

# ANNUAL *report* 2009



Group 484

## 484

PUBLISHER

**GROUP 484**

**PUKOVNIKA BACIĆA 3, BELGRADE**

+381 11 2664 866

+381 11 2664 856

+381 11 3699 434

+381 11 2660 972

+381 11 2660 973

FOR THE PUBLISHER

**VLADIMIR PETRONJEVIĆ**

DESIGN & PREPRESS

**MARKO ZAKOVSKI**

PRINTED BY

PRESS RUN

**500 COPIES**

YEAR OF EDITION

**2010**

Group 484 is a non-governmental organisation founded in 1995 to support the organisation of 484 refugee families who had found refuge in Serbia after fleeing Krajina and Operation "Storm" of the Croatian Army. From these 484 families, Group 484 takes its name. The founder of Group 484 was Jelena Šantić, a renowned ballet dancer and peace activist, who was awarded the Pax Christi International Annual Peace Prize in 1996.

From this initial group of enthusiasts who provided humanitarian, psychosocial, legal and informative assistance to refugees from Croatia and Bosnia and then to displaced persons from Kosovo, Group 484 has become a formalized and structured organisation using a systemic approach to issues of forced migration. Direct assistance has been gradually given way to greater educational and research work in order to influence decision makers to craft durable solutions. Group 484 also works to empower forced migrants and local communities, especially youth, to be open and tolerant toward diversity among peoples. Since its establishment, Group 484 has been also empowering its staff and the organisation as a whole, transforming it into a modern organisation capable of meeting the needs of beneficiaries and responding to migration challenges in the region.

Ever since it was founded, through its programmes Group 484 has provided support and assistance to over 100,000 beneficiaries. We have worked in more than 70 towns in Serbia, formed a strong and efficient network of associates, initiated and participated in regional initiatives.

# GROUP 484

---

# ANNUAL REPORT

# 2009

## *A Table of Contents*

2009, FROM GROUP 484 PERSPECTIVE: CONTEXT	3
1. INTERCULTURALISM AND VOLUNTEERISM	4
1.1 Advocacy initiative for minorities	4
1.2 VIP - Volunteerism is indeed a practice	6
1.3 Volunteers and students for the forced migrants' rights	6
1.4 Support to the readmission process - volunteer perspective	6
1.5 Integration - volunteer support programme	7
2. FORCED MIGRATION, CIVIL SOCIETY AND...	8
2.1 ...Poverty Reduction Strategy	8
2.2 ...active employment measures	8
2.3 ...economic and social integration	9
2.4 ...social housing policies	9
2.5 ...responsible government	10
2.6 ...readmission process	10
2.7 ...information support to returnees	11
2.8 ...reports on the position of refugees	11
2.9 Serbia towards the White Schengen List	11
3. MIGRATION AND DEVELOPMENT	12
3.1 Western Balkans towards the white Schengen list	12
3.2 Research: the first step towards migration management in Southwest Serbia	13
3.3 Diaspora for development of Užice	13
4. GROUP 484 - COOPERATION, PARTNERSHIPS	14
5. GROUP 484 - LEARNING ORGANISATION	16
6. THE MOST IMPORTANT ACHIEVEMENTS IN 2009	18
7. FUNDING	19
8. GROUP 484 AND ASSOCIATES	20

## INTRODUCTORY NOTE

This report contains brief information about our year-long work, our programme units and organisational development directions, projects, activities, results. It contains the names of our partners, associates, donors, towns in Serbia in which we worked, as well as our associates and partners in the region and Europe. A few photographs, publication designs and quotations invoke the ambience and emotion that this kind of text usually lacks and we invite you to focus your attention on them as well. The introductory note of our previous report expressed our hope that Serbia, by the time the report for 2009 is written, would be on the white Schengen list and closer to Europe. We are still working on it.

This year we have launched a series of research and other activities through which migration in Serbia and the region is perceived as a potential for development, as opposed to long-term perspective in which the migration was recognised almost exclusively in the area of social care for refugees and IDPs. We believe that this time next year we will be able to say that the acknowledgment of migration potential as a development potential of the country and the region is a trend our organisation gives successful contribution to.

*Group 484*

# CONTEXT

2009, from Group 484 perspective



## REFUGEE AND DISPLACEMENT

With 86,700 refugees from Croatia and Bosnia and Herzegovina, and 206,000 internally displaced persons from Kosovo, in 2009 Serbia was still the first country in Europe by the number of refugees and IDPs.

The willingness and initiative was demonstrated by the Serbian authorities, UNHCR, the European Commission and international donors to find additional resources to facilitate position and find durable solutions for refugees and IDPs.

In the region of former Yugoslavia, the process of resolving issues of refugees was interrupted - the Road Map that committed the governments of Croatia, Bosnia, Serbia and Montenegro through Sarajevo Declaration - primarily due to unresolved issues of tenancy rights.

Despite the efforts of national authorities to integrate the refugees, the institutional and legal framework was not reformed in this direction.

Concerning displaced persons from Kosovo and Metohija, the right to return remains a priority for the government of Serbia, but the status of long-term displacement was gradually recognised for the vast majority of these people.

As a part of European integration, and according to the Law on Asylum, the authorities in Serbia fully took over from the UNHCR the procedure for determining refugee status of people outside the former Yugoslavia.

In 2009, 275 people entered the procedure for the refugee status recognition. The majority of them were nationals of Afghanistan (213). Basically, they were people apprehended while trying to illegally reach Western Europe countries through Serbia.

In 2009, the return of Serbian citizens from Western Europe who were not granted asylum or whose temporary protection was terminated continued. Many (mostly Roma) returned without any property, accommodation or documents, after they had spent ten to fifteen years abroad.

The Strategy and Action Plan for reintegration of returnees was adopted, but the question of financing humane and secure reception of returnees remained unsolved.

## MIGRATION AND DEVELOPMENT

Migration is a global phenomenon. It is estimated that in 2010, the total number of international migrants in the world will reach 214 million; in Europe alone 70 million are expected. Serbia is traditionally an emigration country. There are estimates that the Serbian diaspora now has

three and a half million people. For that reason, migration should not be viewed as the movement in one direction (despite the statistics that recognise Serbia as one of the countries with the highest number of newcomers).

Migration is a central theme of European politics as it is associated with all the challenges facing Europe: development, economic growth and production, demographic changes, protection of the social security system, ensuring social cohesion and intercultural dialogue and supporting human rights and the rule of law.

Serbia is also looking for policies that will integrate migration flows in the national development plans and reverse their traditionally negative perception.

## INTERCULTURALISM

Serbia is a multiethnic community. Migration and permanent cultural exchange with the world and Europe have increased multicultural image of the country.

Minority rights and cultural diversity are recognised in the legal and political framework as unavoidable and socially desirable.

The Law on the Prohibition of Discrimination (June 2009) that protects the existence of diversity and the Law on National Councils of National Minorities (September 2009) contributed to a better regulation of minority rights' protection.

In May 2009, the Serbian Parliament ratified the United Nations Convention on the Protection and Promotion of the Diversity of Cultural Expressions (UNESCO, Paris, 2005). The Ministry of Culture published the White Paper on Intercultural Dialogue "We live equal in dignity."

The Action Plan for the implementation of the National Sustainable Development Strategy 2009-2017 recognised the importance of Serbian culture, heritage and intercultural dialogue for sustainable development.

The Action Plan for the implementation of the National Youth Strategy for the period 2009 - 2014 highlighted interculturalism as a foundation for respecting diversity in all areas of human life.

Conditions are created, new opportunities opened, implementation of strategies and plans are on the agenda

Group 484 tried to respond to such a context through the implementation of three programmes and two organisational directions of development. In this report, they are presented in a revised format.



# 1. Interculturalism and volunteerism

**The objective of this field was:** Young migrants and their peers capacitated to be active citizens of intercultural society

## 1.1 ADVOCACY INITIATIVE FOR MINORITIES

Financially supported by Delegation of EC - EIDHR, CCFD

**The project objective** was improving minority rights realisation and interethnic dialogue in Serbia by strengthening the existing local civil society initiatives in advocacy and networking

**Geographical area:** Kikinda, Čoka, Vršac, Bela Crkva, Kovačica, Zaječar, Vranje, Bosilegrad, Sjenica and Užice. In broadest terms, the project implementation encompassed 30 selected municipalities including Belgrade.

