

Platinum Boxes Bridges & Bullets

**Report on available services for persons
with disabilities searching for a job**

Serbia 2009



Platinum boxes, bridges & bullets
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Content:

INTRODUCTION	6
1. LEGAL FRAMEWORK AND DEFINITIONS	7
1.1 POLICY MEASURES AFFECTING THE SUPPLY-SIDE OF EMPLOYMENT OF PERSONS WITH DISABILITIES:	7
1.1.1. <i>Legislative framework</i>	7
1.1.1.1 Definitions of persons with disability and disability	7
1.1.1.2 Cooperation between the Government and DPO's	7
1.1.1.3. Disability-legislation	8
1.1.1.4 General employment legislation and regulations from a disability perspective	9
1.1.2. <i>Enabling policies</i>	9
1.1.2.1 Policies on access to education,	9
1.1.2.2 Vocational and business skills development,	10
1.1.2.3 Employment services,	10
1.1.2.4 Credits,	10
1.1.2.5 Accessibility of the built environment, public transport,	11
1.1.2.6 Direct employment policies	11
1.2 POLICY MEASURES AFFECTING THE DEMAND-SIDE OF EMPLOYMENT OF PERSONS WITH DISABILITIES	12
1.2.1 <i>State incentives and subsidies encouraging employers to recruit and retain workers with disabilities</i>	12
1.2.1.1 Grants for training	12
1.2.1.2 Tax, social insurance relief	12
1.2.1.3 Grants for workplace adaptation	12
1.2.2 <i>Awards for employers</i>	12
1.2.3 <i>Technical advisory services (on accommodation of workers with different type of disability, job analysis and job matching)</i>	13
1.2.4 <i>Measures to combat stereotypes</i>	13
2. PERSONS WITH DISABILITIES IN FIGURES	14
2.1. THE TOTAL NUMBER OF PERSONS WITH DISABILITIES	14
2.2. EMPLOYED AND UNEMPLOYED	15
2.2.1. <i>Education</i>	16
2.3. AVAILABLE PROFILE OF PERSONS WITH DISABILITIES	17
2.4.1. <i>The desire to work</i>	18
2.4.2. <i>Active in job search</i>	19
2.4.3. <i>Sources for information</i>	20
2.4.4. <i>Employment and unemployment</i>	21
2.4.5. <i>Services</i>	22
2.4.6. <i>Prejudice</i>	23
2.4.7. <i>Equality at the work place</i>	23
2.4.8. <i>Pre-conditions and policy priorities</i>	24
2.4.9. <i>Problems in obtaining a job</i>	24
2.4.10. <i>Job change</i>	25
2.4.11. <i>Satisfied employers</i>	25
3. MAPPING OF CSO AND DPO SERVICES	26
3.1 CSO - DPO - CROSS - WHAT'S THE DIFFERENCE?	26
3.2. REPRESENTATION	28
3.3. MAIN GOALS AND ACTIVITIES	29
3.4. DATA	29
3.5. SERVICES RELATED TO EMPLOYMENT	29
3.6. OPINIONS ABOUT EMPLOYMENT	31
4. NES SERVICES	36
4.1. REGISTRATION, ASSESSMENT AND GENERAL APPROACH	36

4.2. DATABASE	37
4.3. SERVICES	40
4.4. OPINIONS.....	42
4.5. JOB PLACEMENTS IN FIGURES	43
5. CONCLUSIONS & RECOMMENDATIONS.....	51
5.1. POLICY MEASURES AND LEGAL FRAMEWORK	51
5.2. DATA	52
5.3. DPO/CSO.....	53
5.3.1. <i>Current performances</i>	53
5.3.2. <i>Recommendations for future development of DPO</i>	54
5.4. NES	56
5.5. JOB PLACEMENTS	56
5.6. UNEMPLOYMENT AND EMPLOYMENT.....	57
5.7. EMPLOYMENT STIMULATING FACTORS AND - BARRIERS	57
5.8. EMPLOYMENT STRATEGY	58
5.9. NEXT STEP	58
ANNEX 1: ANALYSIS OF PROVISIONS OF LEGAL AND POLICY FRAMEWORK FOR EMPLOYMENT OF PERSONS WITH DISABILITIES IN SERBIA.....	59
A.1.1. <i>Law on Prevention of Discrimination against Persons with Disabilities</i>	59
A.1.2. <i>Proposal for the Law on Professional Rehabilitation and Employment of Persons with Disabilities</i>	59
A.1.3. <i>The Labor Law</i>	64
ANNEX 2: QUESTIONNAIRE CSO/DPO	65
ANNEX 3: INFORMATION ABOUT PARTICIPATING ORGANISATIONS FOR PERSONS WITH DISABILITIES.....	70
ANNEX 4: QUESTIONNAIRE NES	85

Tables, Graphs and charts:

Table 1: Estimates persons with disabilities	15
Table 2: CRID study	17
Table 3: CIL study	18
Table 4: Desire to work	19
Table 5: Methods job search.....	19
Table 6: job applications.....	20
Table 7: employer types	21
Table 8: Unemployed according to status.....	22
Table 9: Problems getting a job	24
Table 10: barriers.....	31
Table 11: needed services	32
Table 12: cooperation.....	34
Table 13: Level of education.....	37
Table 14: comparison unemployed according to level of education	38
Table 15: educational level of NES categories of persons with disabilities.....	39
Table 16: NES programmes for persons with disabilities 2004-2007	40
Table 17: comparison between all registered job seekers/finders and persons with disabilities NES	44
Table 18: comparison job finders in regional programmes and persons with disabilities	44
Table 19: placements persons with disabilities according to sector	46
Table 20: job placements according to NES disability type.....	46
Table 21: comparison of registered job seekers with disabilities and job placements of persons with disabilities, according to NES disability category	47
Table 22: job placements according to educational level	49
Table 23: job placements according to age	49
Graph 1: Methods job search.....	19
Graph 2: job applications	20
Graph 3: employer types	21
Graph 4: unemployed according to status	22
Graph 5: problems getting a job	24
Graph 6: barriers.....	32
Graph 7: needed services	32
Graph 8: cooperation	34
Graph 9: comparison unemployed according to level of education	38
Graph 10 & 11: comparison job finders in regional programmes and persons with disabilities	45
Graph 12: job placements according to sector	45
Graph 13: job placements according to NES disability type.....	47
Graph 14: comparison of registered job seekers with disabilities and job placements of persons with disabilities, according to NES disability category	48
Graph 15: gender division job placements	48
Graph 16: job placements according to educational level	49
Graph 17: job placements according to age	50
Chart 1: Participating organisations	27
Chart 2: cooperation	33
Chart 3: employment relevance, impact and implementation	34
Chart 4: NES services	40
Chart 5: NES opinion employment promotion	43

Introduction

The adoption of the Law on Professional Rehabilitation and Employment of Persons with Disabilities is nearing; with that Law, the main legislative framework aiming at the equality of persons with disabilities will be completed. Of course this is just the beginning of a long and demanding process.

