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THE YEAR 2007, FROM THE PERSPECTIVE OF GROUP 484

The orientation towards Europe and the European Union was unambiguously present in the work of Group 484 in 2007. Sharing the political, cultural and social values of the modern world, particularly of the united Europe, we were unmistakably aware that the common attribute of all our activities was our effort to see Serbia as a part of European political and cultural ambience, which affiliated us with cognate civil society organisations and political groups in the country. Such an orientation was shown at conferences and other events in the country and abroad, through our work with refugees, internally displaced people and returnees, our advocacy activities for the rights of our beneficiaries and direct work with them, through our work with and for youth of different ethnic background and promotion of interculturalism of this region, our efforts to ensure the freedom of movement and fulfilment of obligations of those whose duty was to ensure these rights to our citizens, through the work on strategic documents in the field of our expertise.

As an organisation dealing with internally displaced people from Kosovo, we particularly shared their sensitivity and feelings of concern for political upheavals that marked the year 2007. We also shared our concern with returnees under the readmission agreements by providing our assistance in obtaining documents, access to health care and employment, accommodation and caring surroundings... We established strong, professional relationship with partner organisations and institutions in the country and the region, which to our mutual satisfaction, have become friendly

relationships, with the aim to put joint efforts in tackling the issue of migratory movements and problems of people in migration.

Together with youth we were in a social and political struggle and strivings for this region and Serbia to be a good living place for all people and peoples in it.



Since we believe that it is of utmost importance that Serbian citizens can travel freely wherever they want, during 2007 we were a part of joint efforts of the state and civil society so that Serbia becomes an open country and that its citizens can travel throughout Europe only with their passports.

As for the next year, we are staying on the same path, expecting new challenges.

Group 484 Executive Director, Miodrag Shrestha

1 **YOUTH IN SERBIA^{and} GROUP 484'S MISSION**

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In 2007 as in previous years, Group 484 was focused on youth with a considerable set of our activities, having in mind our orientation towards migration topics and the topics of interculturalism and interethnic cooperation. On the other hand, young people were in our organisational focus as a group particularly jeopardised by poverty. And finally, and probably the most important, we participated in monitoring implementation of the National Poverty Reduction Strategy from the perspective of vulnerable youth and in the creation of the National Youth Strategy, having assessed that the participation in these processes was a common obligation of all institutions and organisations dealing with youth.

This orientation in 2007 meant that our associates, volunteers and participants were mainly young people: youth with the status of forced migrants, domicile youth; representatives of majority population and ethnic minorities, as well as various vulnerable groups of youth.

We have always believed that activism has a healing effect on poverty and social apathy and that it is the best response of youth to their own and social problems. As an organisation, we had two layers of approach to youth: direct work (educational and artistic programmes, camp, caravan, campaigns, seminars, local actions...) and advocacy activities - for systemic solution and responsible approach to youth within the strategic, national documents and within the practice of local self-governments. We believe that we had most success when we mixed various approaches and methods of work through the work of local coalitions, publications, campaigns ...

1.1 SUPPORT TO THE YOUTH STRATEGY

Our intention was:

- To establish institutional cooperation between the Ministry of Youth and Sport and local nongovernmental organisations as resource centres in the process of the creation of the Youth Strategy;
- To incorporate specific perspective of youth in forced migration in the text of the Youth Strategy.

Forms of work:

- Monitoring and support to the resource centres in organising consultative process for the creation of the Strategy and at the promotion of the Youth Strategy of the Republic of Serbia;
- Participation in the expert group for the creation of the Youth Strategy.

Partners, associates and participants in joint activities were:

The Ministry of Youth and Sport, local nongovernmental organisations, the Expert Team for Education for the creation of the Youth Strategy, couple of hundreds of youth throughout Serbia.

We achieved the following:

- We collected inputs from 397 different stakeholders from 15 municipalities and the inputs were taken in consideration while harmonising all the contributions to the consultative process for the creation of the Strategy.
- Specific aspect - youth in forced migration, incorporated in the Youth Strategy of the Republic of Serbia.

Geography of activities:

Belgrade and Banat.

Right:

From the campaign on the occasion of the International Day for the Eradication of Poverty

Opposite page:

Logo of the campaign of the International Day for the Eradication of Poverty

One of the objectives of the National Youth Strategy is related to improving the status of vulnerable groups of youth:

Ensure realisation of the right to equal opportunities of all youth in the society, especially the youth living in difficult conditions.

This objective is followed by a series of specific objectives, measures and activities:

- Develop civil society by providing support to youth volunteerism and activism;
- Reduce prejudices towards youth from vulnerable social groups;
- Include youth from vulnerable groups in active and productive life in the community;
- Create conditions (space, equipment and personnel) for accessibility for bringing sports closer to vulnerable youth groups;
- Ensure realisation of the right to adequate education of all youth and equal opportunities for studying and development;
- Increase accessibility to cultural contents of vulnerable youth groups;
- Increase employment of members of vulnerable youth groups;
- Protect health of vulnerable youth groups and develop mechanisms for their participation in the programmes for health improvement of vulnerable groups;
- Ensure independence of youth and establishing households through the support in meeting their housing needs;
- Create social atmosphere and surroundings where youth, especially socially vulnerable groups, have the feeling of personal and collective safety.

In this context, the Strategy recognises youth - refugees, IDPs and returnees, as a part of population of "youth living in difficult conditions".



1.2 YOUTH AND POVERTY

Our intention was:

- To strengthen local partnerships among youth, civil society organisations, the public and private sector and develop their capacities to monitor local budget expenditures, particularly in regards to the obligations from the *National Poverty Reduction Strategy*;
- To advocacy for the vulnerable groups of youth (refugees, IDPs, girls, Roma, youth with disability) to be integrated into the future National Action Plan and local action plans for youth employment;
- To support youth in the realisation of their rights, especially the right to work.

Forms of work:

Seminars, local advocacy actions for poverty reduction of vulnerable youth, campaigns, public presentations, press conferences, round tables.

Partners, associates and participants in joint activities were: EAR, Mott, UNDP, Oxfam Novib, local nongovernmental organisations, local self-governments, businesspeople, youth, particularly members of vulnerable groups.

The campaign for the International Day for the Eradication of Poverty was planned on a three day seminar which was attended by representatives from 13 different organisations from Belgrade, Kikinda, Užice, Kragujevac and Nis. Together they planned how the joint campaign should develop and what it should look like. The main focus of the campaign was on youth unemployment and the slogan of the campaign was "who says we can't do it" (as a message that young people are able to

work).

The campaign started at the EXIT festival, where Group 484 arranged a stand. 7 volunteers from Group 484 stayed there for 4 days, giving the promo materials to visitors and engaging them into the different quizzes that were created for that purpose. More than 2,000 people visited the stand and were given the information material on youth employment and the possibility for Serbia to enter the White Schengen List...

We achieved the following:

- We created the Report on the Implementation of the Poverty Reduction Strategy at the local level and poverty reduction of vulnerable youth in Serbia, with good practice examples;
- We formed five local coalitions for combating poverty of vulnerable youth;
- We raised the level of control of local budgets from the perspective of the Poverty Reduction Strategy in five towns;
- We established the model of socially responsible behaviour in regards to the Poverty Reduction Strategy at the local level;

- We initiated activism among youth and in public in the field of youth employment, particularly members of vulnerable groups (local action plans for youth employment in 5 towns are to be created);
- In Kragujevac and Kikinda – considerable improvement was made in regards to the employment of youth with disability.

Geography of activities:

Niš, Užice, Kragujevac, Kikinda, Belgrade, Novi Sad.



1.3 VOLUNTEERISM OF YOUTH AND SOCIAL INTEGRATION

Our intention was:

- To strengthen volunteerism as a support to returnees from Western Europe in Serbia;
- To strengthen volunteer groups working on establishing social cohesion in the local community (between domicile population and newcomers, among people of different ethnic background, in regards to vulnerable groups).

Forms of work:

- Local actions
- Seminars
- Promo material creation

Partners, associates and participants in joint activities were: CCFD, local authorities, youth in six towns in Serbia.

We achieved the following:

The volunteer groups in Belgrade and Vranje raised capacities in working and cooperation with children and youth who had been returned to Serbia from Western Europe under the readmission agreements. Groups in other towns (75 youth and 25 professionals in the field of education and culture) promoted the concept of interculturalism and interethnic cooperation in their communities.

Geography of activities:

Dimitrovgrad, Vranje, Kragujevac, Bela Crkva, Subotica, Belgrade.

1.4 YOUTH AND INTERCULTURALISM

<http://kofer.grupa484.org.yu>

Our intention was:

- To promote ethnic and cultural diversity as richness of the country and the region;
- To strengthen capacities of youth in multiethnic communities in the field of interculturalism and interethnic cooperation;
- To contribute to peace and tolerance in the region.

Forms of work:

Meetings, seminars, researching history from the perspective of interculturalism, educational camp, drama and artistic forms as social marketing, local campaigns for promoting interculturalism, intercultural caravan through Serbia, press conferences, local actions, media appearances, exhibitions, street performances, handbook for the work with high school students.

Partners, associates and participants in joint activities were:

EU through the European Commission Delegation in Serbia, OSCE, The Ministry of Culture of the Republic of Serbia, The Ministry of Youth and Sport of the Republic of Serbia, Fund for an Open Society, Group Bridge, local authorities, cultural institutions, educational

institutions, professionals in the field of culture and education, youth from different ethnic backgrounds.

We achieved the following:

The external evaluation showed considerable progress in regards to social and ethnic distance among participants of our activities in local communities. Our groups continued cooperation in this field and our organisation continued cooperation with the local partners in multiethnic communities and towns with large number of refugees, IDPs and returnees.

150 youth – participants, 50 representatives of cultural and educational institutions were directly involved in the programmes Luggage for the Future: Mine, Yours, Ours and We and the Others; we established cooperation with 10 local authorities, 15 high schools, 50 local cultural and educational institutions, 15,000 citizens who received the messages of youth about diversity as richness.