**Partner:** Centre for Modern Skills

### The most important results:

- Young activist leaders and political leaders empowered themselves for advocacy activities in the field of minority rights and interethnic dialogue under the slogan *Leave a Trace, Change the Place* (180 people);
- The concept of interculturalism promoted under the slogan *Leave a Trace, Change the Place* in 30 towns;
- Handbooks for advocacy activities and activism in the field of interculturalism created;
- Minority rights and interethnic dialogue enhanced in local communities;
- 180 young activist leaders and political leaders prepared advocacy campaigns in 6 towns with the following activities and products: public events, exhibitions, films, video clips, music videos, round tables, media promotions;
- National round table *Towards Interculturalism*, with 66 participants estimated as very successful (4.86);
- Decision makers familiarised with obstacles and possibilities for enhancing realisation of minority rights and interethnic dialogue: 100 local decision makers participated in 5 political events, 4 Letters of Support signed with Local-self governments (Kikinda,

Bela Crkva, Vranje, Sjenica) for the continuation of the project, 40 national decision makers were familiarised with obstacles and possibilities for enhancing realisation of minority rights and interethnic dialogue;

- 4 local media houses engaged representatives of radio groups to develop and perform programme for youth that promotes interculturalism (Užice, Kikinda, Zaječar, Bosilegrad);

- Minimum 500 people visited the exhibition in Belgrade. All participants appreciated this kind of presentation of their work (mark 4.82);

- The publication *Towards Interculturalism - Leave a Trace, Change the Place* was created, as a Group 484 advocacy document and a platform for future work of the organisation.

The activities are continued in 2010.



In the picture: Round table - Interculturalism and Youth, September 23<sup>rd</sup>, 2009

### Opinions on the effects of the project *Leave a Trace, Change the Place - advocacy initiative for minorities:*

"In Kikinda we know that Council for Interethnic Relations is necessary. We want to establish Council that would be efficient and effective. Now that we have raised awareness of the youth, as well as of representatives of ethnic minorities, we feel more responsible to get this job done properly."

**Šandor Talpai, President of Municipal Assembly Kikinda**

"Local Action Plan for Children and Youth in Vranje will take over the model of work with youth on street activism developed through this and the previous Group 484 project realised in Vranje ("*Leave a Trace, Change the Place*" and "*Luggage for the Future: Mine, Yours, Ours*"). It will be our municipal duty."

**Branimir Stojančić, member of Municipal Assembly Vranje**

"The public action Open Cinema was just great. It is such a good idea. I will suggest that local budget provides funds for youth activism, so important for Sjenica."

Muriz Turković, President of Municipal Assembly Sjenica.

"The Street of Good Neighbours is a wonderful example of joint work of Municipality, representatives of ethnic minorities and youth in Bela Crkva. As an Association, we are sincerely interested in further cooperation."

**Radosav Krisan, President, Association of Czechs of South Banat**



In the picture: Street action in Vranje - It's cool to be a dustman

## WE ADVOCATE FOR:

- » Interethnic cooperation and interculturalism in educational programmes;
- » Publishing books that our peers in the region and Europe read - a library that would enable us to learn more about literature of our neighbouring countries;
- » Educational programmes that open difficult and painful issues about the peoples which do not exist anymore, but used to live in our towns and villages;
- » Theme excursions, camps, seminars, gatherings that enable young people to be guests and hosts to their peers from all of Serbia;
- » Travelling through Europe without visas to be a lifestyle not a privilege;
- » the names of streets to promote peace and cultural values;
- » Councils for Interethnic Relations which are working at their full capacities in local communities, exchanging experiences and cooperating with each other, and National Councils for Minorities working for the benefit of ethnic communities they represent for the benefit of the entire country;
- » Refugees, IDPs, returnees and all migrants in Serbia to be recognised and accepted as people who bring with them their culture and customs.

Opinions of participants of the project *Leave a Trace, Change the Place* - advocacy initiative for minorities.

## 1.2. VIP - VOLUNTEERISM IS INDEED A PRACTICE

Financially supported by the Ministry of Youth and Sport

### Project objectives:

1. Development of cooperation between Faculties and NGOs in providing support to refugees and other vulnerable groups;
2. Encouraging youth towards volunteer work with vulnerable groups (refugees, IDPs, etc.); and
3. Exchange and promotion of good practices of youth volunteer work with vulnerable groups.

**Geographical area:** Belgrade, Niš and Kragujevac

**Partners:** Volunteer Centre of Niš and Volunteer Centre of Kragujevac

### The most important results:

- 3 Partnership Agreements were signed between Group 484 and the following faculties: Faculty of Medicine of the University of Kragujevac, Faculty of Philosophy of the University of Niš, and Faculty of Law of the University of Niš. Group 484 already has a signed partnership agreement with the Faculty of Political Sciences of the University of Belgrade. These agreements represent key factors in sustainability of volunteer support to the vulnerable groups as well as in providing long term prospect of practical field work for students and young professionals (recently graduated).
- 204 volunteers from Belgrade, Niš and Kragujevac joined the Open Call for Participation initiated by this project.
- 81 volunteers passed the educational trainings aimed at preparing the youth for the direct contact and work with the vulnerable groups. The trainings also prepared them for developing individual small-scale projects targeting the selected vulnerable groups.
- 13 small-scale individual volunteer projects were developed targeting over 300 individuals of 6 different vulnerable groups (Roma youth, refugees, IDPs, elderly, returnees, children and youth without parental care). Their implementation started in January 2010.
- More than 100 volunteers had a chance to experience field work with vulnerable groups.

The activities are continued in 2010.

## 1.3 VOLUNTEERS AND STUDENTS FOR THE FORCED MIGRANTS' RIGHTS

Financially supported by CCFD

**The project objective was** to contribute to the development of a tolerant and socially inclusive society...

### The most important results:

- Future professionals in the field of social sciences familiarised with the concept of volunteerism and the forced migration issue:
  - » 24 students of social science adopted skills necessary for active participation in the local community and knowledge of the forced migration issues through two-day training.

- » 22 students of social sciences active in providing direct support to 85 displaced children and youth from 3 collective centres (Kaludjerica, Resnik and Mirijevo) and Roma settlement (Krnjaca) in Belgrade.
- » Faculty of Political Sciences and Group 484 signed the Memorandum of Understanding, and agreed upon two-year cooperation.
- Enhanced realisation of rights of forced migrants (returnees from Western Europe and IDPs in collective settlements):
  - » 85 children aged from 7 to 15 (returnees from Western Europe and IDPs in collective settlements) participated in 70 workshops organised by Group 484 volunteers. Their access to educational and cultural institutions was improved.
  - » 15 Roma returnee women were acquainted with their rights regarding education.



In the picture: Workshop with children from Belgrade settlement of Krnjača

## 1.4 SUPPORT TO THE PROCESS OF READMISSION THROUGH SUSTAINABLE REINTEGRATION OF RETURNEES FROM WESTERN EUROPE PROJECT CONTINUATION FROM 2008

Financially supported by EC - AENEAS

**Project objective was** establishment of direct support to the returnees (children and youth) for sustainable reintegration through psychosocial assistance.

**Geographical area:** Novi Pazar, Sjenica, Prijepolje, Zrenjanin, Novi Bečej, Vranje, Niš, Prokuplje, and Belgrade (Palilula).

### The most important results:

- 1,200 children and adolescent (returnees, refugees/displaced, socially vulnerable local population) received psychosocial support through 800 workshops
- 600 children and adolescent received newsletters on psychosocial activities and experience of the children and youth from other municipalities



In the picture: Workshop with children from Prokuplje



### SOME OF THE BENEFICIARIES' STATEMENTS:

"I feel great at the Serbian language workshops and that motivates me to learn Serbian and continue with my education, although I was returned to lower classes upon my arrival here. I participated in the creation of the bulletin in Vranje. I hope we will make another bulletin and that our Serbian will be even better, because we, returnees, did not speak Roma language, not to mention Serbian."

*Nadica Ajredinović, returnee, workshop participant, Vranje*

"T.T. a returnee from Germany, attended our workshops. In the beginning, he was extremely withdrawn. He would turn his back to the class and play on his own. He was very quiet and shy. He didn't like to write. He missed Germany a lot. He played only with his sister, and always sat next to her. He didn't want new friends. His Serbian was poor. Now, he is a completely new person, has friends, comes to workshops on time. He loves English and is very active during the workshops. On Valentine's Day he even told us the name of his sweetheart. We are very proud of him and his parents are thankful for the achieved success."

*Belkisa Beganović, workshop leader, Prijepolje*

"This project has been realised in our school since 2007, through psychosocial support to children returnees, IDPs from Kosovo and all other children. The project was launched at the right moment, since children did not know the language or Cyrillic letters. They had little knowledge and communication with them was very difficult. The most difficult part was their socialisation and inclusion and we have achieved great results in that area. My assessment is that the project has been 100% successful."