The Laws are only providing the legal frame; the majority of the plans and measures for implementation are mostly not yet available, nor are the instruments. The planning of the implementation of many of the necessary pre-conditions still has to be accomplished. It will therefore take “another while” before actual results can be seen.

Never the less the ambitions of government and organisations of persons with disabilities are high: it is time to score.

With this in mind ILO planned activities related to the promotion of Corporate Social Responsibility in the area of employment promotion for persons with disabilities.

These activities start with “taking stock”: who knows what about the supply side of the labour market of persons with disabilities and what services are offered for them? Which services are carried out by the organisations that represent and advocate for the interests of persons with disabilities and services provided by the NES.

These questions resulted in this document.

Chapter 1 makes an inventory of the legal framework and the available measures.

Chapter 2 gives an overview with available figures about persons with disabilities.

Chapter 3 maps the organisations of persons with disabilities and the services of Disabled Persons Organisations (DPO) and Civil Society Organisations (CSO).

The fourth chapter goes into the services and performances of the National Employment Service.

Chapter 5 presents the main conclusions and recommendations.

This study has an essential message: with the completion of the main legal framework a new era starts. The position of persons with disabilities on the labour market is a worldwide concern and challenge. Serbia has set essential steps with establishing the laws. While gradually moving to putting this frame to practice, it should be pointed out that provisions and actions should be carefully designed: efforts should be precisely designed and targeted.

Therefore, the level of ambition should be nothing less than platinum “boxes” with valuable data, platinum “bridges” creating the effective networks and infrastructure and platinum bullets hitting employment.

1. Legal framework and definitions

1.1 Policy measures affecting the supply-side of employment of persons with disabilities:

1.1.1. Legislative framework

The new 2006 Constitution of Serbia explicitly prohibits discrimination on grounds of physical and intellectual disability (clause 3, article 21).

Prohibition of discrimination on grounds of disability is further elaborated in various particular laws that will be analyzed in sections 1.1.1.2., 1.1.1.3. and in greater detail in Annex 1.

1.1.1.1 Definitions of persons with disability and disability

The Law on Prevention of Discrimination against Persons with Disabilities provides a wide definition of persons with disabilities, based on a social model and approach towards disability:

“Persons with disabilities are persons with a physical, sensory, intellectual or emotional impairment, acquired at birth or subsequently, who, due to social and other barriers, are denied or have restricted opportunities for participation in the social activities on a basis of equality of others, regardless whether they can perform the above- mentioned activities with use of aids and/ or support services” (article 3).

The National Strategy for Enhancement of the Status of Persons with Disabilities contains an identical definition. Nevertheless, legislation traditionally dealt with physical and sensory disability and difficulties in development, i.e. intellectual and learning disabilities.

The Legislation prescribing eligibility criteria for compensatory rights and benefits provides more narrow definitions, e.g. Law on Disability and Retirement Insurance that had been adopted in 2003 defines disability as “total loss of working capacity due to changes in health caused by injuries at work, professional diseases, injuries out of work or diseases that cannot be removed by treatment or medical rehabilitation” (article 21).¹

1.1.1.2 Cooperation between the Government and DPO's

Since 2003, the Government of Serbia has set up a Council for Disability Affairs, a governmental advisory body. The Council currently consists of the Director General of the Ministry for Labour, Employment and Social Affairs, members are the Deputy Minister in charge of the Department for Protection of Persons with Disabilities, representatives of other ministries such as Justice, Health, Construction and Traffic, Culture, Education (ministry counsellors) and 4 representatives nominated by National Union of Disabled Persons Organisations and professors from the Faculty for Special Education and Rehabilitation.

During the past 2 years the Council was not fully operational and failed to have sessions in 2008 and 2009 so far.

¹ „Službeni glasnik Republike Srbije“ («Official Gazette of Serbia») br. 34/ 2003,

In 2004, the Ministry in charge of Social Affairs set up the Department for Persons with Disabilities. This Department is in charge of the cooperation with DPO's. *Inter alia*, the Department provides funding for DPO projects and annual grants, and it also finances some regular activities and salaries of staff of the majority of national DPO's.

1.1.1.3. Disability-legislation

In April 2006 Serbia adopted the **Law on Prevention of Discrimination against Persons with Disabilities**². This Law prohibits discrimination in labor relations and employment (articles 21 – 26), among other areas. More detailed analysis of the provisions of this Law can be found in Annex 1.

The grieved party may initiate a court procedure, requesting cessation of the act of discrimination, prohibition of its repetition and compensation for moral and material damages sustained.³

Since 2006 a number of court proceedings had been initiated on basis of complaints for disability-based discrimination. Some of those complaints were lodged due to alleged disability-based discrimination in labour relations, but all except one have been dismissed. In one case a public competition for a post of a secretary in a DPO had been annulled as a person without disability was originally hired, even though the other 4 candidates for the job were persons with disabilities.

In September 2008 Government of Serbia submitted the proposal for the **Law on Professional Rehabilitation and Employment of Persons with Disabilities** to the Parliament. The decision-makers and the disability movement in Serbia attribute the central position in promotion of employment of persons with disabilities in this law. Preparations for the drafting of the law started already in 2003. The draft law underwent number of changes and the most recent version from September 2008 is rooted in the findings of the Feasibility study on reform of employment of persons with disabilities in Serbia from June 2006.⁴ The Feasibility study is the result of work of experts from the Netherlands, Germany and Serbia. The Ministry of Labour, Employment and Social Affairs commissioned it and EAR supported its' realization.

On the basis of the draft Law, persons with disabilities are entitled to:

- Assessment of their working capacity and determination of the status of a person with disability
- Promotion of employment, work and social inclusion, equal conditions for participation at the labour market
- Measures and activities of professional rehabilitation
- Employment under general conditions
- Employment under specific conditions
- Measures of active employment policy
- Employment in special forms of employment and working engagement for persons with disabilities

² "The Official Gazette of Republic of Serbia" No. 33/ 2006.

³ Leerentveld, H, Rauschenbach, B, Savcic, R, Tatic, D: "Integration Step by Step: Feasibility Study for improving the employment for People with Disabilities in Serbia", Belgrade, (2006), p. 13. For a more detailed analysis of the Law see Tatic, D: "Zastita ljudskih prava osoba sa invaliditetom" (Serbian for Protection of Human Rights of Persons with Disabilities), Belgrade, (2008)

⁴ See Leerentveld, H, Rauschenbach, B, Savcic, R, Tatic, D: "Integration Step by Step: Feasibility Study for improving the employment for People with Disabilities in Serbia", Belgrade, (2006)

- Other rights prescribed forth by the law (art. 6)

More detailed analysis of the provisions of this Law can be found in Annex 1.

The Government of Serbia adopted the **National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007- 2015**. The overall aim of the Strategy is to improve the situation of persons with disabilities in Serbia to the status of equal citizens with all rights and duties.