Handbook *Different Perspective* prepared by Group 484 associates is available on an interactive CD.

Geography of activities:

Dimitrovgrad, Vranje, Kragujevac, Bela Crkva, Subotica, Novi Pazar, Preševo, Bosilegrad, Bački Petrovac, Kovačica, Kanjiža, Belgrade.



Right:

Workshop at the camp
"We and the Others" in Kanjiža

Opposite page - top:

Local action in Bela Crkva

Opposite page - right:

Local action Vranje - Vladičin Han



PARTICIPANTS, IN THE FIRST PERSON PLURAL

On November 28th, we, high school students from Subotica, Vranje, Dimitrovgrad, Bela Crkva, as well as our hosts, the students from Kragujevac High School, gathered in Kragujevac. All of us together made a caravan - Caravan for the future. With our mini performances, we went along main streets of all the towns, conveying the message that diversity is interesting and colourful, and the fact that we are different can be only the advantage and richness. This action was called "Wake-up Call for the Town", and it was unfolding before the eyes of curious, sometimes astonished and surprised citizens and passers-by. Five towns waken and shaken up by our cheerful parade!

The purpose of the project *Luggage for the Future: Mine, Yours, Ours* is to instigate youth from five towns in Serbia to research, creatively elaborate and rephrase characteristics of their towns in terms of promoting interculturalism using any media of their choice.

The selected topics and material with which we began were supposed to contain that "something" which would recommend that topic, that newspaper, that text, that object as something interesting, infused with authentic emotion, recognisable (intercultural) values, something that could be transformed into a new form of expression. It was also very important during the realisation of all small and big actions that we would generate interest for real interaction and participation and not only passive observation.

BELA CRKVA

We described our town through love letters. Upon our invitation, our co-citizens were bringing photocopies or originals of their personal love correspondence or the love letters of their grandparents, aunts and uncles - Serbs, Romanians, Slovaks, Russians, Hungarians, Czechs. Through short love stories, we followed the history of Bela Crkva and the interesting parts of town. Finally, we made a performance on love correspondences between the founder of the town, Count Mersy with his beloved Bella Stella. Our summer actions were also the "Love Labyrinth" in a big park, where all the guests, moving with the help of the Ariadne's thread, were getting magical love potions and messages. The pebbles from the Bela Crkva lakes contained invitations "Black Coffee in Bela Crkva", and empty town flower stands were full of paper flowers with the message "this is where I am missing". The question for the reader: When is the last time you wrote a real love letter?



VRANJE

We in Vranje were dealing with the "specialties from Vranje". We presented everything that was so special in Vranje and why you should visit our town. When you arrive on Hawaii, the Hawaiian women put wreaths of flowers on you. When you arrive in Vranje, you get a wreath of peppers from beautiful Vranje girls. Do you know how many kinds of peppers grow here? No? Go through the first pepper catalogue in our country designed in Vranje! We showed how the Roma trumpet during the TV News amazingly changed the electronic music effects, and that PLASMA was not only a flat TV. During the summer, while travelling by train, we were waving to everyone outside and inside it, sending them the message: "We notice you". We were 'issuing' visas for small life necessities. Do you need the visa for losing weight or leaning over the window? And when was the last time you waved to someone you didn't know?

OUR FOCUS² FORCED MIGRATION

As a main organisational issue, migration, and especially forced migration were our most comprehensive programme contents in 2007. We worked with refugees and IDPs, returnees and asylum seekers, in partnership with local and foreign organisations, as well as with the state organs and international organisations. Our focus was on providing direct assistance and support to the most vulnerable, but primarily on establishing durable solutions for them. The space between the provision of direct assistance and establishment of durable solutions was filled with research, data collection, creation of reports and recommendations. We had the majority of activities in that field, trying to contribute to systemic solutions imposed by the state.

We believe that it is the obligation of all to deal with the problems of forced migrants, to help them change their status in the best possible way. Therefore, we participated in a series of activities advocating for systemic solutions for our beneficiaries, but we also continued providing psychosocial, health and legal assistance to all those living in extremely unfavourable living circumstances. The following list of activities is only basic description of our activities in the context of forced migrants in 2007. The section 3 of this report entitled **Migration and regional cooperation** is the continuation of this story.

2.1 SUPPORT TO THE PROCESS OF IMPLEMENTATION OF THE POVERTY REDUCTION STRATEGY FROM THE PERSPECTIVE OF REFUGEES AND IDPS

Our intention was:

To instigate cooperation and support communication between, on one hand, Serbian Government and all government bodies working on PRS implementation and, on the other, civil society organisations dealing with the issues of refugees and internally displaced persons.

Forms of work:

Systematic data collection, participation in the creation of relevant government documents, creation of informational bulletins, consultative meetings, creation of advocacy documents.

Partners, associates and participants in joint activities were:

Poverty Reduction Team of the Vice President of the Serbian Government, six other civil society contact organisations (Autonomous Women's Centre, Centre for Independent Life of People with Disability, Association for Improvement and Protection of Mental Health of Children and Youth, Civic Initiatives, Roma Information Centre, Force of Friendship – Amity), 62 nongovernmental organisations and associations, more than 150 participants of consultative meetings.

We achieved the following:

We gathered all the interested parties around one common issue: finding better solutions for refugees and IDPs in the field of poverty reduction.



We participated in the consultative process for the creation of the Sustainable Development Strategy of the Republic of Serbia. We tried to incorporate the inclusion of vulnerable groups into the goals of the Strategy, particularly forced migrants, as well as migrants as a social group that can easily and clearly contribute to sustainable development. In that process, we cooperated with eight other nongovernmental organisations, with experts who worked on the creation of the Strategy and the Vice President Team - for sustainable development.

We organised a public discussion for 35 nongovernmental organisations.

Considerable number of socially vulnerable families is intensely frustrated by the fact that they have not been able to meet the criteria of various donor programmes and they still live in uncertain, unclear and difficult situation (in collective centre or private accommodation).

Therefore, it has been recommended that the housing programmes (in regards to the selection of beneficiaries) are not related strictly to certain municipalities but that the selection process primarily takes into consideration the information on the social status of families (more precisely, that the social status is the key and absolutely most important selection criterion). Consequently, the creation of valid and complete social cards of refugee and IDP population at the local level was recommended. In order to achieve that, it is necessary to form a common methodology and local expert teams.

It is particularly important to: provide quality housing of multiply vulnerable families and individuals (gravely ill, extremely poor, persons with disability, etc; especially when they live alone, with poorly developed network of social contacts).

Geography of activities:

Novi Sad, Belgrade, Kragujevac, Niš and Kraljevo.

Note:

We continue our work in 2008, with the realisation of a number of advocacy meetings, five regional round tables and a conference at the national level.

Left:

Meeting with refugees and IDPs
Kragujevac, December 28th, 2007

2.2 REFUGEES AND SOCIO-ECONOMIC RIGHTS

Our intention was:

In the context of employment policy:

- To research access to active measures of the National Employment Service for employment of refugees from Croatia and Bosnia and Herzegovina, as well as of the specific categories of former refugees.

In the context of integration of refugees in the Serbian society:

- To analyse integration practices of refugees and identify problems related to the legal framework that creates equal opportunities for all;
- To identify good practice examples that could serve as a model for solving the problems of refugees from Bosnia and Herzegovina and Croatia.

Forms of work:

Empirical research of social status of refugees (surveys and focus groups), desk analyses of political, legal and social practices related to integration of refugees, creation of reports with recommendations, round tables and press conferences.

Partners, associates and

participants in joint activities were:

UNDP, OSCE, UNHCR in Serbia and Montenegro, Commissariat for Refugees of the Republic of Serbia, Strategic Marketing agency, state institutions, international and national organisations dealing with the issues of refuge.

We achieved the following:

- We created the report: *Researching impact of government policies on IDPs/Refugees - access to active employment measures*. 500 refugees were questioned.
- We participated in the conference Integration of Refugees in the Republic of Serbia: law - practice - recommendations (organised by OSCE and UNHCR), where we presented results of our research.
- There were 550 participants of the conference, round tables and focus groups.

Promotion of the report: *Researching impact of government policies on IDPs/Refugees - access to active employment measures* was on June 20, 2007 on the International Refugee Day, in Media Centre in Belgrade.

The findings of this research point to the fact that refugees are important developmental resource of Serbia and their more consistent and comprehensive integration (above all with active employment measures) would not only improve the status of refugee population but contribute considerably to the process of sustainable development of our country.

The conference was attended by more than 20 representatives of government institutions, inter-government, local and international organisations, media and members of the diplomatic corps.

The event was covered by journalists from different national and regional media (TV Pink, TV Fox, Radio Serbia, Radio Belgrade 1, news agencies: Tanjug and Beta. On that day, the editor of the publication, Danilo Rakić, Group 484 Policy Officer, participated in the News at TV B92. The reports from this event were also published in Serbian press (dailies Politika and Danas) and electronic media TV Pink, Radio TV B92, Fox TV, Radio Belgrade 1, Radio Serbia). On the International Refugee Day, Miodrag Shrestha, Group 484 Executive Director, together with the Commissioner for Refugees was the guest of the TV programme "Oko", viewed by 500,000 – 750,000 people.



In May and June 2007, the Organisation for Security and Cooperation in Europe (OSCE) in Serbia and the United Nations High Commissioner for Refugees (UNHCR) for Serbia and Montenegro and Group 484, as their local partner, with the support of the Commissariat for Refugees of the Republic of Serbia organised round tables entitled "Integration of Refugees in the Republic of Serbia". The roundtables were held in Šabac, Kraljevo, Čačak, Kragujevac, Niš, Požarevac, Valjevo and Belgrade.