*Zulfo Čatović, Principal of "Dušan Tomašević - Čirko" Elementary School in Prijepolje where workshops were realised*

## 1.5. ECONOMIC AND SOCIAL INTEGRATION OF REFUGEES AND IDPS LIVING IN COLLECTIVE CENTRES IN SERBIA - PROGRAMME OF VOLUNTEER SUPPORT

Financially supported by Unicredit Foundation

**Project objective:** Integration of IDPs in south Serbia with the support of volunteers

**Geographical area:** Belgrade, Vranje, Bujanovac, Kraljevo, Kragujevac and Niš.

### The most important results:

- 107 volunteers in 6 towns improved their skills in working with vulnerable groups
- With the support of Group 484 volunteers - 33 women from collective centres in Vranje and 60 women from Bujanovac attended the health prevention programme, 42 children participated in sports activities, 200 citizens of Bujanovac participated in the action "Citizens' Health".

### STATEMENTS OF OUR VOLUNTEERS:

"Through workshops with children, we gained their trust and promised to take them to the theatre, which proved to be a good idea. Considering difficult living conditions, many of them cannot afford to visit such institutions and the theatre play was a new experience for them."

"Work with Group 484 was exceptionally important for students. During our activities, we recognised our opportunities, weaknesses, as well as strength and resources for our work as future social workers."

"A unique and completely new experience was to plan social activities for the marginalised children. Together with our mentors we made an action plan and realisation of the action."

The activities are continued in 2010.

In the picture: From the volunteer album for 2009



## 2. Forced migration, civil society...

**The objective of this field was:** Relevant public policy in the field of poverty reduction of migrants and vulnerable groups developed and implemented by influencing decision makers.

### ... and Poverty Reduction Strategy

#### 2.1. CIVIL SOCIETY FOCAL POINTS FOR POVERTY REDUCTION STRATEGY IMPLEMENTATION

Financially supported by UK Department for International Development through Serbian Government

The Commissioner for Refugees of the Republic of Serbia invited Group 484 to participate in the process of the creation of the **National Strategy for Refugees and Internally Displaced people and National Strategy for Migration Management, as well as to comment the Draft Law on the Amendments to the Law on Refugees.**

**Project objective was** to create an institutional channel of cooperation between, on one hand, Serbian Government, PRS Implementation Team, relevant Ministries and state institutions working on PRS implementation and other national strategies and programmes intended for refugees and internally displaced persons (IDPs), and, on the other hand, civil society organisations dealing with the issues of refugees and internally displaced persons.

The project lasted from June 2007 to March 2009.

**Partners:** ECRE, Centre for Peace, Legal Advice and Psychosocial Assistance from Croatia

**Geographical area:** Serbia, Croatia, Brussels

#### The most important results:

- The policy paper on the issue of occupancy/tenancy rights (OTR) of the refugees from Croatia. The issue is important for durable solution of the refugee situation in the region, and it is of great significance for the reconciliation and stability in this part of Europe.

Group 484 revived the issue of tenancy rights of refugees from Croatia through discussions in the OSCE forums: Economic and Environmental Forum (January 2009, Vienna) and the Human Dimension Meeting (October, 2009, Warsaw), international conferences organised by the UNHCR (June 2009, Geneva) and ECRE (October 2009, Madrid). In partnership with the Centre for Peace, Legal and Psychosocial Assistance in Vukovar, a policy paper was created on tenancy rights of refugees from Croatia, adopted by the European Council on Refugees and Exiles (ECRE).

### ... and active employment measures

#### 2.2. ADVOCACY FOR INCLUSION OF INTERNALLY DISPLACED PERSONS IN THE ACTIVE LABOUR MARKET POLICY MEASURES

Financially supported by UNDP

**The project objective was** increasing the employment of IDPs, beneficiaries of the temporary compensation/al-

lowance program through the existing and developing new active labour market policy measures of National Employment Service (NES).

**Geographical area:** Belgrade, Kraljevo, Niš

**Partners:** National Employment Service, 24 branches in central Serbia and Kosovo.

#### The most important results:

- Research realised:  
From February to May 2009, 7,521 temporary compensation beneficiaries filled out the questionnaire and thus enabled the research on employment. The focus group discussions with the temporary compensation beneficiaries were related to their inclusion in Serbian society, socio-economic status before and after displacement, their problems and possible solutions, and their observations and suggestions were incorporated in the final text on the research findings.
- The publication *Research findings with recommendations: Temporary compensation beneficiaries from Kosovo and Metohija* published.
- At the same time, Group 484, within two UNDP projects dealing with problems of IDPs (*Project Support to the Improvement of IDP Living Conditions in Serbia and Regional Project of Support to IDP Associations in Serbia*), held three round tables (in Kraljevo, Vranje and Kragujevac) with representatives of state institutions and local self-governments where they formulated recommendations for greater inclusion of IDPs in legal labour market.
- Report: *Temporary compensation beneficiaries from Kosovo and Metohija*, Research findings with recommendations. The report was posted on Group 484 website: <http://www.grupa484.org.rs/files/2009%20September-Group%20484-Temporary%20compensation.pdf>. Through our e-mail list with 2,500 addresses the report was distributed to all relevant stakeholders.
- The roundtable *Advocacy for Inclusion of Internally Displaced Persons in the Active Labour Market Policy Measures* was attended by around 40 representatives of government, nongovernmental and international organisations, and Group 484's research with temporary compensation beneficiaries was a starting point for discussion. The round table conclusion is that intersectoral cooperation and cooperation with nongovernmental organisations is crucial in order to tackle the problems of temporary compensation beneficiaries. In that sense, it was concluded that Group 484's research contributed exceptionally to establishing the social card of temporary compensation beneficiaries.

This roundtable also initiated a discussion on a draft law that should regulate the issue of temporary compensation.

- Ministry for KiM prepared the draft law on the support to members of Serbian community and members of other minority communities, which among other things should be dealing with the problems of temporary compensation beneficiaries. The Government of Serbia (which was one of group 484 recommendations) is trying to regulate the issues important for socio-economic position of people from KiM with the actual law and not with conclusions, as it has been the case so far. The good thing is that the draft law foresees that temporary compensation beneficiaries have all the rights and obligations as unemployed persons (except the right to monetary compensation during unemployment), which has not been the case so far.

Upon request of the State Secretary for Kosovo and Metohija, Mr Oliver Ivanović, and based on the research conducted with temporary compensation beneficiaries, Group 484 carried out simulation of expenses related to termination of temporary compensation, for the three following cases: initiation of own business, retirement, and stimulating employers to employ temporary compensation beneficiaries. Preliminary analysis shows that funds allocated for active employment measures, as well as financing expenses for meeting retirement requests can compensate expenses of temporary compensation, for the purpose of finding durable solutions for the existing beneficiaries.

### ... and economic and social integration

#### 2.3. EASIER - ECONOMIC AND SOCIAL INTEGRATION ENHANCEMENT OF REFUGEES AND IDPS IN SERBIA

Financially supported by Unicredit Foundation

##### Project objectives were:

- Establish direct assistance to refugees and IDPs living in collective centres;
- Create social networks to support social integration of refugees and IDPs into local community;
- Ensure jobs for refugees and IDPs through the creation of a Social Enterprise.

**Geographical area:** Belgrade, Kraljevo, Vranje, Bujanovac and Leskovac

##### The most important results:

- 14,973 different services were provided to 2,024 people (refugees and IDPs) from 42 collective centres and to local people from private accommodation.
- 4,490 legal services were provided (to 1,280 persons - 120 of them acquired documents from BiH or Croatia that were missing, the rest of them received documents from Serbia or some sort of legal support)
- 5,832 medical services to 1,793 persons were provided (the range of services varies from measuring blood pressure, communicating with health centres to urgent hospitalisation).

- 600 medical and hygienic packages delivered to collective centres;
- 4,651 psycho-social services to 1,021 persons were provided (the range of services varies from individual consultation, communication with the welfare centres to education and group therapy).
- Social enterprise Green and Clean registered and started working
- 5 persons are currently employed at the social enterprise
- 100 persons went through IT courses, business communication courses or gardening courses.
- 107 volunteers were engaged in the implemented activities;
- 17 different social events, mainly for youth, organised (sport days, street actions, trips, etc...)
- Needs Assessment has been conducted in October 2009 and involved 39 collective centres in almost 45 towns in Serbia and 2,073 people living there.

Through the project "Economic and Social Integration of Refugees and IDPs, we supported 2,024 people from 42 collective centres - 259 refugees and 1,657 IDPs - and 108 people in private accommodation in Belgrade, Kraljevo, Vranje, Bujanovac and Leskovac. 918 beneficiaries were male and 1,106 female; 312 children and 1,712 adults.

### and social housing policies

#### 2.4. ADVOCACY FOR INCLUSION OF VULNERABLE GROUPS IN SOCIAL HOUSING POLICY

Financially supported by Institute for Sustainable Communities (ISC)

**Project objective** was to contribute to the housing poverty reduction of forced migrants and other vulnerable groups.

**Geographical area:** Belgrade, Niš, Kraljevo, Novi Sad, Smederevo and Kragujevac

##### Results:

- The Law on Social Housing was substantially changed in six key points based on amendments proposed by Group 484 and its partners.
- Open Letter to the National Parliament was supported by 31 key stakeholders.
- *National Alliance for the Social Housing Development* was initiated, the Platform of the Alliance was created and support gathered.
- Regional round tables produced 45 recommendations and conclusions as guidelines for the *National Strategy on Social Housing*.
- 400 national and local stakeholders from 40 municipalities, from both civil and public sector, were involved in public discussions and consultations on the issues of social housing development.
- Electronic newsletter reached more than 250 relevant organisations and individuals.
- At least five media appearances in national media as a direct impact of our project activities.