One of the six general aims of the Strategy, the aim four, prescribes for development of policies, measures and programs, especially in the fields of the education, employment, labour relations and housing that would be aimed at providing equal opportunities to persons with disabilities and promoting their independence and active life.

Specific aim nine furthermore prescribes for ensuring equal opportunities to persons with disabilities in the fields of employment and labour relation by putting forth a systemic framework based on the needs and capacities of persons with disabilities.⁵ Specific measures for realization of the aim nine of the Strategy will be further elaborated in the segment 1.1.2 and 1.2 of this study.

1.1.1.4 General employment legislation and regulations from a disability perspective

The Labour Law from March 2005 explicitly prohibits discrimination on the basis of disability (article 18). More detailed analysis of the provisions of this Law can be found in Annex 1.

1.1.2. Enabling policies

1.1.2.1 Policies on access to education,

The National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007/ 2015 - specific aim eight - prescribes that measures must be taken in order to ensure that all persons with disabilities enjoy the right to equal education and that equal opportunities for learning and development are provided to children, youth and adults with disabilities in their respective communities.

The Law on Prevention of Discrimination against Persons with Disabilities prohibits the discrimination of persons with disabilities as far as education is concerned. This Law does however not prescribe an obligation to provide reasonable accommodations for those pupils who so require.⁶

The Law on Higher Education prohibits discrimination on the grounds of motor and sensory handicap (Article 8). The founder of an educational institution is obligated to finance the conditions for the students with disabilities to study (Para 13, Article 59).⁷

The Law on the Basis System of Education, inter alia, prohibits discrimination on the grounds of "physical and psychological constitution". However, as far as education of the children and youngsters with disabilities is concerned, the Law refers to it only in the context of the *segregated, special education* without any regulations about integrating the children and youngsters with disabilities in mainstream education.⁸

⁵ For a more detailed analysis of the Strategy see Tatic, D: "Zastita ljudskih prava osoba sa invaliditetom" (Serbian for Protection of Human Rights of Persons with Disabilities), Belgrade, (2008)

⁶ Tatic, D. et al.: "National Disability Report of Serbia", Belgrade, (2007), p. 15.

⁷ Ibid.

⁸ Op. cit, p. 16.

1.1.2.2 Vocational and business skills development,

Some of the activities to be implemented according to the National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007/ 2015 - specific aim nine⁹ - are:

- Strengthening the role and responsibilities of social partners in the development and implementation of comprehensive employment policies for persons with disabilities (9.3)
- Applying the concept of life long learning based on abilities of persons with disabilities and the needs of labour market (9.4)
- Informing the employers about the abilities of persons with disabilities (9.6)
- Informing the persons with disabilities about employment opportunities (9.5)
- Development of support to employers that hire persons with disabilities (9.7)
- Development of evaluation of abilities and needs based on international standards (9.8)
- Employment of persons with disabilities at open labour market as absolute priority and sheltered employment as an exception in cases when employment at open labour market is not possible (9.9)
- Development of a social economy (9.10)

1.1.2.3 Employment services,

The National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007/ 2015 prescribed these activities as well:

- Make general programs for training and employment programmatically, information-wise and spatially accessible to persons with disabilities (9.14)
- Create a new profession of agents for employment of persons with disabilities (9.17)

The National Employment Service NES offers support to persons with disabilities that register as unemployed and seek employment through specific programs; NES offers subsidies for adaptation of the working place and wages to employers that hire persons with disabilities.

In order for an employer to realize their right to cover the expenses of the workplace adaptation and salaries, it is necessary to apply at the National Employment Service (NES) and prepare necessary documentation.

According to the NES Annual Report over 2007, the NES provides funds for promotion of new employment of persons with disabilities, offering subsidies for opening of new working places for persons with disabilities and grants for employment programs.¹⁰

1.1.2.4 Credits,

There are no specific banking credit lines aimed at employment of persons with disabilities in Serbia at the moment. Employers can apply for general banking credits offered for starting up ones business and entrepreneurship.

⁹ See above, page 7 of this document.

¹⁰ See Chapter 4 for more details.

The persons with disabilities who would like to become self-employed and start their own business can apply for the means at the National Employment Service.

In August 2007 a public call for realization of programs for self-employment was published. Subsidies were provided for applicants from priority marginalized groups and each subsidy would amount 130,000 dinars, the same for each individual applicant, regardless of the group he/she belonged to. Persons with disabilities were the first on the list of marginalized groups that were entitled to subsidies for self-employment.

1.1.2.5 Accessibility of the built environment, public transport,

Article 14 of the amended Law on Construction and Planning prescribes for the mandatory application of accessibility standards on new public objects of general interest. Amendments to the Law prescribe for fines for investors and persons responsible for not ensuring access to public object of general interest (art 41).

The Law on Prevention of Discrimination against Persons with Disabilities prescribes that local authorities should take measures in order to make the physical environment, buildings, public areas and transport accessible for persons with disabilities (art 33).

Many public objects and public transport in most cities in Serbia are not accessible.¹¹

1.1.2.6 Direct employment policies

In 2006 the Government of Serbia adopted the **National Employment Policy**. Its provisions pertaining to persons with disabilities are as follows:

„In spite of the relatively developed legislation and the so far undertaken measures (the National Employment Service has financially assisted the creation of new jobs for physically challenged persons and in adjustment of existing jobs to fit the work capability of such persons), the rate of employment relevant for this group is still relatively low. Only 13% of disabled persons have a chance to work and only one third of the employed persons with disability have their work posts adjusted to their needs. In addition, the low level of education of persons with disability is often the reason for their unfavorable social position. The recommended measures for stimulation of employment and work activity of disabled persons include:

- Offering incentives to employers to hire persons with disability
- Establishing cooperation between employers and the NES for the purpose of defining which jobs could be offered to persons with disability and how to adjust the respective work posts to make them safe for such workers
- Regulating quotas of compulsory employment of persons with disability and monitoring and sanctioning possible violations of this regulation (alternatively: transferring certain amounts of money into the Fund for employment of disabled persons)
- Enhancement of access to employment for persons with disability and enabling acquisition of higher level of education and professional skills through creation of various educational programs. It is also necessary to stimulate inclusion of persons with disability into adequate adult education programs (if the programs conform to their individual capabilities)
- Building an infrastructure accessible for persons with disability in all institutions

¹¹ Tatic, D. et al.: “National Disability Report of Serbia”, Belgrade, (2007), p. 37 - 38.

- Foundation of a special Fund for stimulation of employment of persons with disability and a special Council to monitor their progress.

Disabled persons' "environment quality" is to be assessed through periodical surveys for the purpose of providing better accessibility of public services to the group."

1.2 Policy measures affecting the demand-side of employment of persons with disabilities

1.2.1 State incentives and subsidies encouraging employers to recruit and retain workers with disabilities

1.2.1.1 Grants for training

There are no specific grants for training of persons with disabilities in Serbia.

1.2.1.2 Tax, social insurance relief

The fiscal legislation from 2006 that entered into force in 2007 prescribes that the employers who employ persons with disabilities are exempt from taxes and contributions for wages of the employees with disabilities in the period of three years.¹² This is a highly significant incentive for employers that hire persons with disabilities.