Apart from organisers and the Commissariat for Refugees of the Republic of Serbia, the round tables were attended by representatives of institutions and organisations from the territories of those towns: trustees for refugees, representatives of municipal administrations, departments for administrative affairs of the Ministry of Interior, registry offices, branches of the National Employment Services, Health Care Institute, health institutions, Centre for Social Work, municipal Red Cross, educational institutions and representatives of refugee associations. The round tables were attended by the total of 235 people.

The data obtained at the round tables were incorporated in the report "Integration of Refugees in Serbia, law - practice - recommendations", presented at the international conference in October 2007.

2.3 REFUGEES, IDPS AND PRIMARY HEALTH CARE

Our intention was:

- To develop sensitivity of the primary health care system to women and marginalised groups, particularly women in refuge and displacement;
- To build and strengthen capacities of primary health care for these vulnerable groups with the local partners.

Forms of work:

Seminars, round tables, creation of the programme of health prevention for vulnerable groups, creation of the publication, education, training activities of multisectoral mobile teams. The field work comprised of group work with beneficiaries and individual visits to families. Five local teams comprised of health workers, representatives of local self-governments, centres for social work and nongovernmental organisations.

Partners, associates and participants in joint activities were:

CIDA, health centres, centres for social work and local self-governments in five towns, nongovernmental organisations: Peščanik, Red Cross - Kruševac, Alka - Požarevac, Shelter for children and women victims of violence, Jug - Niš, Red Cross - Stara Pazova, 37 members of five multisectoral teams,

51 representatives of relevant international and national institutions and organisations in the field of health care, around 1,200 women and other members of marginalised groups.

We achieved the following:

- We created sustainable, efficient multisectoral teams for primary health care of marginalised groups and women, particularly women in refuge and displacement. Their services are still available and the network is spreading further.
- The doctors - members of our teams, realised preventive check-ups of women. It was a considerable assistance - some of them were diagnosed certain health problems and started treatments.
- We established counselling work - consultations related to the care for their own health, we distributed information on accessibility of prevention centres in places of residence. The level of sensitivity to the needs of vulnerable women in the local communities was raised.

Geography of activities:

Niš, Kraljevo, Kruševac, Požarevac and Stara Pazova.



Top:

Promotion material from the project "Developing Sensitivity of the Primary Health Care System to the Issue of Gender and Marginalised People"

Bottom:

From the field work within the project "Developing Sensitivity of the Primary Health Care System to the Issue of Gender and Marginalised People"

Opposite page:

Round table "Creating Equal Employment Opportunities"



In the first person singular

A woman from Kosovo, a mother of six, her husband killed in the war. She lives in the barracks with the children. She says: "No one wants to take you with so many children; they don't want their peace and quiet to be disturbed. But children are children, they need their space. "The youngest had a heart murmur and had to undergo operation at the hospital in Tiršova Street. I was with him all the time; we go to checkups once in two years".

Nobody has helped me; they all say "your children, your concern. I am ill, I have high blood pressure and take my medicines ... my nerves are also poor, and I take medicines for that as well..."

2.4 ASYLUM SEEKERS AND OUR LEGISLATION

Our intention was:

- To raise the level of knowledge of MPs and other decision makers, civil society organisations and the media about the asylum issue and to generate their interest in the issue;
- To clarify the amendments to the proposal of the Asylum Law to the European Integrations Board of the National Assembly of the Republic of Serbia.

Forms of work:

Public sessions of the working group, campaign for the promotion of asylum protection.

Partners, associates and participants in joint activities were:
NAB, SRC, Ms Ružica Žarevac.

We achieved the following:

Well-coordinated expert civil society working group for asylum; we created a handbook for MPs on asylum in Serbia and presented the amendments to the Asylum Law at the Parliament of the Republic of Serbia.

WHY THE HANDBOOK

We believe that it is very important for Serbia not only to adopt a large number of laws but also that the laws are good and applicable. Therefore, the purpose of conceiving the Handbook for MPs on the Asylum Law was to familiarise the members of the Serbian Assembly with the international standards important for establishing the asylum system and to generate attention to basic elements that should be present in the future Asylum Law.

Geography of activities:

Serbia - Belgrade and Macedonia - Skopje.

Note:

The Assembly adopted the Asylum Law on November 24, 2007 (Official Gazette 109/07).

2.5 RETURNEES FROM WESTERN EUROPE: SERBIA 2007

Our intention was:

- To provide support to the readmission process through the sustainable reintegration of returnees from Western Europe in Serbia (in further text: returnees);
- To contribute to reduction of vulnerability and social exclusion of returnees under readmission agreements, through empowerment and affiliation of local resources for service provision (which are effective, participatory and need oriented);
- To empower capacities of both government and nongovernmental actors which provide assistance to returnees under readmission agreements;
- To provide gathering and transfer of specific information on the possibilities of reintegration of returnees in Serbia;
- To inform the public and motivate it for a positive attitude to sustainable reintegration of returnees, and
- To initiate and support networking of nongovernmental organisations and local institutions included in solving the problems of returnees.

Forms of work:

Educational workshops for associates and beneficiaries, creative programmes, humanitarian, psychosocial, legal and informative support, seminars, round tables, creation of a beneficiary database with social-economic data (age, gender, economic status, educational attainment, skills, vulnerability, information regarding necessary forms of assistance), research, analyses of reintegration conditions and access to services, media presentations, creation of reports and publications.

Partners, associates and

participants in joint activities were:
EC - AENEAS, European Perspective, Serbian Democratic Forum (SDF),

Social innovation Fund, EC - EIDHR, CARITAS, Belgium, Serbian Refugee Council, local authorities, representatives of national and local institutions and international organisations, local nongovernmental organisations, local and national media and Roma associations.

We achieved the following:

- Together with partner organisations - SDF and European Perspective we formed 10 centres for support to sustainable integration of returnees from Western Europe under readmission agreements, two in Belgrade and one in Niš, Vranje, Knjaževac, Bor, Novi Pazar, Prijepolje, Kikinda and Zrenjanin. Regions and towns for forming centres were selected according to the largest concentration of returnees.
- We formed a database on social and economic status of 514 returnee families from Bor, Zaječar, Niš, Vranje and Belgrade.
- With more than 300 workshops of psychosocial support, we empowered around 1,1500 beneficiaries to integrate in the new surroundings.
- At 5 informative round tables in Niš, Vranje, Bor, Zaječar and Belgrade (Palilula municipality), 109 representatives of local institutions, organisations and media were informed on social and economic status of returnees and their problems in the reintegration process. For many citizens of Serbia, it was the first information of this kind about returnees.

Geography of activities:

17 municipalities in Serbia: Novi Pazar, Tutin, Sjenica, Raška, Bor, Zrenjanin, Novi Becej, Požarevac, Vranje, Novi Sad, Knjaževac, Zaječar, Niš, Belgrade (Palilula), Prijepolje, Nova Varoš and Priboj.

More details on our activities with returnees

Our future associates were presented with the characteristics of returnees under readmission agreements, particularly specific vulnerabilities of these beneficiaries related to gender and age, problems with the language and cultural differences, traumas resulting from multiple migration, discrimination, specific problems of Roma, legal and practical obstacles to the realisation of rights of returnees.

We organised and realised psychosocial workshops were held for preschool, elementary and high school children, women, families and youth – both returnees and domicile population. The workshops had educational and supporting role, aiming at better reintegration in the local community.

The workshop topics were: Trauma of migration and return, Serbian language, Assistance in mastering school curricula, Familiarisation of the local community with returnees, Experience from abroad, Getting used to new circumstances, Life in new surroundings, Health, Domestic violence, Human trafficking.

The organisations that participated in the realisation of the project of support to returnees from Western Europe under readmission Serbian Democratic Forum and European Perspective. The following organisations and institutions were in the network of support: Centre for Civil Society Development "Protecta", Reintegration, Office for Strategy and Integration of Roma of RS, Novi Sad Humanitarian Centre, Humanitarian group Aurora, Office for the Protection and Realisation of Personal and Collective Rights of Roma National Minority, the Vranje Municipality, centres for social work Palilula, Bor, Zrenjanin, Niš and Vranje, and many other institutions and organisations.

Extracts from biographies

N.H. was born in Skopje in 1975. Since 1999, when she was deported from Germany, she has lived in Roma settlement Politika in Krnjača (Belgrade). N.H. has only her birth certificate issued in Macedonia and wedding certificate issued at the Palilula municipality service. As an alien, N.H. cannot realise the right to health care and child allowance, although her children attend school regularly. She has four children and a husband who is unemployed and she does not have money to initiate the procedure for obtaining certificate on Serbian citizenship.

S.K. (30) is a Roma from Kosovo, who resided in Germany for more than 15 years. Together with her partner she came from Prizren and in Germany gave birth to seven children, five girls and two boys. She received temporary protection in Germany that lasted until 2006 when the family was forcibly deported to central Serbia proper. In Germany, S.K. had a medical record since she had been treated for epilepsy and depression, but that did not prevent the authorities, assisted by the police, from taking them from the asylum centre and sending them by plane to Belgrade. During the police intervention, some of the children fainted from fear. They had only twenty minutes to take their main possessions so they left all their household appliances.

In the first person singular

"Yellow, black, white people are the same, but children are different by the colour of skin and size..."

"Someone is rich, and someone is poor..."

"My mom throws me this (a soap), I have to hide it..."

"We all have the same rights although we are coloured..."

"All children have the right to live..."

"I don't have a house, but I am the same as others, I have the right to go to school, to play..."

Children returnees at workshops of psychosocial support Knjaževac.

In the first person singular

"In 2004, I was deported to Serbia and since then no one has ever come to visit me. Everybody hates me even when I come to the hospital, pharmacy, Centre for Social Work. But, the good thing is that you are here now to listen to my story, my problems and anguish. Nobody has come to see me..."