In the picture: Press conference (Belgrade, Media Centre, 29<sup>th</sup> October 2009)

An important advocacy success of Group 484 was the adoption of the **Law on Social Housing and the fact that it was considerably changed as a result of amendments proposed by Group 484 and its informal partners**. The Law was adopted on August 31, 2009, and contains several important changes proposed by Group 484:

- » Action Plan was introduced along with the National Strategy on Social Housing, and thus the concept of the Strategy became more action-oriented; the purpose of the Action Plan outlined; (2) concept of social housing programme was clarified and it defined precedence with regard to the target groups;
- » Range of social housing programmes was extended to include non-profit housing for subsidised purchase;
- » Adoption of the by-law regulations (necessary for the implementation of the Law) was extended to one year;
- » Belonging to the vulnerable social group was introduced as the factor of primacy in the selection of social housing beneficiaries; and
- » Further elaborations of the conditions and criteria for social housing were explicitly linked with the national and local social housing programmes and related to the measures and policies defined in the relevant national strategic documents.

### ... and responsible government

## 2.5. CIVIL SOCIETY FOR GOVERNMENT ACCOUNTABILITY

Financially supported by Norwegian Government

**Project objective is** to increase government accountability and economic stability among Serbia's most vulnerable groups.

**Partners:** Amity, Autonomous Women's Centre, Centre for Independent Living Serbia, Civic Initiatives, Association For The Protection & Development Of Mental Health Of Children And Youth, Roma Information Centre, and Institute for Sustainable Communities (ISC).

**Geographical area:** Belgrade, Kraljevo and Vranje

### Results:

- Project team capacities were built through the series of comprehensive basic and advanced trainings on budgeting, budget policies, and budget monitoring.
- The second draft of the report Temporary Compensation and Social Housing - possibilities to reform budget expenditures through monitoring was prepared, encompassing issues that will be subject of the budget monitoring and analyses.

- Policy recommendations for the reform of temporary compensation were created and partially included in the relevant draft law proposed by the Ministry for Kosovo and Metohija.

### ... and readmission process

## 2.6 SUPPORT TO THE PROCESS OF READMISSION THROUGH SUSTAINABLE REINTEGRATION OF RETURNEES FROM WESTERN EUROPE TO SERBIA AND MONTENEGRO

Financially supported by EC -AENEAS

Group 484 participated in updating of "Guidebook for Returnees under Readmission Agreements" and "Manual on Conduct within Reintegration of Returnees," intended for representatives of state administration and local self-government. These are documents produced by the Council for Reintegration, in collaboration with line ministries and relevant state bodies, international and nongovernmental organisations, in order to provide mechanisms for reintegration of returnees in the existing legal and institutional framework.

**Project objective was** establishment of direct support to the adult returnees for sustainable reintegration through psychosocial assistance.

**Geographical area:** Novi Pazar, Sjenica, Prijepolje, Zrenjanin, Novi Bečej, Vranje, Niš, Prokuplje and Belgrade (Palilula)

### Results:

- Direct support to 300 returnees for sustainable reintegration through psychosocial assistance in 9 municipalities,
- 338 questionnaires with the beneficiaries from 9 municipalities (returnee families) were completed by Group 484. (In 2007 we established a database of returnees. Now, the database contains the total of 1,643 questionnaires from 38 municipalities (6,100 people) collected by Group 484 and SDF).
- Returnees, local population and representatives of the institutions were informed about project goals and activities through establishment of Psychosocial Newslet-

### Statements taken from participants and team members:

"I am glad that I was a part of the team that realised this project. If we changed the general health-educational situation of Serbian society and saved at least one life, we did a lot. Through these workshops, I've broken all prejudices about Roma and my numerous Roma patients that I understand and love more."

*Dr Biljana Lukić Petrović, leader of health workshops, Belgrade (Palilula)*

"I get up at 6, drink my coffee and then I start with my chores and make breakfast. I make bread and start cooking lunch. Then I go to pack cardboard that my husband collected. When I finish that, I rest for a while in front of TV. Then I go to workshops. I like a lot the workshops for women, because we talk and learn a lot of nice new things. We learned a lot and heard a lot at health workshops. It was very useful for me to hear about breast cancer from the doctor at health workshops."

*Hamdije Idović, participants of workshops for women, Belgrade (Palilula)*



ter (5 informative newsletters - 1,200 copies), informative leaflets (2,000 copies), 1 short TV film about project activities in Niš (together with TV Nišava) and 20 media reports.

*... and information support to returnees*

## 2.7. THE COUNTRY OF RETURN INFORMATION PROJECT AND VULNERABLE GROUPS: A KEY TO RETURN ASSISTANCE AND COUNSELLING

Financially supported by CARITAS and Vluchtelingenwerk Belgium

**Project objective:** collection and transfer of specific information on reintegration possibilities for potential returnees and their counsellors.

**Geographical area:** Serbia

**Result** was that Serbia Country Sheet is available for all state and international institutions dealing with migration, civil society organisations, professionals and scientific institutions at the following link: <http://www.cri-project.eu/cs/cs-serbia-en.pdf>.

*... and reports on the position of refugees*

## 2.8. THE WORLD REFUGEE SURVEY 2009 OF THE U.S. COMMITTEE FOR REFUGEES AND IMMIGRANTS

**The objective was** to participate in the creation of The World Refugee Survey (WRS) of the U.S. Committee for Refugees and Immigrants - the most famous and quoted global report about the position of refugees in the world.

**Result:** for the fifth year in a row, Group 484 participated in the part of the report regarding refugees and asylum seekers in Serbia.

Covers for Cheap Travel Guide, Group 484, 2009



*... Serbia towards the white Schengen list*

## 2.9. TOWARD THE WHITE SCHENGEN LIST

Financially supported by Fund for Open Society Serbia

**Project objective was** to 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.

**Geographical area:** Belgrade and Novi Sad

**Results:**

- National report on the fulfilment of the Road Map criteria for placing Serbia on the white Schengen list, with recommendations for the fulfilment of the remaining criteria. The report was printed in 250 copies and distributed to more than 800 e-mail addresses,
- The roundtable "Towards the White Schengen List" was held, attended by over 70 representatives of state organs, international organisations, embassies, nongovernmental organisations, the academic community, as well as 10 media representatives and they all informed the public about this event. The adopted conclusions of the National Roundtable were submitted to all relevant state organs (President of the Republic, of the Government, of the National Assembly, etc.),
- *Cheap Travel Guide*, written from the perspective of our young people who, after the long-awaited white Schengen list, had to solve the problems of financing their travels to Europe. The Guide was distributed to many youth offices, and it was reprinted in Montenegro,
- After the EXIT campaign, Group 484 representatives had numerous media appearances related to the issue of the White Schengen List; Radio Belgrade II, the broadcast Oko Balkana, FOX News, articles in Blic, Politika, Glas Javnosti. We were also guests on TV Avala, RTS, B 92.

# 3. Migration and development

**The objective of this field was:** Regional cooperation developed in the fields of: finding durable solutions for forced migrants, understanding the phenomenon of migration and developing socially responsible activities related to migrants and vulnerable groups.

## 3.1 WESTERN BALKANS TOWARDS THE WHITE SCHENGEN LIST

Financially supported by the Balkan Trust for Democracy (BTD) and the European Fund for the Balkans (EFB)

**Project objective was** to support the Western Balkans regional cooperation in the field of migration management in the context of visa liberalisation process with the EU through:

1. Identifying opportunities for creating the Western Balkans regional response to the migration issue and visa liberalisation process with EU,
2. Empowering national and regional stakeholders of WB in the field of visa liberalisation for regional cooperation, implementation of EU standards and national legislation in the field of migration management, and developing migration policies.