1.2.1.3 Grants for workplace adaptation

In the period January – December 2007 the NES funded the adaptation of the working places for persons with disabilities in accordance with his/her remaining working capacity in the amount of 100,000 dinars.

In 2007 NES provided the financial support in the total amount of 39,040,000 dinars for adaptation of new working places for persons with disabilities.¹³

1.2.2 Awards for employers

Besides the tax and social insurance relief and exemptions described in 4.2.1.2 and grants for workplace described in 4.2.1.3, NES also offered the choice between two possible subsidies for opening a new working place for an unemployed person with disability:

- Participation in the funding of wages for a hired person with disability in the amount of up to 80% of the average wage in Serbia, for the period of 12 months, or
- Subsidies for mandatory contributions for social insurance, the employer has to pay for an employee with disability's, for the period of 36 months

In 2007 NES adopted 274 decisions on refunding of wages for employed persons with disabilities.

It concluded 268 contracts for employment of 371 persons with disabilities.

In 2007 NES paid total of 75,044,013 dinars for the refunds of wages of employed persons with disabilities. This sum also includes the refunds paid to employers on basis of programs and contracts concluded in 2006.

¹² Law on Amendments to Law on Taxes on Income of Citizens ("Official Gazette of Serbia" No 62/2006) and Law on Amendments to Law on Mandatory Contributions for Social Insurance ("Official Gazette of Serbia" No 62/2006).

¹³ See Chapter 4 for details.

The NES Report states that refund of wages is a more popular measure of subsidizing the employment of persons with disabilities among the employers as amounts offered are higher than subsidies for mandatory contribution for social insurance and the period of mandatory monitoring of implementation of the measure is shorter.¹⁴

In 2007 NES adopted 7 decisions on refunding of the mandatory contribution for social insurance the employer has to pay for an employee with disability.

It concluded 7 contracts for 7 employed persons with disabilities.

In 2007 NES paid total of 2,060,231 dinars for the refunds of mandatory contribution for employees with disability social insurance. This sum also includes the refunds paid to employers on basis of programs and contracts concluded in 2005 and 2006.

1.2.3 Technical advisory services (on accommodation of workers with different type of disability, job analysis and job matching)

The National Employment Service has at least one officer in charge of provision of support to registered unemployed persons with disabilities who seek employment in each of its' regional branches. However, there is no systematic development of capacities and services of NES in that respect at the national level.

1.2.4 Measures to combat stereotypes

Awareness raising on capacities of persons with disabilities as employees among employers and the general public is one of the key tools in enhancing the employment rate of those persons. Organizations of persons with disabilities are especially active in this area.

The Department for Persons with Disabilities of Ministry of Labor and Social Affairs supported financially a number of awareness campaigns of DPO's. The Muscular Dystrophy Association of Belgrade and Center for Development of Inclusive Society CRID published a guide for employers on hiring persons with disabilities and produced a couple of video clips in cooperation with the Faculty of Dramatic Arts in Belgrade. The video clips were broadcasted at national and local TV stations.

The Center for Independent Living of Persons with Disabilities of Serbia CIL prepared a research on quality of employment of persons with disabilities in Serbia and a book of life stories of successful persons with disabilities, accompanied by video clips that were broadcasted on 30 national and local TV stations.

The UNDP Country Office Serbia initiated in 2008 Global Compact Serbia with various companies from the private sector, civil society organizations and public authorities, to promote the concept of corporate social responsibility.

The Forum of Young Persons with Disabilities concluded a protocol on cooperation with Delta Holding, providing disability training.

¹⁴ Page 41 of the NES Annual Report for 2007

2. Persons with disabilities in figures

There is currently no comprehensive, reliable data available on the socio-economic position of persons with disabilities in Serbia.¹⁵

The feasibility study for the draft-Law on Employment Promotion and Rehabilitation of People with Disabilities in 2006, already urged for a system of data collection about the socio-economic position of Persons with Disabilities, in order to acquire a reliable - zero-base - starting point to assess and re-assess the development and effectiveness of policies in this respect.

Such a system is however not yet available and all baseline figures about Persons with disabilities that will be presented in this study are either the result of projections and indicative calculations or are results of not-representative samples and sometimes even combinations of the two.

However taking into account, that even if unemployment among persons with disabilities would be 50 per cent instead of 70 per cent, the difference with the general unemployment rate in Serbia (18.8 per cent in 2007) is still relevant enough to justify specific attention.

2.1. The total number of persons with disabilities

There are three indicators available to estimate the total number of persons with disabilities¹⁶ in Serbia.

The first one stems from a research carried out in Serbia by Handicap International in 2001, indicating that 6.5 per cent of the people are dealing with a disability. This research however practically excluded persons with mental or/and intellectual disabilities and people with sensory disabilities, which explains the relatively low percentage.

The second indicator is from the World Health Organisation, estimating that 10 per cent of the people have to deal with a disability (as a world-wide indicator). The third indicator is based on a Eurostat survey in 14 EU Member States, stating that 14.5 per cent of the population reports disability (of which 4.5 per cent reports severe and 10 per cent moderate disability).

Transferred to the current available (April 2008) Serbian situation¹⁷, this leads to the following estimates:

¹⁵ A survey based on the Eurostat report "Disability and social participation in Europe" would give an excellent point of reference

¹⁶ Not enough data available for a representative breakdown in terms of age, gender, educational level and region

¹⁷ Labour Market Survey, National Employment Service (NES), 4-2008

Table 1: Estimates persons with disabilities

April 2008	Total Serbia	Handicap International (6.5%)	WHO (10%)	Eurostat (14.5%)
Population	7,528,262	489,337	752,826	1,091,598

2.2. Employed and unemployed

The size of the labour force of persons with disabilities cannot be calculated; there are no reliable estimates available and too many uncertainties¹⁸

There are three national indicators available for the size of employment, though only in percentages. The first one is based on a national study of 2001 "Disabled Persons and Environment"¹⁹ calculating that 13 per cent of the Persons with Disabilities have employment. However this was never meant to be more than a first indication.

The second indicator is based on research by the Inclusive Society Development Centre (CRID) "Research on the employment and self-employment of persons with disabilities in Serbia" (2007), among almost 1000 persons with disabilities stating that 21 per cent of Persons with Disabilities are employed. This number maybe however influenced by unbalances in the constitution of their sample (relatively too much physical disabilities, too little sensory disabilities and almost no intellectual and mental disabilities²⁰).

The third indicator is from the Labour Market Analyses carried out in 2008 by the Support to Unemployed and Human Resource Development Programme (EuropAid) (Radimo Zajedno do posla) among 983 employers, employing 137,316 persons; they found that 6 per cent of the companies involved in their research²¹, employ on average 6 persons with "disturbing factors", under which also disabilities are understood.²²

If this result would be transposed to the whole business sector²³ approximately almost 7,500 Persons with disabilities would be employed in the business sector. (Parts of the public sector, NGO sector and sheltered workshops excluded.)²⁴

The official unemployment is registered by the National Employment Service (NES). At the end of 2007 23,202 Persons with Disabilities were registered as job seeker.