(she then burst into tears)

Z.K., returnee

"Honestly, I feel so better now. I had a lot of problems. When I arrived here, I couldn't find job, I had family problems and I couldn't talk about that with anyone. When Edisa called me (workshop leader) and told me that she was going to visit me, I thought it was going to be only a simple conversation. But we talked a lot; I talked openly about my problems"

M.K., returnee

"I've come from Germany. I used to go to school there, but here I don't. I wanted to continue education but I don't have papers. It was difficult for me to fit in, everything was different here."

Girl, returnee, Zrenjanin

Palilula - our home
Integration of returnees from Western Europe in the local community

The objective of our work in Belgrade, in the Palilula municipality was:

To reduce vulnerability and social exclusion of returnees under the re-admission agreement, through empowerment and consolidation of local resources for providing services which are effective, participatory and need-oriented.

Our activities were:

Creation of a database on returnees, assessment of returnees' needs on the field; educational seminars organised for team members and associates, representatives of local community, representatives of local institution and volunteers; monitoring the activities; reintegration activities for the children; direct informational support to the returnees in the CSW Palilula.

Results were:

- Established system for follow up of number of returnees and returnees needs ;
 - * Installation of the database in the CSW Palilula;
 - * Identified 65 families and their needs (51.6% living in their own houses, 22.6% living in private accommodation which they rent, 19.4% living with relatives and friends / 71% unemployed / 38.7% need help with documentation / 38.7% of children are included in school system out of 62.9%, 76.8% of children do not use the language they used to speak / 51.6% need help related to health care);
- Team and associates familiarised with problems of returnees and educated for the work with them and with their children: at the first seminar, 25 people were educated, 11 people at the second seminar, 17 people at the third seminar, and 35 people at the fourth seminar;
- Returnee children integrated in their peer group:

* 50 children were involved in educational and creative activities (7 activities per week, once a week in the Children Cultural Centre);

* 20 women were involved in educational and creative activities with Roma women (2 work groups per week);

- Centre for Social Work Palilula provides information on documents and social care (in the last three months through field visits 32 families were assisted), and CSW provided assistance to 112 people.

People in Readmission - Enhancing Policy and Practice in Serbia

EC- EIDHR through the Serbian Refugee Council (SRC)

The SRC expert team produced a compendium with information on the re-admission process, rights of returnees and recommendations to the local administration and other stakeholders on how to effectively and humanely deal with problems of returnees. Project activities were conducted by SRC Secretariat, Group 484, Centre for Civil Society PROTECTA, Novi Sad Humanitarian Centre and Serbian Democratic Forum, in close collaboration with other members of SRC and stakeholders in Serbia dealing with this issue.

In 2008 SRC will hold six two-day training sessions, each targeting 20 officials in local administrations and representatives of NGOs in Belgrade, Novi Sad, Nis, Subotica, Novi Pazar and Kragujevac. Through the project

the Serbian Refugee Council seeks to connect relevant professionals and to create a network of organisations, institutions and individuals, from Serbia and abroad, whose activities are focused on people in readmission. Such networking will improve the sharing of information and experiences, while the creation of a contact lists will enhance the coordination of assistance to returnees.

Country of Return Information: A key to return assistance and counselling

supported by: CARITAS Belgium

Our intention was to gather and transfer specific information on reintegration possibilities for potential returnees.

Group 484, together with the Centre for Development Services, in 2007 provided information to Belgium Caritas about the situation in Serbia, the functioning of the legal and institutional system, in order to prepare people whose asylum applications had been rejected in western countries or temporary protection withdrawn to return to their country of origin.

The information on Serbia Country Sheet is now available for all state and international institutions dealing with migrations, civil society organisations, professionals and scientific institutions at the following link: http://www.ecoi.net/file_upload/432_1189758303_serbia-country-sheet.pdf



IF YOU ARE A RETURNEE ACCORDING TO THE READMISSION AGREEMENT...

Readmission is a process of returning and reception of people who no longer fulfill the conditions enforced for entry or residence in the territory of other countries.

On September 18, 2007 the Republic of Serbia signed a General Readmission Agreement with the European Union, which will enter into force on January 1, 2008. According to that agreement, Serbian nationals, who no longer have legal grounds for staying abroad, are obligated to return to Serbia.

In order to support returnees in the process of reintegration in to society, nongovernmental organisations European Perspective, Group 484 and Serbian Democratic Forum initiated the project *"Support to the process of readmission through sustainable reintegration of returnees from Western Europe to Serbia"*. The project is financed by the European Union.

The project covers the territory of the Republic of Serbia through **10 Reintegration Centres** established in Belgrade, Niš, Vranje, Knjaževac, Novi Pazar, Prijepolje, Bor, Novi Sad and Zrenjanin. These centres will support the reintegration of the most vulnerable returnees through **psychosocial, informative, legal and economic assistance**.

The assistance in the Reintegration Centre can be provided to Serbian nationals who no longer had legal grounds for staying abroad, and had to return to Serbia.

If you are...

- a returnee according to the readmission agreement

If you need assistance in...

- obtaining documents,
- certificate equivalence,
- diploma validation,
- accessing rights to social and health care,
- education,
- training in job search and self-employment...

If your children need assistance in:

- learning Serbian language,
- adjusting to new living conditions
- overcoming refuge traumas...

You can get the information on the following types of assistance in REINTEGRATION CENTRES:

1. Legal support

- Assistance with obtaining documents,
- certificate equivalence,
- diploma validation,
- accessing rights to social and health care, education and employment...

2. Economic support

- Trainings in job search and self-employment...

3. Psychosocial support for children, women and families

- Serbian language classes,
- assistance in dealing with the school curriculum,
- cultural and sports activities,
- learning about the local community,
- assistance in adjusting to new living conditions,
- health prevention,
- communication skills,
- individual work on trauma,
- domestic violence,
- prevention from human trafficking and other forms of psychosocial support...

REINTEGRATION CENTRES CONTACT INFORMATION:

NIŠ

Centre for Civil Society Development
"Protecta"
TPC Kalča BI-43, Obrenovićeve bb;
tel: 018 522 788; 514 360

VRANJE

Office for the Protection and Realisation of Personal and Collective Rights of Roma National Minority
Gračanička b.b.
tel: 017 421 865

KNJAŽEVAC

Office for Strategy and Integration of Roma of RS
Svetozara Markovića 7
tel: 019 730 732, 743 618

BOR

Humanitarian group Aurora
Cara Lazara 10/II (New City Center)
tel: 030 447 550

ZRENJANIN

Community Centre Bagljaš
Bulevar Veljka Vlahovića 14
tel: 023 532 600

NOVI SAD

Humanitarian Centre for Integration and Tolerance (HCIT)
Vojvođanskih brigada 17
tel: 021 528 132, 520 030

PALILULA - Belgrade

Group 484
Gračanička 10
tel: 011 26 31 445, 26 31 246

VOŽDOVAC - Belgrade

Serbian Democratic Forum
Kraljice Marije 47
tel: 011 3820 250, 3820 251

NOVI PAZAR

Returnee Association Reintegration
Višegradska 24
tel: 020 319 534

PRIJEPOLJE

Returnee Association Reintegration
Miluna Drčelića 16
tel: 064 2189 137

2.6 TOWARDS THE WHITE SCHENGEN LIST

Our intention was:

To continuously contribute to the adoption of EU standards in Serbia in the area of visa, asylum, readmission, integrative border management and illegal migration policy in Serbia.

Forms of work:

Research - was conducted through 35 interviews with representatives of state bodies, relevant international organisations, civil society and academic community, as well as by analysing 20 documents and 70 Internet pages. The research product was "Report on Possibilities of Serbia's entering the Positive Visa Regime List.

At the end of the project, a round table "Towards the White Schengen List" was organised, attended by 42 representatives of state bodies, international organisations, embassies, nongovernmental organisations, academic community, as well as 21 media representatives.

Partners, associates and participants in joint activities were:

Fund for an Open Society, the round table participants: 42 representatives of state organs, international organisations, embassies, nongovernmental organisations, academic community, as well as 21 media representatives and the Exit campaign participants.

We achieved the following:

- We contributed to the prioritisation of this issue with different state bodies, informing them on the dynamics of changes of the EU migration policy and ideas for better coordination of state organs in the process of Serbia's entering the white Schengen list.
- Considerable number of youth received complete information on the problems of Serbia on its way to the white Schengen list, raising their awareness and knowledge on this issue through the informative material.
- Through the media presence and the participants of public events, a part of the public in Serbia was informed on the importance of the white Schengen list and on the need for necessary reforms that should be implemented.

Geography of activities:

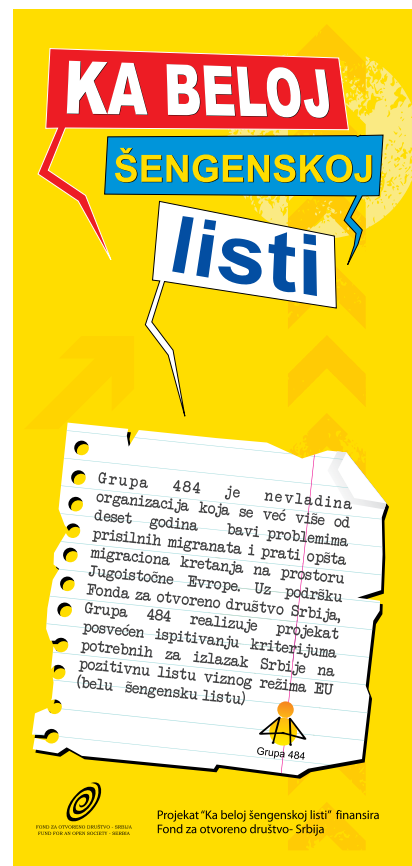
Belgrade and Novi Sad.