**Geographical area:** Albania, BiH, Macedonia, Montenegro, Serbia and Romania

### Results:

- Contribution to the visa abolishment for Serbia, Macedonia and Montenegro from 19<sup>th</sup> December, 2009.
- Identified opportunities for creating the WB regional response to the migration issue and visa liberalisation process with EU. The Study "WB towards White Schengen List" has been presented in European Parliament and at the Regional conference. We identified migration potential in Serbia and Romania through our Study "Migration Potential in Serbia and Romania in 2009". We also identified the level of implementation of the European standards in the migration management in the context of possible visa liberalisation through five national reports on the level of implementation of the European standards. National Report and Study with findings on migration potential was evaluated with very high grade (4.66).
- More than 400 stakeholders in WB have been introduced with these publication and reports and possibility to download it. In one of the evaluation forms, representative of Ministry of Interior stated that "prepared materials and organisation of the event directly supports everyday work of this Ministry"

In the picture: Regional conference of the WB countries - Towards the White Schengen List - 18<sup>th</sup> December 2009



- At least 20 EU decision makers in the field of visa liberalisation improved their knowledge on migration potential and determinants of international migration from the Western Balkans, the level of implementation of the European standards in the migration management in the context of possible visa liberalisation in the Western Balkans, their role in supporting development of WB regional response to the migration issue and visa liberalisation process with EU.
- Group 484 National Round Table Towards White Schengen List has been covered by media representatives: B92, RTV Pink, RTS, Fox TV, TV Palma plus, Radio Belgrade, TANJUG, BETA, FoNet, Belgrade 202, International Radio of Serbia, Politika, Glas javnosti, Kurir and 8 students of journalism. The Conference was followed by the great interest of media: Fox, RTS, International Radio of Serbia, TANJUG, FoNet, Politika, Radio Slobodna Evropa, Radio 202, etc.
- The Regional Conference of WB countries *Towards White Schengen List* was held in Belgrade, on December 19, 2009, the day when visa liberalisation for Serbian citizens, officially started. The conference gathered 80 participants, among them Ms Tanja Fajon, member of the European Parliament and EP Rapporteur for visa liberalisation.

Research on the migration potential in Serbia has shown that 68% of Serbian citizens have never thought of leaving Serbia and settling in another country, either temporarily or permanently. 12% have thought of leaving the country, but gave it up. 19% of Serbian citizens, i.e. 1,200,990 people over 15, are thinking of moving out of the country, which represents "total migration potential" of Serbia. However, taking into account how often and how long these 19% of people have thought of moving out, as well as how much they honestly believe that they would move out from Serbia in a reasonable time period, this number is reduced by half. 50% of the citizens who make the total migration potential "very rarely" and "sometimes" think of moving out, 54% have thought of it for over 5 years, and 55% believe that it is "not likely" or "not very likely" that they would move out from Serbia.

Therefore, a "probable migration potential" has been determined, so the percentage of potential migrants who have taken some preparation measures for moving out of the country - 6% or 379,260 persons, and the "real migration potential" by identifying the percentage of potential migrants who have applied for work or residence permit - 0,5% or 31,605 persons have been identified.

Migration potential determined by this research is much lower than the migration potential defined by IOM in the FRY in 1998, and the migration potential of Central and Eastern Europe - Poland, Czech Republic, Slovakia, and Hungary, that was determined in 1996. It is somewhat higher than the Croatian migration potential that was determined in 2004, which could be interpreted as differences in political, economic, and social context, especially by the current economic crisis, but also by differences in methodology.

### 3.2 RESEARCH: THE FIRST STEP TOWARDS MIGRATION MANAGEMENT IN SOUTHWEST SERBIA (IZUM)

Financially supported by ProProgramme

**Project objective** is to provide relevant information and data on the migration phenomenon and its consequences for socio-economic development of Southwest Serbia through scientific research, in order to use migration as potential for development of society.

**Geographical area:** Southeast Serbia, mainly Novi Pazar

**Partners:** Centre for Research in Politics Argument (Prije polje) and Youth Office - Novi Pazar.

#### Results in 2009:

- 10 young researchers and their mentors (5) in the field of migration identified
- 10 research in the field of migration initiated, on the following issues: youth mobility, Chinese migration, returnees, remittances, local policies and migration, visa liberalisation and youth mobility, internal migration, migration of educated youth.

The activities are continued in 2010.

### 3.3. DIASPORA FOR DEVELOPMENT OF UŽICE

Financially supported by the Ministry of Economy and Regional Development

**Project objective** was to instigate and promote local and regional socio-economic development through affiliation of local communities with diaspora and empowering local self-governments for attracting investments from diaspora.

#### Specific objectives:

1. Establishing the scope and structure of diaspora of the town of Užice and its possibilities for the contribution to development of the local community,
2. Establishing potential of the town of Užice for attracting investments from diaspora,
3. Developing capacity of the town of Užice for developing cooperation with diaspora with the aim to regain their trust in the hometown and economic development of the local community,
4. Best practice exchange related to cooperation between local self-governments and diaspora.

**Geographical area:** Užice

#### Results:

- Database on diaspora from Užice, which expanded from 22 people (12 men and 10 women) to 89 people in the database,
- Capacities of the town of Užice for more active engagement of diaspora identified, related to the development of the local community through analysis of strategic documents of the town of Užice and SWOT analysis of the existing practice, in cooperation with the diaspora,

- Good practices of centres and offices for diaspora identified, in cooperation with the diaspora in Serbia,
- Brochure *Possibilities for Cooperation between Diaspora and the Town of Užice*,
- The action plan of the town of Užice for the creation of cooperation with the diaspora created.
- The roundtable was attended by 23 participants.
- Through 2 media presentation, citizens of Užice were familiarised with the possibilities for cooperation with diaspora. Two TV stations covered the round table - TV 5 Užice and TV Lav.



Covers for Refuge Study 2

The second volume of "Refuge Study" was published, where the texts of Hannah Arendt, Lisa Malchishua, Giorgio Agamben, Suvendrini Perera, Bilent Dicken, Don Mekmastera and Nicholas De Genova were edited by Ivan Milenkovic and Predrag Sarcevic. The purpose of the publication is explained by the editors: "To incorporate the issue of refuge into the theoretical plane means to resist the legitimate but insufficient request for urgent action, to move away from the urgency of demand for immediate action and to set the problem in other terms and from other perspectives in relation to the prevailing ones. We believe that such an approach is a precondition without which the problem of refuge can be neither solved nor adequately set to provide an acceptable response."



In the picture: Roundtable "Diaspora for Development of Užice"



## 4. Group 484 - cooperation and partnerships

The objective of this field was: Resources of the organisation as well as of the local community mobilised for the purpose of the realisation of rights of migrants and vulnerable groups

### 4.1 LONG-TERM COOPERATION WITH DONORS ESTABLISHED

In 2009, we maintained cooperation with our long-term partners CCFD, which have been supporting Group 484 since it was founded. We continued cooperation with the Balkan Trust for Democracy and Fund for an Open Society Serbia in the field of visa regime liberalisation, and finally achieved the objective - placement of Serbia on the White Schengen List. We again ensured funds from the European Commission through the ELDHR programme. We also continued cooperation with Institute for Sustainable Communities (ISC) through our project *Advocacy for Social Housing Law* and their financial support, and joint realisation of the project *Civil Society for Poverty Reduction in Serbia* financed by the Norwegian Government.

The Mott Foundation continued to financially support our programme and institutional development.

We further strengthened our cooperation with Serbian government and institutions through our role of civil society contact organisation for poverty reduction for refugees and IDPs and our advocacy activities.

### 4.2 LOCAL COMMUNITY MOBILISED FOR SUPPORT TO FORCED MIGRANTS

We mobilised local community through campaigns that marked important international events:

#### World Refugee Day (June 20)

Volunteers helped Group 484 to mark the World Refugee Day by organising a press conference and a sports day for 150 refugee, IDP and returnee children and their peers in Belgrade. Key stakeholders in the field of migration were key speakers at the conference: Danijela Popović-Rocco, representative of the Commissariat for Refugees, Lennart Kotsalainen, the UNHCR representative in Serbia, Hans Ola Urstad, the Head of the OSCE, and Director of Group 484 Miodrag Shrestha. There were around 70 people in audience and more than 15 media representatives. Sports Day was organised for about 150 refugee, IDP and returnee children from Belgrade, joined by their peers from Zvezdara. Football and basketball tournament, games without frontiers, school for clowns, drawing and puzzle competitions pleased the children who enjoyed in socialising and sports activities. A part of the public perception about forced migrants (refugees, IDPs, returnees

under readmission agreements and other vulnerable population) is poor living conditions, lower educational level, and the hopeless situation they are in. However, all vulnerable groups also represent a potential strength of the society and if it perceives and accepts them in the right way, chances for improvement and development of the society itself are larger. Therefore, we believed that marking the World Refugee Day in the spirit of sport, children's joy and the upcoming Universiade was the right way to present the youth who are a part of our society and future.

#### Europe Day (May 9)

It is high time we entered the white Schengen list - was the joint conclusion of all the participants in the action Group 484 organised on the occasion of May 9, Europe Day. Our action was a part of the celebration initiated by the EU Integration Office of the Serbian Government. Representatives of embassies of the EU countries, international and local nongovernmental organisations filled Knez Mihailova Street in Belgrade with music, dance and information about their countries, and on that day only, the street was called "Europe Street". Ten Group 484 volunteers were distributing leaflets and balloons with the message "Let's fly over borders!", while passers-by were writing messages which the balloons should take over borders. "I wish I could travel without visas so that I could watch tennis"; "I want to study somewhere in Europe"; "I want to go to Europe as soon as possible, we are so late!"; "I want to learn about the world and to travel freely everywhere"; "I want to meet chicks from the European Union" were only some of the messages that the balloons took with them.