¹⁸ For instance:

- Experiences in other countries learn that increasing age leads generally to a higher share of disability
- The number of persons with disabilities with disability pension (362,609) available or not available for work.

¹⁹ In PRSP 2004, based on research carried out by Prof. PhD Viktorija Cucic

²⁰ One should bear in mind that under Serbia's Family Law persons with intellectual and mental disabilities can have their legal capacity restricted or fully revoked. Therefore, many persons with those types of disabilities lack legal capacity and cannot conclude a labor contract and thus don't constitute as part of the labor force.

²¹ The bigger companies tend to employ persons with disabilities more than smaller enterprises.

²² Based on the 20,598 enterprises that were established in January 2008 (Statistical Office of the Republic of Serbia)

²³ That is, if the other categories of "disturbing factors" used in this analyses, varying from addiction and delinquency to insufficient communication skills and general factors relating to long-term unemployment, are not substantial...

²⁴ With use of the data regarding the division of employment according to economic sector of the CRID research, this approach would lead to a total of almost 13,000 persons with disabilities employed.

Related to the total estimated number of Persons with Disabilities in Serbia, the employment estimates and compared to experiences in other European countries, this number seems quite low²⁵ and cannot be considered as a reliable indicator for the unemployment among persons with disabilities and it is not yet a reliable indicator for the labour supply among persons with disabilities.

The current reliability can be questioned on the basis of signals from different CSO's and DPO's saying that the level of unregistered (hidden) job-interested Persons with disabilities is still high and there are also serious indications in the different studies, confirming those suspicions. Furthermore one should take into account that the (qualitative) accessibility of the NES (transport, buildings, information) is still an issue for investments. And last but not least: the job-placement ratio of the NES does not yet catch up with the number of registered job seekers: 190 jobs on average per year against 23,000 job seekers on yearly average in the period 2004-2007 leads to ± 0.8 per cent chance on job placement.

2.2.1. Education

A very important precondition for effective employment promotion is education. Overall, the information about the education level of persons with disabilities is scarce. The NES Annual Report 2007 that solely provides information about the education level of registered unemployed persons with disabilities, but this is relatively (23,202) a small part of the population with disabilities.

Further, the Ministry of Education provided partial data on persons with disabilities included in the education system²⁶:

The Ministry published data about children attending special development groups in the mainstream pre-school institutions: during 2003-2004 200 children with disabilities attended special development groups in 37 pre-school institutions in Serbia. Out of this number, 14 institutions with 100 children were located in Belgrade. The Ministry does not have data about children with disabilities who are integrated in the mainstream peer groups in pre-school institutions.

As far as the elementary education is concerned, the Ministry has data about children with disabilities who attend special schools and special classes in mainstream schools. Data about the number of children with disabilities who attend mainstream schools is incomplete and partial. 7,560 children with disabilities attended 51 special schools, while 1,374 children with disabilities attended special classes in mainstream schools in 2000-2001. According to a sample of 97 mainstream schools, 8,099 pupils with disabilities attended mainstream classes in these schools.

In 2005, special classes for children with disabilities existed in 218 mainstream elementary schools.

Out of 51 special schools in Serbia, 37 schools are for children with mild intellectual disabilities, 8 for children with hearing impairments, 3 for children with sight impairments, 2 for children with physical disabilities and 2 for children with behavioral disorders.

As far as secondary education is concerned, the Ministry provided data on the number of special schools and special classes in mainstream schools. However, the Ministry did not publish the number of youngsters with disabilities attending those schools. There are 25 special elementary schools for children with intellectual

²⁵ See for instance: "The employment situation of people with disabilities in the European Union", study prepared by EIM Business and Policy Research, EC, 2001

²⁶ Input for the National Strategy of Improving the Situation of Persons with Disabilities in Serbia, 2006

disabilities, 14 for youngsters with hearing impairments, 5 for young with sight impairments and 3 special schools for youngsters with behavioral disorder. As far as the mainstream schools are concerned, there are 11 special classes for youngsters with disabilities; the number of students varies between 50 and 90.

Data about the needs for adapted education is not available.

2.3. Available profile of persons with disabilities

Apart from the NES annual report, which reports on job finders among persons with disabilities, there are two relevant recent studies going into the labour market position of persons with disabilities: the earlier mentioned study of the Inclusive Society Development Centre (CRID) and a study of the Centre for Independent Living (CIL). In 2008 CIL performed a study among 128 persons with disabilities, 65 non-disabled persons and their employers.

People with intellectual disabilities were not participating in the CRID study and they constituted only 9.4 per cent of persons interviewed in the study of CIL.²⁷

The structures of the studies are as follows:

Table 2: CRID study

Structure of CRID study		
Total number of respondents	998	
Response labour market position	972	97%
Female	41%	409
Male	59%	589
18 – 24 years	18%	180
25 – 34 years	29%	289
35 – 44 years	24%	240
45 – 54 years	18%	180
55 – 64 years	11%	110
Participating municipalities	Ada, Bogatic, Cacak, Cajetina, Kikinda, Kragujevac, Kraljevo, Leskovac, Merosina, Negotin, Nis, Pancevo, Paracin, Pozarevac, Pozega, Prijepolje, Sombor, Sremska Mitrovica, Surdulica, Sabac, Valjevo, Vrsac, Zajecar and Belgrade city municipalities: Barajevo, New Belgrade, Rakovica and Vracar.	

²⁷ Given the specific legal position and the influence of family relations, specifically targeted research on their employment position might be necessary.

Table 3: CIL study

Structure of participating persons with disabilities in CIL study		
Number of respondents	128	
Female	42.2%	54
Male	57.8%	74
16 – 25 years	15.6%	20
26 – 30 years	16.4%	21
31 – 40 years	23.5%	30
41 – 50 years	27.3%	35
51 years and older	14.1%	18
Unknown	3.1%	4
Participating municipalities	Zrenjanin, Sombor, Smederevo, Kikinda, Novi Sad, Petrovaradin, Apatin, Vrsac, Loznica, Gornji Milanovac, Pozarevac, Petrovac, Despotovac, Jagodina, Kragujevac, Nis, Leskovac, Kula, Ivanjica, Cacak, Belgrade.	

Unfortunately desegregated results of the different other aspect of the studies were not available.

The main results regarding the labour market position of persons with disabilities are presented below.

2.4.1. The desire to work

There is a big desire to work: 84 per cent of the respondents would like to have a job. The younger respondents are, the more they want a job. Remarkable is that persons who are living with their family have a stronger desire to acquire work (97 per cent) then those who live single (62 per cent).

Being employed on the open labour market is important for 70 per cent of the respondents who would like to have a job.²⁸ The remaining 30 per cent needs a sort of special employment, including working in a sheltered workshop.

