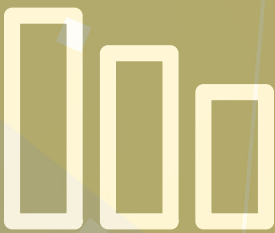


THE ART OF SURVIVAL

HOW THE SOCIAL PROTECTION SYSTEM IS?



SMALL SOCIAL ASSISTANCE AMOUNT

Actually, it is just for survival,... you cannot live only from this financial aid, you can only survive... The statistics says that the average monthly basket is 30.000 denars,... and I am asking what will you eat with 3.200-3.300 denars if the monthly basket is 30.000. This is shameful, degrading and terrible.

Dragana person with physical disability and social assistance recipient



UNJUST

It is not fair, there are lots of families that need help that don't receive it.

Marija, single mother, social assistance recipient



CORRUPT

For example, they [social services employees] give permanent financial assistance to healthy people, and want discontinue my assistance in order to give it to someone from their people.

Jadranka person with disabilities and recipient of permanent financial assistance



BELATED PAYMENTS

We have not received social assistance in two / three months already. And when they finally decide to send money, it's only for one month, not for three. It happens very often.

Petra, mother of a person with a disability



LONG AND COMPLEX PROCEDURES

There are many things that should be done. First one thing, than another, than third... Than again should start from the beginning [...] Our administration works very slowly.

Stefan, a father of two children with disabilities



PUNITIVE

[Social services employees] showed up for one of their unannounced checks and saw me patching up an old pair of pants on the sewing machine. They discontinued my assistance immediately because apparently I was making additional money by sewing for other people. The sewing machine was for personal use only; I did not sew for other people.

Jadranka person a disability and recipient of permanent financial assistance



STIMULATES INACTIVITY

It is better not to receive anything. I will work and I will manage somehow rather than to receive only 3000 denars.

Jadranka person with disabilities and recipient of permanent financial assistance