#### New Year

22 Group 484 volunteers organised an action of gathering donors' contributions. During the action, they contacted around 300 companies and institutions and 7 companies agreed to

In the picture: World Refugee Day







# Green&Clean

member of Bizian grupa

participate in it: Egmont, Soko Štark, Jaffa, Podravka, Swisslion Takovo, Jamaxm (Toys Pino) and Copy Planet. Together with them, we organised transport and reception of goods. Students from "Vuk Karadžić" Elementary School in Sremčica made 252 gift bags containing clothing items, school kits, toys, etc that students provided for their peers. VII grade students from "Branko Ćopić" Elementary School in Vidikovac raised money for buying sweets for the gift bags. Around 200 students from "4. April" Student Dormitory and other dormitories in Belgrade gathered sweets, toys and school kits for the gift bags. The "Duško Radović" Theatre prepared mini gift bags with sweets as a special surprise. Distribution of gift bags was organised in the period December 22 - 26, 2009. In compliance with the recommendations of the Ministry of Health regarding public gatherings during the swine flu epidemics, we organised distribution of gift bags in settlements where the children lived, mainly in public spaces. Children had fun drawing and singing with Santa Clause and volunteers.

#### 4.3 JELENA ŠANTIĆ FOUNDATION

This year, we have realised the first project within the "Logo, no?" Foundation, supported by the Ministry of Culture. The aim of the project was sensitisation of students from art high schools and colleges in Serbia for taking social responsibilities in their work through familiarisation with the activities of the "Jelena Šantić" Foundation, Group 484 and similar organisations, and through their personal engagement in the creation of two art products: logo of the Foundation



From the competition "Logo, no?"

and art solution for the "Jelena Šantić" Award. There were 19 works that met the criteria of the logo, as well as one group work that met the criteria for the Award solution. Our associates in the realisation of the project were Art Group ŠKART and Ivana Bogičević Leko, theatre director.

#### 4.4 ESTABLISHED COOPERATION WITH THE BUSINESS SECTOR

In this period, Group 484 had exceptionally active communication with Serbian business sector.

We continued cooperation with UniCredit Bank and their foundation Unidea through the project Economic and Social Integration Enhancement for Refugees and IDPs living in Collective Centres (EaSIER Project). During December Group 484 agreed with Unidea Foundation on additional funds for the promotion of the concept of social entrepreneurship through the Observatory on Social Entrepreneurship.

During a 7-day study visit to Italy we visited 9 different social cooperatives, and had meetings with representatives of UniCredit Bank and CGM consortia.

Group 484 representatives presented social entrepreneurship and position of social enterprises in Italy and Serbia to different organisations and institutions: International Organisation for Migrations, World Health Organisation, British Council, Balkan Community Initiatives Fund, SMART Kolektive, European movement, Commissariat for Refugees, Ministry of Economy and Regional Development, local authorities in Vranje, National Employment Service, etc.

The aim of the presentations was to create support and interest for the topic of social entrepreneurship among different stakeholders.

In cooperation with the Agency for Cooperation with NGOs and European Harmonisation, eight Group 484 volunteers presented our activities, the volunteer programme and social enterprise at the Practice Fair in Belgrade. Volunteers presented Group 484 as one of the organisations in which students can gain experience and contribute to the development of the community.

Group 484 became a member of the Global Compact Forum (UN initiative which gathers socially responsible companies).

Group 484 received additional funds for the establishment of agricultural social cooperative in Vranje from Fund for an Open Society Serbia. Through this initiative, which started in mid November 2009, we are planning to engage 10 women in food production process during 2010. Through establishment of working cooperative which will produce and sell domestic food products and sweets there will be 10 beneficiaries employed. The beneficiaries will also get additional education which will build up their capacities for finding employment. For the next year, we are expecting support of Bones Group, a food production company. This company promised to provide support, both in form of consultations and in finding a market for the products.

# 5. Group 484 - learning organisation

The objective of this field was: Develop organisational capacities and enhance quality of work through continuing education

## 5.1 THE SYSTEM OF RAISING INDIVIDUAL AND ORGANISATIONAL COMPETENCES INTRODUCED IN THE FIELD OF PROGRAMME AND PROJECT MANAGEMENT

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

- On January 19-20, 2009 in Vienna, Miodrag Shrestha, Executive Director of Group 484 made an address at the 17<sup>th</sup> OSCE Economic and Environmental Forum, and the topic was "Migration management and its linkages with economic, social and environmental policies to the benefit of stability and security in the OSCE region".
- On April 22-24, 2009, ECRE Management Board and Board of Directors had a joint meeting where Vladimir Petronijevic as a member of the Board and Miodrag Shrestha as an Executive Director participated. Both highly appreciated the ECRE's involvement in the Western Balkans.
- On June 3-5, 2009, the final conference of the IDEA project (Mediterranean and Eastern Europe Countries as New Immigration Destinations in the European Union) was held in Krakow, Poland where Miodrag Shrestha participated as a member of the Advisory Committee.
- On June 28-30, 2009, NGO consultations with UNHCR were held where Miodrag Shrestha participated as a facilitator of the Working Group for Refugee Protracted Situation. This meeting was attended by more than 100 representatives of NGOs from all over the world. Group 484 was the only one coming from the region of the Western Balkans.
- On October 4-6, 2009, Miodrag Shrestha participated in the Human Dimension Implementation Meeting organised by ODIHR/OSCE in Warsaw and presented the situation of forced migrants in Serbia.
- On October 7-8, 2009, Group 484 organised a study visit to the European Parliament where our regional team had intense dialogue with representatives of EU institutions regarding visa liberalisation. The event in the European Parliament was hosted by MEP Ms Renata Weber attended by Ms Tanja Fajon, Rapporteur for Visa Liberalisation for WB countries and Mr Jelko Kacin, Rapporteur for Serbia and Ms. Cecilia Wikstrom MEP from Sweden. It was also attended by assistants and officers of different European Parliament Committees. Another meeting was held with Ms Dafni Gogou, Head of the Unit for Immigration and Asylum DG JLS. The working dinner was organised with the represen-

tatives of the Brussels' civil society: Ms Alexandra Stigl-mayer, director of the project White Schengen List, European Stability Initiative, Mr Fabrice de Kerchove, programme coordinator of the King Baudouin Foundation, representatives of the European Council for Refugees and Exiles (ECRE). The Western Balkans civil society delegation was consisted of the members of our regional project team: Miodrag Shrestha, Group 484 Executive Director, Sara Nikolić, Senior Researcher, Association Alumni of the Centre for Interdisciplinary Postgraduate Studies (ACIPS), from Montenegro, Vladan Simonovic, member of Executive Board of the Centre for Democracy and Human Rights (CEDEM), from Albania, Ilir Qorri, researcher, European Movement in Albania, from Macedonia, Andreja Stojkovski, Chairperson, Macedonian Centre for European Training (MCET).

## 5.2 THE EFFECTIVENESS AND EFFICIENCY THROUGH GOOD PLANNING

Group 484 has created two Strategic Plans, 2002-2006 and 2007-2009 so far. Given that the implementation of the last Strategic Plan ended in 2009, Group 484 organised strategic process for the development of the Strategic Plan 2010-2012. The process of strategic planning was carried out in three stages:

1. Evaluation of the Strategic Plan 2007-2009 implementation;
2. Creation of the Strategic Plan 2010-2012;
3. Creation of the Action Plan for 2010.

Evaluation process was carried out in period May-Jun 2009 by external evaluators Jelena Marković, Monitoring and Evaluation Coordinator for Deputy Prime Minister's Poverty Reduction Strategy Implementation Focal Point and her assistant Sever Džigurski. According to the 5 strategic directions covered by the Strategic Plan 2007-2009, the focus in the evaluation process was on the following:

- Identification of the level of realisation of programme and organisational strategic directions and goals (in the given context 2007-2009),
- Identification of the level of influence of the implemented programme activities on different levels: direct and indirect target groups; donor community; relevant institutions; NGOs; decision-makers and public,
- Analyses of efficiency of Group 484 organisational structure.

This was a participatory, summative, management oriented evaluation. An active inclusion of the Programme staff not just as a source of data but also as creators of the evaluation questions allowed this evaluation to promote a participatory approach towards evaluation and to improve next strategic cycle process to a greater extent.

Strategic planning was organised as a three-day seminar (July 14 - 17) with Group 484 staff outside of Belgrade (Andrevlje). The seminar was facilitated by external consultants Jelena Marković and Sever Dzigurski.