Top - Right:

Promotion material from the project "Towards the White Schengen list"

Bottom:

Participants of the round table "Towards the White Schengen list" on EXIT Festival 2007



The research data were used for conceiving the campaign at the Exit Festival "Who says we can't ...travel?". Group 484 had its stand with informative and promotional material (3,000 copies - leaflets, maps, t-shirts, calendars, pencils, folders, notebooks, condoms) and the actions of sending messages of visitors regarding liberalisation of visa regime to authorities of the Republic of Serbia and the EU through the website <http://kokazedanemozemo.com/>

The central event of the campaign was a public discussion "Serbia on the move", organised in cooperation with the Stability Pact for South Eastern Europe and participated by the Vice President of the Serbian Government Božidar Đelić, Director of the EU Accession Office Tanja Mišćević, Head of the Bureau for International Cooperation and European Integration of the Interior Ministry Dražen Maravić, as well as directors of the organisations that organised the discussion.

3 MIGRATION AND REGIONAL COOPERATION

Our activities in Serbia were expanded to the region and the international surroundings as well. This year was the year of precious information share with our colleagues from Bulgaria, Romania, Macedonia, Croatia and BiH, but also a period when we had the opportunity to cooperate with professionals and cognate organisations from the entire Europe. At the gatherings in Brussels, organised by the European Commission, we advocated for sustainable return of forced migrants in the region. The common topics: systematic approach to migration in the region and advocacy for sustainable return were supplemented by an important and big issue with which we stepped into the year 2008: migration and regional labour market.

Will migration be perceived as a development potential in the future? We believed it would be the case and so we tried to work on that with our associates and friends in the country and the region.

3.1 DURABLE SOLUTIONS: SYSTEMIC AND ACCOUNTABLE APPROACH TO THE MIGRATION ISSUE IN THE REGION

Our intention was:

- To place the issue of migration at the national and regional political agenda;
- To build capacity of key national stakeholders in the field of migration;
- To develop regional cooperation for a coherent, comprehensive and global response to migration issues.

Forms of work:

Teamwork, regional research, publication creation, international conference in Belgrade, media promotions.

Partners, associates and participants in joint activities were:

Balkan Trust for Democracy (BTD), The regional team for researching migratory movements in the SEE region, comprised of renowned experts from six countries (Bosnia and Herzegovina, Bulgaria, Croatia, Macedonia, Romania, and Serbia). Team members are: Draško Marinković, Assistant Professor, Population Geography - Demography, University of Banja Luka; Anna Krasteva, Associate Professor, Director, Dept. of Political Sciences, CERMES (Centre for Refugees, Migration and Ethnic Studies), New Bulgarian University,

Sofia; Saša Božić, Assistant Professor, Department of Sociology, University of Zadar; Zhidas Daskalovski, Assistant Professor, Cyril and Methodius University, Executive Director, Centre for Research and Policy Making (CRPM), Skopje; Sebastian Lazaroiu, Associate Professor, Managing Director, Centre for Urban and Regional Sociology - CURS SA, Bucharest; Vladimir Grečić, Professor, Institute of International Politics and Economics, Belgrade; and Vladimir Petronijević, Group 484 Legal Analyst and Programme Coordinator, Belgrade.

We achieved the following:

Through the regional research we managed to highlight migratory movements and the ways they are regulated, through migration policies and laws in the SEE region and to publish the research findings as a Compendium of National Perspectives *"Migration flows in Southeast Europe"*. We produced 700 copies of the Publication as a tool for advocacy and monitoring.

Geography of activities:

Serbia, Macedonia, Romania, Bulgaria, Croatia, Bosnia and Herzegovina.

We introduced a number of stakeholders with the results of this research - members of the academic community, representatives of public and political life and representatives of embassies, UN agencies, national and international nongovernmental organisations - at the regional conference in Belgrade and national round tables in 6 included countries. The representatives of academic, political, nongovernmental institutions/organisations were jointly dealing with theoretical and practical problems related to quantifying migration flow, trends in European migration management and the political considerations and economic imperative of addressing migration in a coherent manner.

The conference generated great attention of the media as well. It was covered by: Radio Television of Serbia (RTS), Deutsche Welle, International radio of Serbia, PG Network, Radio Belgrade, Newspapers "Večernje novosti", Newspapers "Glas javnosti", Newspapers "Danas", Newspapers "Poslovna politika".

The reports were published: central broadcast "National News" (Dnevnik 2) at 7:30 pm on the First Channel RTS, central broadcast "Vesti" at 3 pm, Deutsche Welle, a report at Radio Belgrade News, a report at International Radio of Serbia, a report in daily "Večernje novosti", a report in daily "Glas javnosti", an article in daily "Danas".

We developed a website www.rcm.grupa484.org.yu, as a virtual regional Migration Centre where all the resources in the region related to migration would be presented: experts, magazines, books, papers, conferences, seminars, documents, laws, media presentations, etc



Left:
Regional conference, Belgrade
Migration flows in Southeast Europe

Opposite page:
Regional conference, Dubrovnik

Advocacy on EU level for sustainable return in the region

Our intention was:

- To develop the skills and the capacity of refugee assisting NGOs in the SEE region, in the areas of advocacy, media communications and policy analysis;
- To develop organisational sustainability and strengthen the overall effectiveness of national, regional and ECRE networks in above areas. The project was led by European Council on Refugees and Exiles (ECRE¹) with partner organisations in Southeast Europe.

Forms of work:

Participation in conferences and participation of Group 484 representatives in writing publications .

Partners, associates and participants in joint activities were:

EC-CARDS, ECRE, Your Rights, Croatian Law Centre and ADI

At various European gatherings, Group 484 representatives advocated for:

- Liberalisation of the visa regime to Serbia;
- Assistance to the EU in sustainable reintegration of returnees under readmission agreements;
- Just solutions for refugees in the region, particularly in regards to tenancy rights and convalidation of years of service for refugees from Croatia;
- Creating conditions for return of IDPs to Kosovo and Metohija.

In cooperation with the partner organisations, ECRE published two policy papers with recommendations and a comprehensive regional report focusing on issues of sustainable return within the region and from the EU, the development of regional asylum systems and border monitoring.

Group 484 created a report on return of Serbian nationals from Western Europe to Serbia and return of IDPs from Central Serbia proper to Kosovo, as well as a report with recommendations on the asylum system in the region.

Geography of activities:

Serbia, Croatia, Bosnia and Herzegovina, Macedonia and the European Union.

¹ ECRE is a pan-European network of organisations dealing with forced migration issues of which Group 484 is a member



3.2 LABOUR MARKET

MIGRATION AND DEVELOPMENT: Creating regional labour market and labour migrants circulation as response to regional market demands

Our intention is:

- To identify opportunities for creating the regional labour market and using potentials of immigrants from the region as a response to the labour market shortage;
- To empower national and regional stakeholders of South East Europe in the field of labour migration;
- To raise awareness of the public in the SEE region on the importance of migration for economic development of the region.

In 2007, we just launched the project, by gathering and forming a regional research team and developing appropriate methodology.

Support:

Balkan Trust for Democracy (BTD)

Geography of activities:

Bulgaria, Romania, Croatia, Montenegro, Albania, Macedonia and Serbia.

3.3 TRIANGLE - RETURN

Repatriation and re/integration of refugees to/from Croatia Network

Our intention was:

- To contribute to reduction of discrimination and human rights violations among refugees;
- To provide better information on the needs of the refugees.

Forms of work:

meetings with representatives of local institutions and the creation of Action Plan (1 municipality); participation in radio and TV programmes; participation in PR seminar and Action Plan implementation; legal and informative assistance.

Partners, associates and participants in joint activities were:
NAB, associate organisations

We achieved the following:

- Meetings in Čačak were held, dealing with local integration of refugees (34 representatives of the local community and local population) and inclusion of refugees in active employment measures of NES (5 representatives of local institutions, one from NGO and 2 representatives of refugee population), Action Plan created;
- Implementation of the Action Plan: 18 refugees and former refugees motivated for programmes of active employment measures were identified and included in the Job Club programme;
- 75 persons (mostly refugees and former refugees) were assisted through information regarding their statutory rights (citizenship issues, obtaining documents, JMBG issue), property rights (devastated property, tenancy rights issue), and social rights (employment, housing, social flats, village houses, building material packages, pension issues, scholarships, material support, health insurance, providing proper medical therapy, convalidation of the years of service);
- Media representation and public promotions: radio and television

programmes, (Radio Belgrade, Channel Two - on integration of refugees; Radio Television of Serbia, Channel One - on repatriation and integration of refugees; TV B92 - on repatriation and integration of refugees; TV Galaxy, Čačak - on active employment measures and position of refugees in the labour market in Serbia; Gallery 'Ozon' - 'Labour market and marginalised groups');

- The memorandum on cooperation signed between the municipality (the trustee office) and NES, the initiative for the memorandum on cooperation began at the national level.

Geography of activities:

Croatia, BiH and Serbia: Belgrade and another 10 towns and municipalities in Serbia.

3.4 ISO 26000

Inclusion in the work of the national "Mirror" committee for the creation of ISO 26000

We participated in the creation of ISO 26000, the standard for socially responsible business activities. Upon invitation of the Institute of Standardisation of the Republic of Serbia, Group 484 became a member of National Mirror of the Committee for the Creation of Standards on Socially Re-

sponsible Business. Two meetings of the Committee have been held so far, and Group 484 has submitted amendments to the very text related to explanations of standards, with the aim of including the issue of migration in the text. More intensive work of the Committee is expected in 2008. The Committee is ready to include the attitudes to forced migrants and future economic migrants as a "national footnote" into the proposal of our Institute to the International Organisation for Standardisation in Geneva.



Left:

Meeting of representatives from town institutions and local businesspeople in Kragujevac, organised by Group 484, December 11th 2007.

4

STRENGTHENING CAPACITIES OF GROUP 484 AND ITS PARTNERS

Group 484 was supported in 2007 by:



4.1 LONG-TERM COOPERATION WITH PARTNERS AND DONORS

In 2007, we maintained cooperation with our long-term partners CCFD, which have been supporting Group 484 since it was founded. Naturally, they continue supporting our joint programmes in 2008 as well.