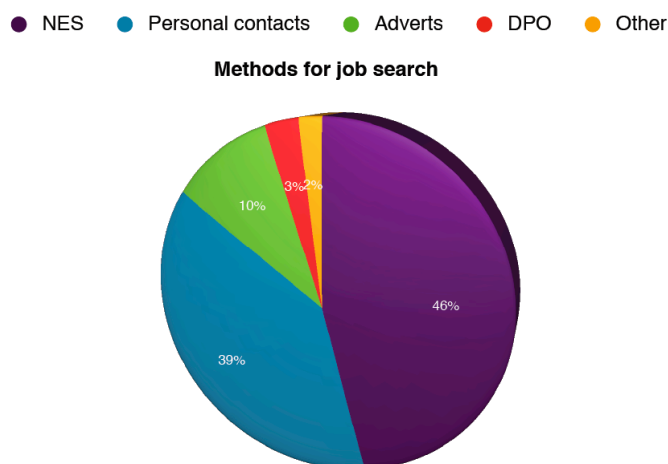
²⁸ CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

Table 4: Desire to work

Desire to work (CRID)	Percentage	Out of 972
Likes to have a job	84%	816
Does not want a job	16%	156
Wants open market job	59%	572
Wants special employment	25%	245

2.4.2. Active in job search

More than half (410 out of 816, 53 per cent) of the respondents²⁹ are active in job search. Out of those most used the NES and their personal contacts to search for jobs. The CIL research reported generally the same: personal and social contacts and recommendations, as well as the mediation of the NES are most used to find jobs.

Graph 1: Methods job search**Table 5: Methods job search**

Methods for job search (CRID)	Percentage	Out of 816
NES	46%	375
Personal contacts	39%	318
Advertisements	10%	82
DPO	3%	24
Other	2%	16

²⁹ CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

Apparently it is difficult to identify suitable vacancies as 25 per cent of the respondents³⁰ applied for jobs in the last year.

Graph 2: job applications

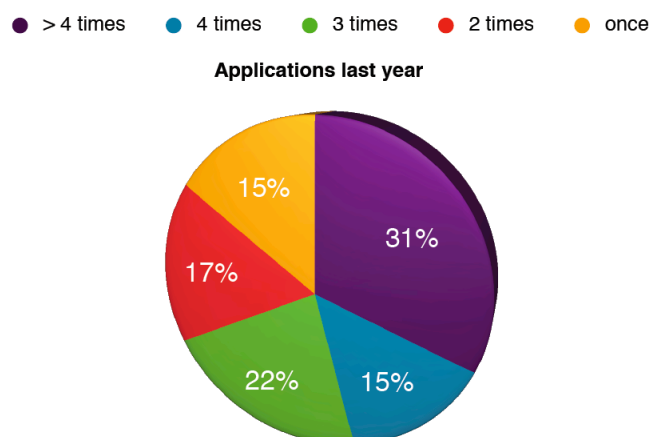


Table 6: job applications

Job applications per year (CRID)	Percentage	Out of 410
> 4 times	31%	127
4 times	15%	62
3 times	22%	90
2 times	17%	70
Once	15%	62

Most active job seekers are people with sensory impairments³¹. This is also confirmed in the CIL research: people with sensory impairments have relatively the highest employment rate, together with persons with disabilities who need no or little support.

Regarding the working hours there may be differences with people without disabilities as only 29 per cent of the respondents would like to work full time and 24 per cent part time; 47 per cent has no specific preference. However, one should bear in mind that specifically the persons with physical impairments could require specific reasonable accommodation; this could include flexible working hours, when necessary.

2.4.3. Sources for information

In obtaining information about employment in general and vacancies respondents³² used the following sources (more than one answer possible, in order of importance):

³⁰ CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

³¹ CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

- NES
- Personal contacts
- Centres for Social Welfare
- DPO, local authority, private companies
- Media and NGO's

2.4.4. Employment and unemployment

As mentioned before, 204 (21 per cent) of the 972 respondents³³ are employed; they work in the following types of employment:

Graph 3: employer types

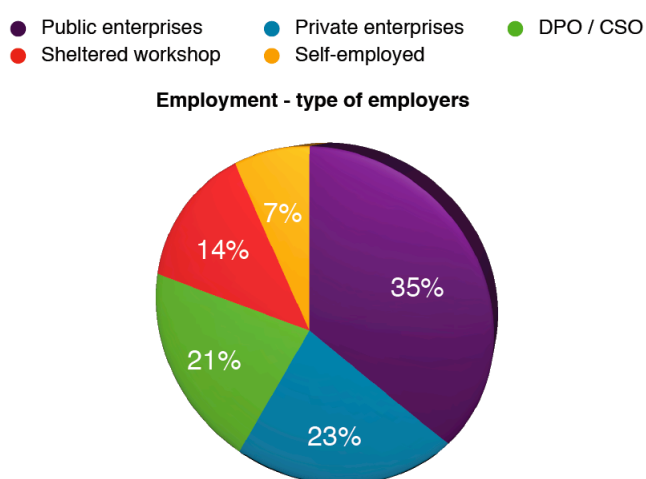


Table 7: employer types

Type of employers	Percentage	Out of 204
Public enterprises	35%	71
Private enterprises	23%	47
DPO / CSO	21%	43
Sheltered workshop	14%	29
Self-employed	7%	14

Self-employment is mostly established in the trade and services sectors, followed by crafts and small industrial production.

However, persons with disabilities who find a job do not hold the best-paid jobs, according to the CIL study. Persons with disabilities are predominantly employed in

³² CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

³³ CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

jobs with low accumulation (manufacturing jobs); therefore the wages are low. Almost one half of the employed persons with disabilities contribute to their respective household budgets more than other members of their household, from which the researchers concluded that they live in low-income families.

The remaining 79 per cent unemployed are or consider themselves as: ³⁴

Graph 4: unemployed according to status

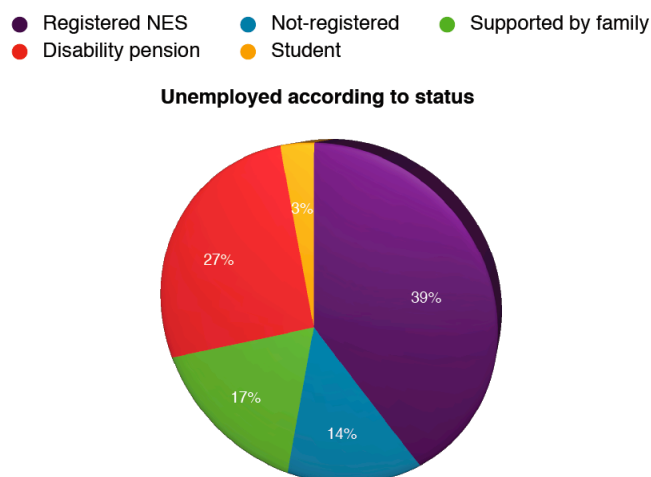


Table 8: Unemployed according to status

Unemployed according to status	Percentage	Out of 768
Registered NES	39%	300
Not-registered	14%	108
Supported by family	17%	131
Disability pension	27%	207
Student	3%	23

2.4.5. Services

With regard to services persons with disabilities need, 80 per cent of the respondents feel that there is a need for special services for persons with disabilities in employment promotion and - mediation. Probably related to that the Law on Professional Rehabilitation and Employment of Persons with Disabilities meets lots of support: 85 per cent favours the quota system.