The product of the seminar was Draft Strategic Plan 2010-2012 that Management Team finalised in November. Based on the Strategic Plan and the funds planned for 2010, the Management Team also developed the Action Plan for 2010.

All documents were approved by the Management Board, at a meeting held on December 22, 2009.

### **5.3 THE ACCOUNTABILITY AND TRANSPARENCY OF GROUP 484 WORK ACHIEVED**

The Annual Report for 2008 was created, printed and distributed in 2009. All the material necessary for writing the Annual Report for 2009 was also collected.

At the beginning of 2009, we installed a new website with better information design. The new look provides better links between different contents, enables an easier access to all different aspects of our work, with special emphasis on our publications and various policy analysis and research, and attracts more young people. We also opened a new section of the website - Migration Centre - intended to provide resources for studying migrations. Number of visitors and visits to the website increased. In the second part of the year, there were 10,640 visits (7,262 unique visitors) and 37,094 pages opened. This is an average of 58 visits per day, with an average of 3.5 pages per visit every 3 minutes. Compared to 2008 (data compared - November 2008 and 2009), the increase is by 80% in number of visits (60% in the number of unique visitors) and 137% in the number of pages viewed.

# 6. The most important achievements in 2009

## INTERCULTURALISM AND VOLUNTEERISM

- Signed agreements on cooperation between Group 484 and four faculties for students' internship within Group 484 projects;
- 300 volunteers in Belgrade, Vranje, Kraljevo, Kragujevac and Niš participated in Group 484 projects, assisting forced migrants and vulnerable local population to integrate into society; 180 young activists organised a campaign to promote the rights of ethnic minorities and intercultural dialogue in Kikinda, Čoka, Vršac, Bela Crkva, Kovačica, Zaječar, Vranje, Bosilegrad, Sjenica, Užice and Belgrade;
- 1,200 children and young returnees from Western Europe under readmission agreements empowered for social integration through educational and creative workshops;
- 2,000 citizens acquainted with the status of ethnic minorities in Serbia through 10 media presentations and campaigns led by young people in their towns;
- Publication "Leave a Trace, Change the Place - towards interculturalism" published, containing recommendations for the improvement of intercultural dialogue in Serbia, especially through activities with youth;
- Jelena Šantić Foundation, supported by the Ministry of Culture, publicly promoted its programme for the future focused on the mixture of youth activism and cultural programmes.

## FORCED MIGRATION

- Total of 2,024 vulnerable people- in 42 collective centres in Serbia (Belgrade, Kraljevo, Vranje, Leskovac and Bujanovac) received 14,973 services (medical, psychological and legal assistance);
- Social enterprise "Green & Clean" established, which provides cleaning services, minor repairs and gardening; 30 refugees and displaced people trained for gardening and 70 for providing cleaning services, completed computer and communication courses;
- 300 returnees from Western Europe under readmission agreements received psychosocial support in 9 municipalities in Serbia - Novi Pazar, Sjenica, Prijepolje, Zrenjanin, Novi Bečej, Vranje, Niš, Prokuplje and Belgrade (Palilula);
- In cooperation with the Ministry for Kosovo and Metohija and the National Employment Service a study was conducted on the payment of temporary compensation to displaced persons from Kosovo and Metohija, with 7,521 temporary compensation beneficiaries. The goal of the study was to obtain information necessary for defining proposals for measures that would reform this kind of benefits from the state budget;
- Recommendations provided by Group 484 and its partners adopted through the suggested amendments to the Law on Social Housing. The law was adopted on August 31, 2009;
- We contributed to the creation of the Draft National Strategy for Resolving the Issue of Refugees and Internally Displaced Persons. The second working version

was posted on the site of the Commissariat for Refugees in November 2009;

- We contributed to the creation of the Strategy for Migration Management, which was adopted on June 26, 2009;
- We contributed to the creation of the Draft Law on Amendments and Supplements to the Law on Refugees, adopted in March 3, 2010;
- Group 484 revived the issue of tenancy rights of refugees from Croatia through discussions in the OSCE forums: Economic and Environmental Forum (January 2009, Vienna) and the Human Dimension Meeting (October, 2009, Warsaw), international conferences organised by the UNHCR (June 2009, Geneva) and ECRE (October 2009, Madrid). In partnership with the Centre for Peace, Legal and Psychosocial Assistance in Vukovar, a policy paper was created on tenancy rights of refugees from Croatia, adopted by the European Council on Refugees and Exiles (ECRE).

## MIGRATION AND DEVELOPMENT

- Since 2005, Group 484 has been persistently advocating for liberalisation of the visa regime with the EU and thus contributed to the acceding of Serbia to the white Schengen list in December 2009;
- Migration potentials of Serbia and Romania were established through field research on a representative sample of 1,109 citizens in Serbia and 832 citizens in Romania. A comparative analysis of the migration potential and characteristics of returnees in both countries was conducted. The publication "The Migration Potential of Serbia" was published, written by Tanja Pavlov;
- A brochure "Uzice: Opportunities for Cooperation between Diaspora and the Town of Užice" was created;
- Good practices of centers and offices for diaspora were identified, in cooperation with diaspora;
- The second volume of "Refuge Study" was published, where the texts of Hannah Arendt, Lisa Malchishua, Giorgio Agamben, Suvendrini Perera, Bilent Dicken, Don Meckmaster and Nicholas De Genova were edited by Ivan Milenkovic and Predrag Sarcevic. The purpose of the publication is explained by the editors: "To incorporate the issue of refuge into the theoretical plane means to resist the legitimate but insufficient request for urgent action, to move away from the urgency of demand for immediate action and to set the problem in other terms and from other perspectives in relation to the prevailing ones. We believe that such an approach is a precondition without which the problem of refuge can be neither solved nor adequately set to provide an acceptable response";
- Report on migration in Serbia was created for the Social Watch publication "Migrants in Europe as Development Actors - between hope and vulnerability". The promotion of the publication was on December 8 in the European Parliament in Brussels. The electronic form of the report is available on the link <http://www.socialwatch.eu/wcm/Serbia.html>.



## 7. Funding

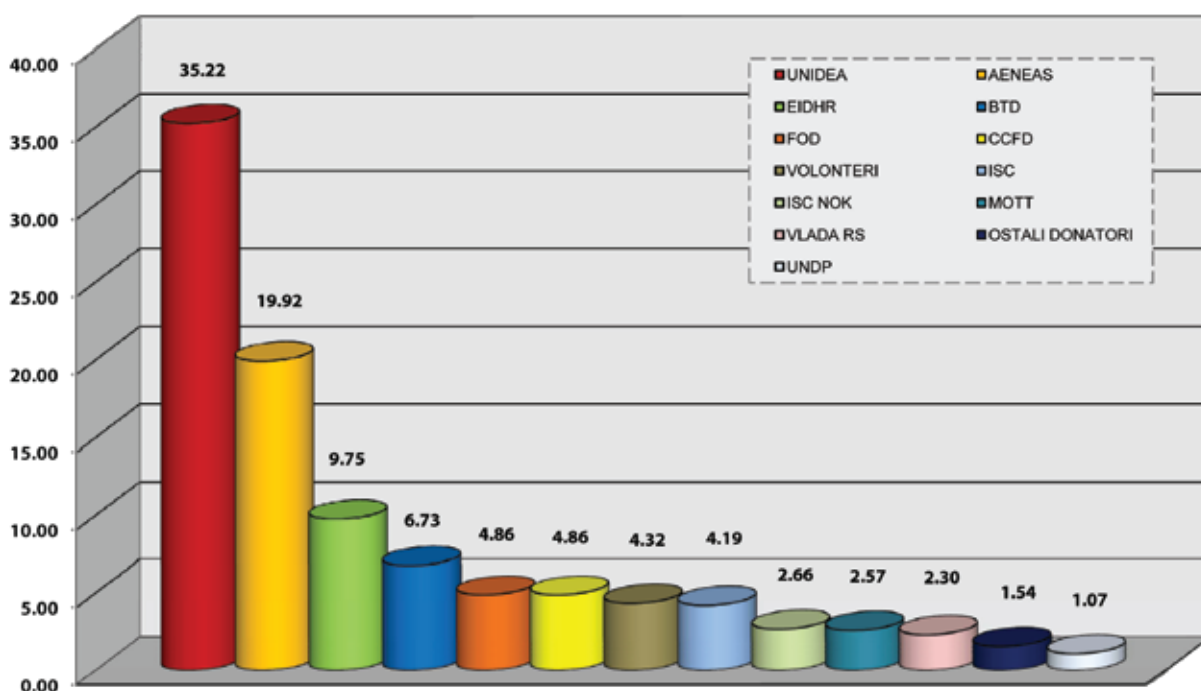
In 2009, we were supported by 14 international donors (AENEAS, BTD, CCFD, UNIDEA, MOTT, ISC, FOD, UNDP, ECRE, CARITAS BELGIUM, OSCE, EIDHR, EFB, Committee for Refugees and Immigrants). The Government of the Republic of Serbia, private donors and volunteers also made contributions.

