIBLE IN THE WAY I CAN APPROACH WITH NO DISCOMFORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.26.	SUPPORT NEED TO BE AVAILABLE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.27	WHILE APPLYING FOR THESE PROGRAMS, I EXPECT EMPLOYEES TO PROVIDE ME WITH THE EXACT GUIDANCE AND ADVICE ON HOW TO EXERCISE MY RIGHT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.28.	APPLYING PROCEDURES NEED TO BE ACCOMMODATED IN THE WAY, ENABLING ME TO APPLY WITHOUT PRESENTING MY STATUS IN PUBLIC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINANCIAL SUPPORT, HOUSING		FULLY DISAGREE	PARTIALLY DO NOT AGREE	NO STANCE	PARTIALLY AGREE	FULLY AGREE
4.29.	I DO EXPECT TO BE INFORMED ON THE OPPORTUNITIES CONCERNING TEMPORARY OR PERMANENT FINANCIAL SUPPORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.30.	SUPPORT NEED TO BE AVAILABLE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.31.	WHILE APPLYING FOR THE SUPPORT, I EXPECT EMPLOYEES TO PROVIDE ME WITH CLEAR GUIDANCE ON HOW TO ACCESS MY RIGHTS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.32.	APPLYING PROCEDURES NEED TO BE ACCOMMODATED IN THE WAY, ENABLING ME TO APPLY WITHOUT PRESENTING MY STATUS IN PUBLIC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
CHILDREN SUPPORT						
4.33.	PREFERENTIAL TREATMENT IN EMPLOYMENT AND SCHOOLING OF MY CHILDREN MUST BE ENSURED.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.34.	I DO BELIEVE THAT PREFERENTIAL RIGHTS NEED TO BE GUARANTEED IN EMPLOYMENT AND/OR SCHOOLING PROCEDURES BYLAWS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.35.	I DO BELIEVE THAT MY CHILDREN NEED TO HAVE A FREE ACCESS TO DOCUMENTS THAT DISCLOSE THE PREFERENTIAL TREATMENT DURING THE SELECTION PROCESS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.36.	PREFERENTIAL EMPLOYMENT AND/OR SCHOOLING TREATMENT NEED TO BE IMPLEMENTED IN ALL PUBLIC INSTITUTIONS AND REGULATED WITHIN THEIR RELEVANT REGULATION.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.37.	I DO CONSIDER AS OBLIGATORY TO HAVE GUARANTEED THE DISCRETION REGARDING THE REASONS, MY CHILDREN HAVE GAINED THE PREFERENTIAL TREATMENT, AS TO AVOID ANY DISCOMFORT THEY MIGHT HAVE IN THE SOCIETY IN THAT REGARD.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
YOUR OPINION ON SEPARATE RIGHTS/SERVICES LEGAL AID						
4.38.	I CAN APPROACH MY LEGAL COUNSELLOR WITH NO DISCOMFORT AND ASK FOR AN ADVICE.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.39.	I CAN ASK FOR LEGAL ADVICE AT ANY TIME.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.40.	COUNSELLORS SUPPLY ME WITH EXACT GUIDANCE AND ADVICE THAT ENABLE ME TO SOLVE MY PROBLEMS WITH INSTITUTIONS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.41.	WHEN I ACT IN ACCORDANCE WITH THE ADVICE, I SOLVE MY LEGAL ISSUE.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.42.	COUNSELLOR CAREFULLY LISTENS ABOUT MY PROBLEM AND LOOKS HOW TO SOLVE IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.43.	COUNSELLOR UNDERSTANDS THE SITUATION, I AM IN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
PSYCHOLOGICAL SUPPORT		FULLY DISAGREE	PARTIALLY DO NOT AGREE	NO STANCE	PARTIALLY AGREE	FULLY AGREE