A big majority (78 per cent) of the respondents are in need of special training programmes and 65 per cent think that there is a need for sheltered workshops for those who only can be employed under special conditions.

³⁴ CRID: "Research on the employment and self-employment of persons with disabilities in Serbia" 2007

Response to applications for services related to employment, are a point of attention: 80 per cent of the respondents applied for services at the NES, while only one-third received help; at municipalities 78 per cent applied for assistance and 25 per cent were served. Friends and DPO's have a better score amounting to 50 per cent.

With regard to training for employment, 81 per cent never had any additional training (11 per cent never even heard of the possibility). The CIL report stated that 1/4 of the employed persons with disabilities got additional training. Accessible information is another reason for concern: 78 per cent of the respondents think that persons with disabilities do not have accessible information on available jobs.

2.4.6. Prejudice

Apart from prejudice perceived from not-disabled persons, there is also prejudice of persons with disabilities:

- 14 per cent of the respondents state that persons with disabilities do not want to work
- 56 per cent say that persons with disabilities do not seek jobs, because they are afraid to loose social benefits or lack self confidence
- 45 per cent of the respondents think that the family does not want persons with disabilities to work
- 48 per cent say that persons with disabilities have prejudice towards other persons with disabilities
- 33 per cent of the respondents think that persons with disabilities do not have the habits to work
- 44 per cent feels that persons with disabilities do not have enough experience and skills to do the job.

With regard to employers....

- 83 per cent feel that employers have more prejudice than others
- 62 per cent feel that employers do not hire persons with disabilities because that would harm their image
- 33 per cent feel that persons with disabilities are exploited and abused at the work place
- 70 per cent feel that the lack of readiness of employers to adapt the workplace is the cause of high unemployment.

2.4.7. Equality at the work place

The majority (78 per cent)³⁵ of the 204 persons with disabilities in this study holding a job feels that they are treated equally at work, 85 per cent declares that they get the same wages on the same time as their colleagues.³⁶

The remaining respondents of 22 per cent say that their employer treats them different compared to the other workers. The CIL study however states that approximately one-third of the employed persons with disabilities have an income lower than their colleagues without disabilities in the same or similar jobs.

³⁵ CRID study

³⁶ CRID study

2.4.8. Pre-conditions and policy priorities

In the opinion of the respondents, the following work-related preconditions need to be fulfilled in order to increase employment for persons with disabilities:

- Adapted work place
- Accessibility of the building
- Adaptation of the working process
- Adaptation of the working hours

87 per cent feel that unemployment among persons with disabilities is that high, because of the lack of adapted workplaces and transportation.³⁷

2.4.9. Problems in obtaining a job

The most important problems experienced in job search are the following:

Graph 5: problems getting a job



Table 9: Problems getting a job

Problems to get a job (CRID)	Percentage	Out of 816
Prejudice / discrimination employers	45%	367
No adequate information	22%	180
Inaccessibility	14%	114
Lacking qualifications / need for special training	13%	106
Other	7%	57

³⁷ CRID study

This finding is also confirmed in the CIL research: persons with disabilities pointed out that the lack of sufficient information on available working places and prejudices of employers, as well as working condition and discrimination are the main problems they face when they seek employment.

2.4.10. Job change

Employed persons with disabilities are not keen to change jobs compared to their non-disabled colleagues; one-third of the non-disabled would like to change jobs, while 10 per cent of persons with disabilities have plans for a job change. However, not all persons with disabilities show the best motivation: 20 per cent intends to remain at work only until they meet the requirements for early disability retirement.³⁸

2.4.11. Satisfied employers

The employers, participating in the CIL research, evaluated the productivity and the quality of the work of their employees with disabilities as satisfactory. Approximately 75 per cent of the interviewed employers use the benefits related to the employment of persons with disabilities. They most commonly use the opportunities to fund the adaptation of the working place and the subsidies for wages of employees with disabilities. The employers stated that wage subsidies, support for work place adaptation and the tax exemptions would be the most stimulating benefits.

Employers, who already employ persons with disabilities, generally have a positive attitude towards employing a person with a disability and they had positive experiences in regards to quality of work and working ethics of employees with disabilities. The employers, however, also recognize that one should make additional efforts to promote employment of persons with disabilities, efforts that are not necessary if one hires a person without disability.³⁹

³⁸ CIL study 2008

³⁹ CIL study 2008

3. Mapping of CSO and DPO services

3.1 CSO - DPO - Cross - what's the difference?

In this study, 17 dedicated national organisations working in the interest of persons with disabilities were involved⁴⁰.

These organisations were selected using several criteria: national coverage, covering all major categories of disability, previous activities in the area of employment of persons with disabilities. The database regarding DPO's of the Department for Persons with Disabilities of the Ministry of Labour and Social Affairs was also consulted.

All the national organisations of persons with various types of disabilities (paraplegics, cerebral paralysis and polio, multiple sclerosis, muscular dystrophy, blind, deaf persons) or their legal representatives (for persons with intellectual disabilities and autism) were included in the study.

Three cross-disability organisations with national coverage of persons with various types of disability were also included, primarily because they conducted research on employment of persons with disabilities (CRID) or have projects with business sector aimed at employment of persons with disabilities (Forum of Young Persons with Disabilities).

Unfortunately two CSO that worked on employment of persons with disabilities did not respond to the questionnaires sent to them. Also 6 regional DPO's from Vojvodina (associations of paraplegics, cerebral paralysis, multiple sclerosis, deaf, blind and for persons with intellectual disabilities) did not respond to the questionnaires sent to them. Nevertheless, those six DPO's are all members of the respective national DPO's mentioned above.

Apart from a general profile, the focus is on the facilities and services in employment organised by these organisations; Annex 2 contains the questionnaire.

Disabled Persons Organisations are also Civil Society Organisations, but there is a difference in their organisational setup: Disabled Persons Organisations organise natural persons with a disability, which is not a requirement for Civil Society Organisations. The DPO's in this study are divided in Umbrella, National and Regional / Local organisations. The fifth group of organisations in this overview are the Cross-disability organisations; they organise activities for different groups of persons with disabilities and are often also open for people without disability. Detailed information about the participating organisations can be found in Annex 3.

⁴⁰ Persons with psychiatric and psycho- social conditions are not considered as part of disability population in Serbia. Persons with autism, intellectual disabilities, physical disabilities, sensory disabilities- deaf and blind persons are covered by corresponding DPO's.