The greatest share in the income was that of international donors (91.86%): 36.56% UNIDEA, 14.37% AENEAS, 12.80% EIDHR, 5.74% BTD, 5.83% FOD, 4.15% CCFD, 3.57% ISC NOK,

and 2.71% Mott. Serbian Government participated in total expenses with 3.21%, private donations with 1.25%, and volunteer work with 3.68%.

The greatest share in the expense was that of international donors (92.80%): 35.22% UNIDEA, 19.92% AENEAS, 9.75% EIDHR, 9.75% EIDHR, 6.73% BTD, 4.86% CCFD, 4.86% FOD, 4.19% ISC, 2.57% Mott. Serbian Government participated in total expenses with 2.30%, private donations with 0.58%, and volunteer work with 4.32%.

DONORS - FUNDS IN 2009



### LEGEND:

**UNIDEA** - Unidea - UniCredit Foundation

**BTD** - The Balkan Trust for Democracy a Project of the German Marshall Fund

**MOTT** - Charles Stewart Mott Foundation

**AENEAS** - Assistance to the third countries in the field of migration and asylum

**FOS** - Fund for Open Society

**ISC** - Institute for Sustainable Communities

**ISC NOK** - Institute for Sustainable Communities; Norwegian Ministry of Foreign Affairs

**EIDHR** - European Instrument for Democracy and Human Rights

**CCFD** - Comitee Catholique le Faim et por le Developmenet

**UNDP** - United Nations Development Program

## GROUP 484

**Executive Director:**  
MIODRAG SHRESTHA

**Deputy Director:**  
TANJA PAVLOV

**Programme Coordinators:**  
ZORICA ŽIVOJINOVIĆ  
VLADIMIR PETRONIJEVIĆ  
GORDAN VELEV

**Programme Team:**  
DANILO RAKIĆ  
SINIŠA VOLAREVIĆ  
ZAGORKA AKSENTIJEVIĆ  
NATAŠA CERIBAŠIĆ LJUBOMIROVIĆ  
SNEŽANA KRSTANOVIĆ  
LEPOSAVA MITROVIĆ  
MIROSLAVA JELAČIĆ  
ĐORĐE MILIJANOVIĆ  
MARKO AKSENTIJEVIĆ

**Office:**  
JOVANA U. KRSTIĆ  
BRANKA ANTANASIJEVIĆ  
JASMINA SINOBAD

**Translator:**  
NATAŠA GRBA SINGH

**IT support:**  
VLADIMIR RADULOVIĆ i DRAGANA RADULOVIĆ

**Logistic support:**  
DEJAN TRBUŠKOVIĆ

**Intern:**  
KAROL BOVE FIRST

## 8. Group 484 and associates

### GROUP 484 MANAGEMENT BOARD MEMBERS

NATAŠA RAŠIĆ  
Legal Advisor, UNDP

VESNA CIPRUŠ  
Consultant

IRINA SUBOTIĆ  
Professor at the Faculty of philosophy,  
Art History Department, Novi Sad University

VOJIN DIMITRIJEVIĆ  
Professor at the Faculty of Law in Belgrade,  
Executive Director of the Belgrade  
Centre for Human Rights

ZORAN HAMOVIĆ  
Director of CLIO Publishing Company,  
Special Advisor at the Ministry of Culture of RS

VERA KOVAČEVIĆ  
Consultant, Centre for Liberal Democratic Studies

TANJA MIŠČEVIĆ  
Assistant Professor at the Faculty of Political  
Sciences in Belgrade

Adnan Dizdarević  
 Adnan Salih  
 Ajša Alić  
 Aleksandar Bakić  
 Aleksandar Nikolić  
 Aleksandar Nikolovski  
 Aleksandar Omerović  
 Aleksandra Asprovaska  
 Aleksandra Živković  
 Alija Ljuntirije  
 Aljiju Menderes  
 Altena Asanović  
 Ana Čekerevac  
 Angelina Mišina  
 Belkisa Beganović  
 Besim Beganović  
 Biljana Arsić  
 Biljana Lukić Petrović  
 Biljana Stojanović  
 Bojan Brkić  
 Bojana Milošević  
 Bojana Prvulj  
 Boris Belić  
 Branko Andjelkovic  
 Branko Vasiljević  
 Damir Barčić  
 Danica Ćirić  
 Daniela Janković  
 Danijela Dalipović  
 Danijela Dimitrijević  
 Danijela Janković  
 Danijela Marić  
 Darko Kocjan  
 Dejan Ilić  
 Djemile Aliti  
 Dobrila Stojanović  
 Dragan Dinić  
 Dragan Protić  
 Dragan Zlatković  
 Dragana Mitrović  
 Dragana Pešić  
 Dragana Ristić  
 Dragana Vučićević  
 Draženka Čelebićanin  
 Dubravka Stajić  
 Đuro Simić  
 Dusan Casic  
 Duška Bajić  
 Duško Radosavljević  
 Emina Imamović  
 Enes Salković  
 Farija Kadrijević  
 Fatima Topanica  
 Fazila Mehmedović  
 Goran Petrović  
 Gordana Balaban  
 Gordana Kostić  
 Gordana Mijalković  
 Gordana Nikolić Srbinac  
 Gordana Vasić  
 Gorica Raković

Hamdija Idović  
 Haris Pepić  
 Ifet Kovačević  
 Igor Jojkić  
 Igor Vujović  
 Indira Kuburović  
 Ivan Milenković  
 Ivan Stojanović  
 Ivana Bogičević Leko  
 Ivana Jovanović  
 Ivana Pušić  
 Ivana Stanković  
 Jarmila Jonašova  
 Jasmina Pejović  
 Jasminka Saitović  
 Jelena Babić  
 Jelena Golubović Todorović  
 Jelena Halabrin  
 Jelena Marinković  
 Jelena Penić  
 Jovan Kitić  
 Katica Savić  
 Kristina Šolaja  
 Laura Saitović  
 Lepasava Mitrović  
 Ljiljana Dragović  
 Ljiljana Ristić  
 Ljiljana Trajković  
 Ljubica Petković  
 Magdalena Petrović  
 Maja Kostić  
 Maja Veličković  
 Margarit Ekovoju  
 Marija Radivojević  
 Marija Rančić  
 Marija Stojanović  
 Marina Jovanović  
 Marina Vidojević-Stanković  
 Marko Aritonović  
 Maša Tilinek  
 Mevludin Rovčanin  
 Milan Manić  
 Mile Đošić  
 Milena Dimitrijević  
 Milica Ponjavić  
 Miljana Mitrović  
 Milka Milanović  
 Milka Tošić  
 Miloš Đajić  
 Miodrag Goranović  
 Miroslav Čolić  
 Mirsad Sušica  
 Mirsada Tripković  
 Muamera Kahrimanović  
 Mujesira Mehmedović  
 Nataša Milenković  
 Nedžad Nezirović  
 Nenad Tabaković  
 Nevena Tišma  
 Nevzeta Rondić  
 Olivera Pavlović

Radmila Dimić  
 Radmila Gava  
 Radmila Gošović  
 Radovan Vuletin  
 Razija Kladničanin  
 Rosa Jelačić  
 Ružica Marjanović  
 Salih Adnan  
 Sanela Kamberović  
 Sanja Stamenković  
 Saša Demirović  
 Sedat Vrcić  
 Selena Junačkov  
 Sever Džigurski  
 Slađana Stanković  
 Slavica Novković  
 Slavica Selimović  
 Slavica Zadro  
 Slobodan Marković  
 Slobodanka Stanković  
 Smilja Nikolić  
 Smiljka Blazin  
 Snežana Lović  
 Sofija Jović Jugović  
 Sonja Rosić  
 Stojadin Ivanović  
 Suzana Mladićević  
 Suzana Pantović  
 Suzana Radovanović  
 Svetlana Bojić  
 Svetlana Cekić  
 Svetlana Perovanović  
 Svetlana Vuković  
 Tanja Kolarov  
 Tanja Milanović  
 Tijana Mojsin  
 Todorka Tomović  
 Velinka Šajin  
 Verica Janković  
 Verica Minić  
 Vesna Andjelkovic  
 Vesna Cucić  
 Vesna Pavlović  
 Vesna Živković  
 Vladimir Grečić  
 Vladimir Ludoški  
 Vladimir Mehmedović  
 Žaklina Živković  
 Žarko Arsić  
 Zora Jorgačević  
 Zoran Grba Singh  
 Zoran Popović  
 Zoran Tilinek  
 Zorica Durmišević  
 Zorica Mančić  
 Zorica Spasojević  
 Zuhra Sinančević  
 Zulfo Čatović  
 Zvonko Živković

i drugi