We continued regional cooperation with Balkan Trust Fund for Democracy in the field of migration trends in Southeast Europe and possibility of using its potential for development of the region.

As in the previous year, the Mott Foundation continued its valuable support to our organisational development and work with vulnerable groups of youth in the field of interculturalism.

In 2007 as well, we ensured funds from the European Commission (AENEAS) and owing to them we started cooperation with Greek NGO European

Perspective and SDF in the field of readmission. From the same sources, (through the EIDHR programme) we realised activities of interethnic cooperation and interculturalism, under the common title Luggage for the Future, mine, yours, ours (with SIF) and the compendium on the status, rights and desirable practices for the people in the readmission process.

We have also developed cooperation and institutional mechanism of two-way communication of nongovernmental sector and state bodies and institutions through a joint project in which Group 484 is a civil society contact organisation for poverty reduction of refugees and IDPs. This cooperation is financially supported by the UK Department for International Development, through Serbian Government, through which a regular communication between state institutions and 62

refugees and IDP organisations have been established. We also established cooperation with the Ministry of Youth and Sport through the support to the consultation process for the creation of the Youth Strategy. The third partnership we realised with the state was through the Social Innovation Fund, a programme of the Ministry of Labour and Social Policy, implemented in cooperation with the United Nations Development Program (UNDP) and supported by the European Agency for Reconstruction (EAR), the Government of the Kingdom of Norway and the Government of Great Britain.

As particularly good examples of successful relations with state institutions in 2007 were cooperation with the EU Association Office, the Vice-President of the Serbian Government's Poverty Reduction Team and the National Employment Service.

4.2 COOPERATION WITH LOCAL COMMUNITIES

In all the towns we work, we have good cooperation with representatives of local self-government and local institutions, which we consider a standard of responsible work on the field. The names of our precious associates in Kanjiža, Subotica, Kikinda, Novi Bečej, Zrenjanin, Bački Petrovac, Novi Sad, Kovačica, Vršac, Stara Pazova, Bela Crkva, Kovin, Šabac, Požarevac, Valjevo, Kragujevac, Bor, Zaječar, Čačak, Užice, Kraljevo, Priboj, Raška, Niš, Sjenica, Novi Pazar, Nova Varoš, Tutin, Dim-

itrovgrad, Vranje, Bosilegrad, Preševo and Belgrade make a long list. Our results and our responsibility in regards to final beneficiaries are mutual. We

signed memorandums of cooperation with 10 municipalities in Serbia, and established cooperation with 35 local self-governments.

The practice of other organisations and foundations examined regarding self-financing and mobilising the local community for supporting vulnerable groups

Group 484 participated in the project The Support to NGO sustainability in Serbia: Applying the Slovakian Experience in the Corporate Social Responsibility Sector financed by the Foreign Affairs Ministry of the Republic of Slovakia, via the programme for development assistance of the Slovakian Government (SLOVAKAID), and was realised by the Pontis Foundation from Bratislava. S.Mart Kolektiv is the leading local partner in the project, its period of implementation being from March 2007 to September 2008.

Group 484 participated in three seminars within the project: Introduction to Intersectoral Partnerships, Communication Strategies and Skills for Intersectoral Partnerships and Partnership – step by step. We also participated in the round table Partnership for Success – Socially responsible business through partnership with non-profit and public sector. We also had opportunity to present our plans for cooperation with business sector in front of Slovakian businesswomen and to hear their suggestions about their appropriateness and recommendations for their improvements. We did it at the conference under the title "Plans for Partnership with Business". Presentation of our organisation is also on the web portal <http://www.zapartnerstvo.org>. The purpose of this web portal is to present and affiliate NGO and the business sector, with the emphasis on the development of cooperation in regards to one of the key aspects of socially responsible business: investing business into the local community through long-term cooperation with NGOs.



Memorandum on cooperation
Bela Crkva Municipality, Group 484 and
Technical High School Sava Munčan

4.3 EXCHANGE OF EXPERIENCES

We tried to raise the system of individual and organisational competences in the field of programme and project management, making our social impact more substantial.

We have developed individual and organisational competences through participation in the trainings, seminars, conferences, consultative meetings and other happenings where we could meet colleagues and experts and exchange experience and learn from each other. The most important ones are:

Biannual General Meeting of the European Council for Refugees and Exiles (May 17-19, Delphi, Greece)

In 2007, ECRE had two focuses, the issue of return and the issue of access of asylum seekers to EU territory. Group 484's representative, Danilo Rakić, had a presentation of the problems of returnees in Serbia.

Fourth Poverty Reduction Strategies Forum (June 26-27, Athens, Greece)

Representatives from Albania, Bosnia and Herzegovina, the Former Yugoslav Republic of Macedonia, Montenegro, Serbia, and UNMIK/Kosovo participated in this forum held in Athens in Greece and organised by the Greek Government (Hellenic Aid), World Bank (WB), International Monetary Fund (IMF) and the Department for International Development (DFID). The Forum facilitated an exchange of experiences among Western Balkan countries on Poverty Reduction Strategies (PRSP) implementation issues. In particular, the Forum focused on strengthening integration with Europe as a driver of economic growth, greater social inclusion and poverty reduction and on the design and im-

plementation of power sector reforms to promote growth. Group 484 was represented by Tanja Pavlov.

Conference: Role of nongovernmental organisations in the process of Serbia's association to the European Union (June 21, Niš, Serbia)

At this conference, organised by the Belgrade Fund for Political Excellency in Niš, we had the opportunity to learn more about the ISAC Fund (International and Security Affairs Centre), acting under the auspices of the Embassy of the Federal Republic of Germany, and working on the project called *Serbia on the Road to the European Union*. The project is comprised of three separate but linked parts: Conference Role of the Civil Society in the process of Serbia's Association to the European Union and writing and publishing of two guidebooks: *Guidebook through Euro Atlantic Partnership* and *Guidebook through European Integrations*. Group 484 was represented by Gordan Velez.

PreExCom, 57th Session of the Executive Committee and Annual Consultations with NGOs, (September 27-29, Geneva, Switzerland)

Danilo Rakić, representing Group 484 at this biggest gathering of NGOs dealing with forced migration, advocated for stronger respect of the UNHCR's recommendations concerning

the practice of the EU countries to deport Serbian citizens of Kosovo origin to Serbia proper, thus putting them again to (secondary) displacement.

Conference: Through Cooperation towards Integration (October 7-10, Pržno, Montenegro)

The Regional Conference *Through Cooperation towards Integration* was the meeting of representatives of SAP countries with representatives of the new EU member states in order to exchange experiences of best practice and to strengthen the regional cooperation in the field of harmonization of legislation, cross border cooperation, civil society issues, justice and home affairs as one of the main topics in the integration of the region of Western Balkans into the European Union. This event was organised by the Secretariat of EU Integration of Montenegro in cooperation with German Organisation for Technical Cooperation (GTZ), appointed by the Federal Ministry for Economic Cooperation and Development (BMZ).

ECRE briefing - setting common standards on return (October 16-21, Brussels, Belgium)

It was an ECRE briefing for European Parliament Plenary Vote on Commission Proposal for Directive on setting common standards on returning illegally staying third country nationals. On that occasion, our representative

Right:
Working visit to the European Commission in Brussels



Danilo Rakić gave considerable contribution to the final version of this Directive.

Conference on Durable Solution of Problems of Roma Refugees, IDPs and Returnees in the Balkans (October 29-30, Belgrade, Serbia)

The aim of the conference is to identify the needs of Roma refugees, IDPs and returnees, conditions for return in the context of readmission agreements, as well as the future of Roma in Kosovo and prospects for their return. The conference was organised by the National Assembly of the Republic of Serbia, under the auspices of Serbian Chairmanship of the Council of Europe's Committee of Ministers.

Promoting Intercultural Dialogue and the White Book of the Council of Europe" (November 8 - 9, Belgrade, Serbia)

We participated in this informal regional conference of Ministers responsible for culture Promoting Intercultural Dialogue and the White Book of the Council of Europe. The event was organised by the Council of Europe in cooperation with the Ministry of Culture of the Republic of Serbia. Snežana Krstanović attended this event on behalf of Group 484.

Our voices heard (December 3-4, Stockholm, Sweden)

Group 484 also participated in the conference "Amare glasura ashunde -



OurVoices Heard". Project Coordinator Nataša Ljubomirović was the only representative from Serbia and the conference was dealing with the rights of Roma women through three topics: Combating Trafficking, Respecting Reproductive Rights and Implementing Romani Women's Rights. The conference was organised by the Ministry of Integration and Gender Equality of Sweden, the Council of Europe and the European Union Agency for Fundamental Rights.

Status of Civil Society in the SEE Region (December 1 - 2, Belgrade, Serbia)

Group 484 was invited to the First (establishing) Annual Assembly of CIVIS - Status of Civil Society in the SEE Region held in Belgrade. The conference was attended by Group 484 Executive Director Miodrag Shrestha.

The conference was dealing with the selection of main bodies and, actions and development of CIVIS association (over 140 NGOs), status of civil society in the SEE region.

International Visitor Leadership Program: Managing Diversity in Multi-Ethnic Society, (November 24 - December 15, 2007, USA)

Within the three-week study visit, Vladimir Petronijević, Group 484 Legal Analyst participated in the leadership programme where he was introduced with the US social system, in particular with regard to legal and illegal migration and asylum.

Annual seminar, Belgrade Fund for Political Excellence (April - November 2007)

Group 484 Executive Director Miodrag Shrestha participated in the cycle of seminars, together with young politicians from pro-European parties, 14 of them being MPs in the National Assembly. Within this event, a visit to Strasbourg, the Council of Europe and the European Court of Human Rights was organised in July 2007.