4.44.	I AM PERSONALLY INFORMED ABOUT GROUP AND PERSONAL COUNSELLING OPPORTUNITIES.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.45.	I CAN ACCESS GROUP AND INDIVIDUAL COUNSELLING WITH NO DISCOMFORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.46.	COUNSELLING IS AVAILABLE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.47.	COUNSELLING HELPS ME IN PERSON, BUT ALSO ENCOURAGES ME TO COMMUNICATE WITH MY FAMILY, NEIGHBOURS AND OTHER PEOPLE THAT SURROUND ME.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.48.	COUNSELLING IS DIRECTED TO SOLVING MY CONCRETE PROBLEM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.49.	COUNSELLORS DO LISTEN CAREFULLY AND LOOK FOR THE WAYS TO SOLVE MY PROBLEM.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.50.	COUNSELLORS FULLY UNDERSTAND THE SITUATION, I AM IN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
MEDICAL SUPPORT						
4.51.	COUNSELLORS SUPPLY ME WITH EXACT GUIDANCE AND ADVICE THAT ENABLE ME TO SOLVE MY PROBLEMS WITH INSTITUTIONS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.52.	WHEN I ACT IN ACCORDANCE WITH THE ADVICE, I SOLVE MY LEGAL ISSUE.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.53.	COUNSELLOR CAREFULLY LISTENS ABOUT MY PROBLEM AND LOOKS HOW TO SOLVE IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4.54.	MEDICAL STAFF CAREFULLY LISTENS ABOUT MY PROBLEM AND LOOKS FOR THE WAYS TO SOLVE IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.55.	MEDICAL STAFF UNDERSTAND THE SITUATION, I AM IN.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
EMPLOYMENT, SELF-EMPLOYMENT AND SCHOOLING SUPPORT		FULLY DISAGREE	PARTIALLY DO NOT AGREE	NO STANCE	PARTIALLY AGREE	FULLY AGREE
4.56.	I AM PERSONALLY INFORMED ON EMPLOYMENT, BUSINESS START-UP AND SCHOOLING OPPORTUNITIES.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.57.	I CAN ACCESS TO THE SUPPORT WITH NO DISCOMFORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.58.	SUPPORT IS AVAILABLE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.59.	EMPLOYEES ARE PROVIDE ME WITH EXACT GUIDANCE ON HOW TO BENEFIT FROM MY RIGHTS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.60.	APPLYING PROCEDURES ARE ACCOMMODATED IN THE WAY TO ENABLE ME TO APPLY NOT PRESENTING MY STATUS IN PUBLIC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
FINANCIAL AND HOUSING SUPPORT						
4.61.	I AM PERSONALLY INFORMED ON THE OPPORTUNITIES CONCERNING TEMPORARY AND PERMANENT SUPPORT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.62.	SUPPORT IS THERE WHEN I NEED IT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.63.	EMPLOYEES PROVIDE ME WITH EXACT INPUTS ON HOW TO ACCESS MY RIGHTS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.64.	APPLYING PROCEDURES ARE ACCOMMODATED IN THE WAY, ENABLING ME TO APPLY, NOT PRESENTING MY STATUS IN PUBLIC.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

CHILDREN SUPPORT

4.65.	PREFERENTIAL TREATMENT OF MY CHILDREN IN EMPLOYMENT AND SCHOOLING IS ENABLED.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.66.	PREFERENTIAL TREATMENT IS REGULATED IN THE APPLICATION PROCEDURES.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.67.	MY CHILD HAS ACCESS TO THE DOCUMENTS THAT DISCLOSE INFORMATION ON PREFERENTIAL TREATMENT DURING THE SELECTION PROCESS OF EMPLOYMENT AND/OR SCHOOLING.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.68.	PREFERENTIAL TREATMENT IMPLEMENTATIONS CONCERNING EMPLOYMENT AND/OR SCHOOLING IS ENSURE ON ALL PUBLIC INSTITUTIONS, MY CHILD APPLIED ON AND ARE REGULATED IN PUBLIC ANNOUNCEMENTS.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
4.69.	DISCRETION OF MY CHILDREN' PREFERENTIAL TREATMENT IS GUARANTEED, ENSURING THEY ARE NOT DISCOMFORTED IN THE SOCIETY, WHILE BENEFITING FROM THE TREATMENT.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