Top:
Participants of the Annual seminar of BFPE in Strasbourg, July 2007

Left:
ECRE Conference on forced migration in Dubrovnik

THE MOST IMPORTANT INTERNATIONAL ADVOCACY ACTIVITIES

Meetings at the European Commission and European Parliament (June 6 - 8, Brussels, Belgium)

Within the project ECRE CARDS *Empowering Civil Society for Regional Advocacy and Impact on Policy on behalf of Vulnerable Groups in the Western Balkans*, realised by ECRE, together with Group 484 and partners in the region, meetings were organised with high representatives of the European Commission and the European Parliament. Group 484 Executive Director Miodrag Shrestha presented the problems related to forced migration in the region of Western Balkans. Particular emphasis was put on the need to reinstate implementation of the Sarajevo Declaration and just solutions for refugees in the region. Important concerns discussed were related to convalidation of years of service of refugees from Croatia. The visa regime liberalisation and support to the EU with regard to reintegration programmes for returnees under readmission agreements was also one of important issues discussed.

ECRE, Sustainable return, asylum systems and border management in the Western Balkans (December 3-4, Dubrovnik, Croatia)

Together with ECRE, Group 484 was one of the organisers of this conference that gathered more than 80 important stakeholders from Western Balkan and EU, representatives of state institutions, international and intergovernmental organisations and civil society organisations. Concerns were discussed on sustainable solutions for forced migrants in the region,

asylum system and border management in the regional context.

Round table within the OSCE Human Dimension Meeting, (September 26, Warsaw, Poland)

Group 484 Executive Director Miodrag Shrestha presented recommendations on overcoming obstacles to return and integration of forced migrants in the region.

High Commissioner's Dialogue on Protection Challenges (December 11 - 12, Palais Des Nations, Geneva, Switzerland)

As the only representative of the NGO sector in SEE and Western Balkans, and upon recommendations of the UNHCR in Serbia, Group 484 was invited by the UN High Commissioner Antonio Guterres to contribute to the dialogue on the protection challenges related to refugees. In Brussels, Group 484 representative Danilo Rakić had the opportunity to present problems and experiences within the following topics: asylum and migration, protection of refugees, refugees in the context of mixed migration.

Bottom:
Meeting in Geneva, upon invitation of the UN High Commissioner for Refugees



The effectiveness and efficiency of the organisation identified through monitoring SP/AP 07 implementation

We organised action planning process in the form of three-day seminar out of Belgrade (Fruska Gora) at the beginning of July (9 - 12). Employees had different tasks in preparing and participating in the process. Programme Manager had the task of analysing the working context (PEST analysis) for the following year. Policy Unit Officer had the task of analysing the stakeholders. Three programme coordinators had the task of analysing project activities and results achieved within three programme strategic directions. Financial Department analysed financial functioning of the organisation and Office Manager analysed functioning of the administration and logistical support. All them prepared presentations and showed them to the organisation staff Based on analysis and presentations we developed Programme Action Plan for 2008.

Programme Action Plan for 2008 was presented to, and approved by the Managing Board at the meeting on December 12th, 2007.

OTHERS ABOUT US CAPACITY BUILDING

PRO CONCEPT

An extract from the Analysis of Capability and Capacity of NGOs (INGOC²) in Serbia, for 2007:

GROUP 484

The aspects of capacity assessment of nongovernmental organisations are: strategic management and human resources, financial management, programme, communication and co-operation.

According to this analysis, Group 484 fulfilled 97% of its organisational development in 2007 (compared to 87% in 2006). It was the best result among all the monitored organisations participating in the INGOC analysis.

CHART 1:

Group 484's capacity index in regards to all the monitored organisations

CHART 2:

Group 484's capacity index in regards to relevant categories in 2007

The capacity index is measured in regards to:

- Ideal organisation;
- Average organisation in 2007;
- Average organisation in the region;
- Index of the organisation in the 2006 survey;
- Index of the organisation in the 2007 survey.

All the numbers represent percentage out of the maximum possible number of points.

CHART 3:

Group 484 in regards to the sector - 2006/2007

Chart 1

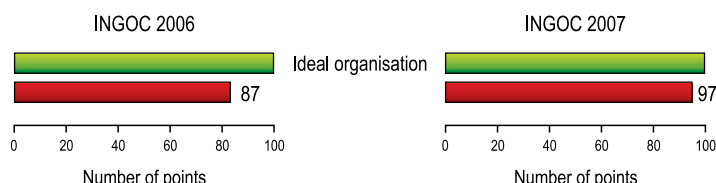


Chart 2

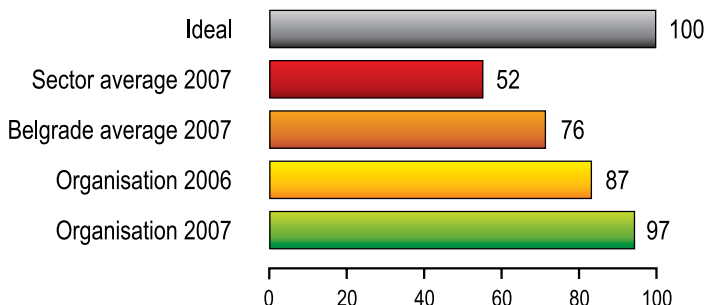
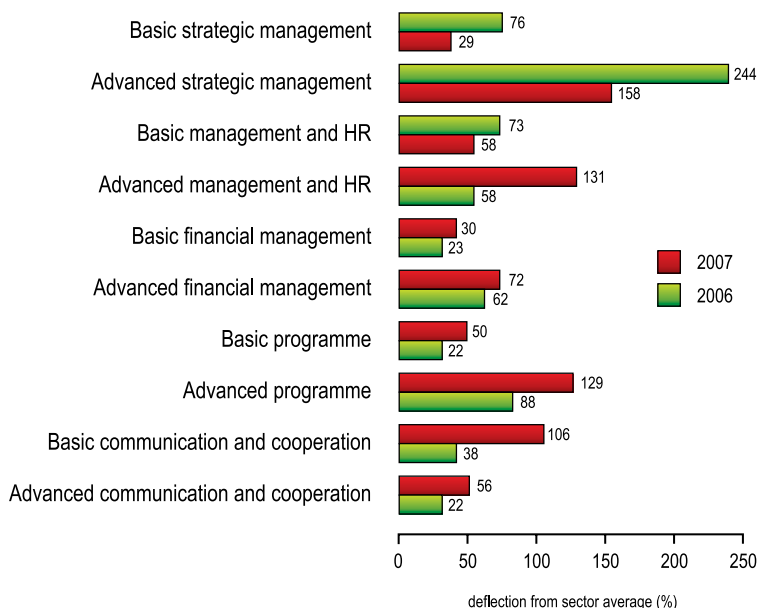


Chart 3



In December and January 2006, in collaboration with Ebart Media Documentation, for 2003 and 2006, SMarKolektiv made quantitative and qualitative analyses of the medija coverage content pertaining to civil society organisations and various social issues they were dealing with. Group 484 was one of ten NGOs that appeared the most in the media in 2006.

² **INGOC** is the mean of assessing capacity and organisational development of an NGO through which, they monitor their own development and fulfilment of standards in order to act in a more effective manner. Shortly, INGOC is a new instrument. The INGOC is a two level measurement tool adapted to 25 basic and 25 advanced organisational capacity statements/indicators. Basic statements follow the level of development, procedure implementation, legal requirements fulfilment, and usual, key organisational processes. Advanced statements are formed so the index points out the good examples of organisational processes and direction for further development. Statements are grouped into 5 aspects of the organisational performance: 1) Governance, 2) Human Resources Management, 3) Financial Operations, 4) Programming, 5) Communication and Collaboration

³ **SMarKolektiv**: Analysis of media content - NGOs in Press 2003 - 2006, supported by Institute for Sustainable Communities, USAID

EVENTS⁶

The International Volunteer Day

In 2007, The International Human Rights Day and The International Volunteer Day were marked through the project Luggage for the future: mine, yours, ours - promotion of interethnicity and interculturalism as the richness of Serbia. On December 07th, 2007 in the Belgrade gallery Ozone, the participants of "Luggage" met again, together with volunteers from other Group 484 projects.



New Year for the Youngest

On 26th December 2007 Group 484 traditionally organised distribution of New Year parcels for more than 300 IDP and refugee children from eight collective centres near Belgrade and for the Roma children of returnees from Western Europe stationed in Palilula municipality. There were two performances – for younger children – play in Boško Buha theatre and for the elder performance in REX cultural centre. We own our gratitude to all those who have shared our desire to prepare nice and various presents in New Year's parcels for children: KRIEGSOPFER KINDERFÜRSORGE e.V. Viernheim, Springfield, Dexyco, Swisslion, Takovo, Textbook Institute, Creative Centre, Laguna, Geokarta, REX Theatre and Bosko Buha Theater, as well as our volunteers who assisted in packing and distribution of the parcels.



Top:
Ozon gallery, December 2007

Bottom:
New Year's presents,
Boško Buha Theater, December 2007



GRUPA 484

Executive Director:

Miodrag Shrestha

Deputy Director:

Tanja Pavlov

Financial department:

Branka Antanasijević

Jasmina Sinobad

Policy Officer:

Danilo Rakić

Office manager:

Jovana U. Krstić

Translator:

Nataša Grba Singh

Programme Coordinators:

Zagorka Aksentijević

Zorica Živojinović

Vladimir Petronijević

Project Coordinators and

Assistants:

Siniša Volarević

Gordan Velev

Nataša Čeribašić Ljubomirović

Marija Todorović

Snežana Krstanović

IT support:

Vladimir and Dragana Radulović

Logistics:

Dejan Trbušković

Interns:

Paula Willis

Laura Magdalena

Mona Belušević

Agnes Hyneck

Vida Terzić

Marija Mitić

Leposava Mitrović

MEMBERS OF GROUP 484 MANAGEMENT BOARD

- **Sonja Licht** - Director of the Belgrade Fund for Political Excellence
- **Nataša Rašić** - Legal Advisor / Canada-Serbia Judicial Reform Project
- **Vesna Cipruš** - UNDP Consultant
- **Irina Subotić** - Professor at the Art Academy, Art History Department
- **Vojin Dimitrijević** - Professor at Belgrade University Law School, Executive Director of Belgrade Centre for Human Rights
- **Zoran Hamović** - Owner and Director of CLIO publishing-rm
- **Vera Kovačević** - Consultant for Poverty Reduction Projects, Centre for Liberal-Democratic Studies

Top:

Towns in Serbia in which we had our activities

Our associates were:

Abdurahman Emurlahu
Agim Ferati
Aleksandar Gubaš
Aleksandra Spasevski
Aleksandra Takač
Altena Asanović
Ana Pantić
Anesa Derdemež
Angelina Milić
Angelina Mišina
Anica Rajović
Belkisa Beganović
Biljana Branković
Lenka Gužvić
Biljana Lopčić
Biljana Popović
Biljana Rašković
Biljana Terzić
Blagica Zlatković
Bojana Pavlović
Bojana Prvulj
Branislava Dobrić
Branka Krstić
Branka Pantelić
Branka Ristić
Branka Stojanović
Budimir Lončar
Časlav Mančić
Čila Stojanović
Danijela Getejanc
Danijela Petrović
Dejan Ilić
Dejan Živković
Dragan Miljković
Dragan Petković
Dragan Protić
Dragan Stojanović
Dragana Ninović
Dragana Radulović
Dragica Todorović
Draženka Čelebićanin
Dubravka Stajić
Dušan Todorović
Dušica Mašić
Duško Koldžić
Đura Simić
Đurđica Zorić
Đurđina Jovanov
Edisa Arnautović
Elizabeta Georgiev
Emanuela Miletić
Emina Imamović
Emina Kopas-Vukašinović
Fatima Topanica
Gordana Balaban
Gordana Mijalković Stojković
Gordana Uzelac
Indira Kuburović
Ivana Bogićević Leko
Ivana Jendžić

Ivana Radivojević
Ivana Šorić
Ivona Dimitrijević
Jarmila Jonašova
Jasmina Kuka
Jasminka Petrović
Jasna Dragojlović
Jelena Jevremović
Jelica Dimić
Jelica Simeunović
Jovanka Čorović
Jovanka Rogulja
Katarina Vrška
Leposava Mitrović
Lidija Vučković
Lidija Vučić
Ljiljana Cvetanović
Ljiljana Drajić
Ljiljana Maksimović
Ljiljana Milošev
Ljubica Mrdaković Todorović
Ljubinka Simić
Maja Drča
Maja Petakov Vucelja
Maja Vasilić
Marija Babović
Marija Mitić
Marija Orlić
Marija Simić
Marija Todorović
Marina Nikolić
Marina Vojnović
Mersija Brbutović
Mevludin Rovčanin
Milan Mitić
Milan Sokolović
Mile Nešović
Milena Antonović
Milena Ćuk
Milena Gajić
Milena Timotijević
Milena Veselinović
Milica Miljković
Milica Ponjavić
Milijana Arsić
Milomir Petronijević
Milorad Ivanović
Miodrag Nedeljković
Mirjana Milošević
Mirjana Momčilov
Mirjana Zorić
Mirko Grlica
Miroslav Jurica
Mitra Simeonov
Muhamed Osman
Mujesira Mehmedović
Nada Mirković Petrović
Nadežda Marković
Natalija Jovanović
Nazlija Aljušević
Nebojsa Milenković
Nenad Stojanović

Nevena Petrušić
Nevena Simović
Ognjen Lopušina
Pavlina Mihaljenko
Predrag Garašanin
Rada Gava
Rada Joksimović
Radina Vučetić
Radmila Dražić
Radosav Resimić
Ružica Đorđević
Ružica Marjanović
Sanja Stamenković
Sanja Tatić Janevski
Sinan Derdemež
Slađana Bakić
Slavica Miletić
Slavica Musić
Slobodan Cvejić
Slobodan Stanišić
Smiljka Blažin
Snežana Radovanović
Snežana Ristić Kostov
Snežana Simeonov
Snežana Stojanović
Snežana Živković
Sonja Popović
Spomenka Krajčević
Stefani Kostić
Stevana Ilić
Suada Mehović
Sunčica Macura Milovanović
Suzana Radovanović
Svetlana Radosavljević
Svetlana Vuković
Tatiana Korošova
Tatjana Jurik
Tatjana Otković
Tatjana Rajić
Uglješa Guševac
Valentina Aleksandrović
Vera Zorčić
Vesna Krnjajić Mitrović
Vesna Stević Gajić
Vesna Stojanović
Vesna Trbović
Vladan Beara
Vladimir Čibukovac
Vladimir Grečić
Vladimir Polovina
Zdravka Gigov
Zora Ćujić
Zoran Grba Singh
Zoran Živojinović
Zorica Kešelj
Zorica Ris
Zorka Lopčić
Žaklina Mladenović Grigorova
Željko Marinković

And many others

8

PROJECTS, DONORS SCOPE OF ASSETS

GROUP 484'S PROJECTS IN 2007

1. **Different Perspective** - intercultural/multicultural education from practice to policy
2. **Luggage for the future: mine, yours, ours** - promotion of interethnicity and interculturalism as the richness of Serbia
3. **Voluntarism in the service of integration of migrants in the local community II**
4. **We and "the others"** - Support to stabilise Serbia and the region through cooperation between high school students and teachers from multiethnic communities in Serbia
5. **NGO Units for Monitoring and Supporting the Youth Strategy Consultation Process at the Local Level**
6. **Local coalitions for poverty reduction of the vulnerable youth**
7. **Support to the process of readmission through sustainable reintegration of returnees from Western Europe to Serbia and Montenegro**
8. **Palilula our home** - integration of returnees under the readmission agreements into local community
9. **People in Readmission** - Enhancing Policy and Practice in Serbia
10. **Developing Sensitivity of the Primary Health Care System to the Issues of Gender and Marginalised People**
11. **Researching impact of government policies on IDPs/Refugees - access to active employment measurements 2006/2007**
12. **Country of Return Information** - A key to return assistance and counselling
13. **Campaign for the promotion of asylum protection in Serbia**
14. **Integration of refugees - Creating Equal Opportunities**
15. **GCAP - Global Call Against the Poverty**
16. **Toward the White Schengen List**
17. **Civil Society Contact Organisation for Poverty Reduction Strategy Implementation**
18. **Who says we can't do it?** - Advocating for equal employment opportunities of vulnerable youth groups
19. **Institutional and Programmatic Development Support**
20. **Strengthening cross-border cooperation in the Western Balkan regarding migration management**
21. **Advocacy on EU level for sustainable return in the region - ECRE**
22. **Triangle** - Return to/from Croatia
23. **Triangle Network** - Repatriation and re/integration of refugees
24. **Migration and Development** - Creating regional labour market and labour migrants circulation as response to regional market demands

DONORS - SCOPE OF ASSETS IN 2007

DONORS	%	Revenue in euro 2007
BTD	15.11	83,277.62
EP/EC	9.34	51,450.00
EC EIDHR	9.02	49,712.25
CIDA	8.93	49,212.19
SIF	8.01	44,133.93
EAR	7.69	42,351.52
MOTT	7.53	41,496.91
OSCE	6.41	35,335.13
MYS	4.54	25,000.00
CCFD	4.27	23,530.00
OXFAM NOVIB	3.63	20,000.19
UNDP	3.54	19,510.08
Private donations	2.53	13,925.63
GoRS through DFID	2.04	11,249.98
FOS	1.98	10,922.39
SRC/SSI	1.43	7,860.00
SRC/SSI/EC	1.35	7,420.00
NAB	1.11	6,106.39
CARITAS Belgium	0.86	4,750.00
ECRE	0.43	2,393.44
EC	0.25	1,353.15
TOTAL	100	550,990.80

9 ABBREVIATIONS

- AENEAS** - Assistance to third countries in the field of migration and asylum
ADI - Association for Democratic Initiatives
BTD - The Balkan Trust for Democracy a Project of the German Marshall Fund
CARDS - Community assistance to the countries of South-Eastern Europe
CCFD - Comitee Catholique contre le Faim et por le Developmenet
CIDA - Canadian International Development Agency
DFID - UK Department for International Development
EC - European Commission
EIDHR - European Instrument for Democracy and Human Rights
EAR - European Agency for Reconstruction
EP - European Perspective, Development Education Center, Helenic NGO
ECRE - European Council for Refugees and Exiles
FOS - Fund for Open Society Serbia
GoRS - Government of Republic of Serbia
IOM - International Organization for Migration
ISO 26000 - International Standard providing guidelines for social responsibility
MARRI - Migration, Asylum, Refugees Regional Initiaitve
MOTT - Charles Stewart Mott Foundation
MYS - Ministry of Youth and Sport
NAB - Neighbourhood Program of the Danish Government
NOVIB - Nederlandse Organisatie Voor Internationale Bijstand (Dutch organization for international aid) Oxfam
OSCE - Organisation for Security and Cooperation in Europe
SIF - Social Innovation Fund
SDF - Serbian Democratic Forum
SRC - Serbian Refugee Council*
UNDP - United Nations Development Program
UNHCR - UN High Commissariat for Refugees

* Serbian Refugee Council (SRC) was founded in June 2004 as an alliance of six NGOs: Group484, Hi Neighbour, International Aid Network (IAN), Novi Sad Humanitarian Centre (NSHC), Centre for Civil Society Development PROTECTA and Serbian Democratic Forum Belgrade (SDF). SRC was established in order to work for the lasting improvement of standards for the protection of refugees, IDPs and other persons affected by forced migrations, as well as strive for durable solutions for these persons in accordance with international conventions and human rights agreements