Chart 1: Participating organisations

Organisation type	Name
Civil Society Organisations	Handicap International
DPO Umbrella Organisation	NOOIS - National Union of DPO of Serbia
National Disabled Persons Organisations ⁴¹	Union of the Blind
	Association of Multiple Sclerosis of Serbia
	Association for Cerebral Paralysis and Polio of Serbia
	CIL - Centre for Independent Living
	Union of the Deaf and Hard of Hearing of Serbia
	Muscular Dystrophy Association Serbia
	Union of Association for Protection of Persons with Intellectual Disabilities of Serbia
	Association for assistance to persons with autism of Serbia
	Association of Paraplegics and Quadriplegics of Serbia
Regional Disabled Persons Organisations ⁴²	Muscular Dystrophy Association – Belgrade
	Muscular Dystrophy Association – Vojvodina

⁴¹ All DPO's under Serbian law are also a CSO - an association of citizens - but at the same time they differ from other CSO's as they are run by persons with disabilities or their legal representatives, in the cases of organizations for persons with intellectual disabilities and autism.

⁴² The Muscular Dystrophy Association is an organization of persons with muscular dystrophies and related neuromuscular conditions, run by persons with disabilities themselves. Regional branches of muscular dystrophy association in Belgrade and Vojvodina were selected since they both have member data bases and worked on employment, the Belgrade association performed an awareness-raising campaign and runs a print shop.

Organisation type	Name
Cross Disability Organisations	CRID – Inclusive Society Development Centre
	Forum for Young Persons with Disabilities
	Association of Disabled Students
	Association of blind persons of Serbia “White Cane” ⁴³

3.2. Representation

The target group - the total number of people represented by the involved organisations - consists in fact of all persons with a disability in Serbia and entails between 750,000 and 1,000,000 people⁴⁴, because non-specific working CSO's as Handicap International and cross-disability organisations were involved. The involved DPO's in this study represent a total target group of approximately 250,000 people, of which they organise ± 192,000 persons with disabilities^{45 46}. On this basis the involved organisations can be expected to be representative for the purpose of this study.

On average 6 per cent of their members are active in their organisations.

All organisations explore activities on national, regional and local levels, generally working with regional and / or local branches with appropriate boards.

All involved DPO's are organised in the National Union of DPO's NOOIS.

Most of the networks in which CSO's and DPO's participate are related to other disability organisations; in some cases DPO's have (unstructured) contacts with ministries, the NES and /or the educational sector. DPO's have developed contacts and cooperation with the Department for Persons with Disabilities of the Ministry of Labour and Social Affairs. Networks related to socio-economic issues, other than Global Compact, are almost not present: there are no (structured) contacts with social partners and the Chambers of Commerce.

⁴³ There are 2 blind organizations in Serbia, the Blind Union and “White Cane”. “White Cane” was formed when some members of Blind Union became dissatisfied with the work of Union and decided to set up a separate organization. They also opened up their membership for persons with other types disabilities and joined a network of cross-disabilities that was set up by Forum and CRID.

⁴⁴ Based on WHO and Eurostat criteria

⁴⁵ The Union of Associations for Protection of Persons with Intellectual Disabilities of Serbia organises also family members and has therefore more than twice the number of their direct target group, this is corrected to the total size of their target group

⁴⁶ The Unions of Deaf and Hard of Hearing Persons and the Union of Associations for Protection of Persons with Intellectual Disabilities are the biggest organisations in terms of target groups and members: total 170,000 people

3.3. Main goals and activities

All organisations use general terms to express their goals. Specific socio-economic goals related to work and income - other than improving equal opportunities - are not formulated.

In their description of activities and services the organisations use mostly general (improving accessibility, awareness promotion etc.) internal (organising personal assistance for members, medical services, courses for members & family, capacity building, social events) and political (lobbying and legislative activities) terms. The scope in the past three years was mostly on accessibility - including projects in the working environment - and the different legislative processes. Some organisations report about involvement in the elaboration of concepts for (local) Disability Action Plans, in which employment promotion is / can be a part.

Four organisations (CRID, Forum, CIL, MDA) mentioned in their overview of main activities concrete activities during the reference period (2006-2008) in the area of operational employment promotion, either by using networks (NES), by participating in them (Global Compact) or by doing research.

Results in legislation (anti discrimination law, law on employment promotion), infrastructure (accessibility projects, universal design), support measures (therapy, assistance) and the establishment of care or support centres were mostly qualified as main achievements in the reference period.

3.4. Data

Only four (ADS, Association of Paraplegics & Quadraplegics, MDA Belgrade, MDA Vojvodina) out of the 17 organisations, covering approximately 3300 persons have a database, which could be used for basic employment promotion activities.⁴⁷

Many organisations have data, but that data is not updated or incomplete.

The majority of organisations have plans to create a database but lack the funds for the initial setup and maintenance.

One cross-disability organisation stated that keeping a database would not be in compliance with the anti-discrimination law.

3.5. Services related to employment

Effectively a vast majority of the organisations do not themselves carry out services related to employment mediation. Out of the 17 organisations 7 do not organise practical activities related to employment promotion⁴⁸; 5 organisations claim they do, but two of them rely on the NES for operational support - in fact they use their contacts with the NES to promote employment for their members⁴⁹. Another 5

⁴⁷ The Association of Paraplegics and Quadriplegics, regional associations of persons with muscular dystrophy in Belgrade and Vojvodina have a very basic database – those contain names, addresses of their members, data on their gender, age, education level, whether they are employed or not, retired, supported by other family members etc. The Department for Persons with Disabilities provided those organizations with the software as part of piloting the creation of data base on persons with disabilities.

⁴⁸ Handicap International, NOOIS, White Cane, Association of Multiple Sclerosis, Association of Cerebral Paralysis and Polio, Muscular Dystrophy Association, Association of Paraplegics and Quadraplegics

⁴⁹ Union of the Blind, Union of the Deaf and Hard of Hearing, Union of Associations for Persons with Intellectual Disabilities, MDA Vojvodina, ADS

organisations claim to deliver incidental services⁵⁰ - often their participation in Global Compact and / or Delta Holding⁵¹ are mentioned. If organisations have activities in employment promotion, most efforts are in awareness rising among their members, among employers and towards the public sector.

On average in the reference period 340 persons per year got some form of assistance related to employment from the involved organisations (including being referred to the NES), which is approximately 0.2 per cent of the members of the involved organisations. Approximately 140 persons per year were registered to have found employment, which is less than 0.1 per cent of their members.

None of the involved organisations provides a systematic methodological assessment of the employment potential of their members; there are however organisations that use more informal evaluations of their members potential. The Association of People with Intellectual Disability was forced to apply such a procedure, since they found out that "the state commissions at the NES didn't have adequate tests" for their members.

The Association of Disabled Students states that even if they were offered a possibility for assessment they wouldn't use it, because - in their opinion - in the current circumstances assessments limit a person with a disability, since the assessment currently are oriented on a "medical model", not identifying abilities and talents, only impairments and limitations.

An assessment of the type and level of services needed by clients / members at the working place is done by four organisations.

The bigger organisations of Deaf and Hard of Hearing, Blind and Intellectual Persons with disabilities also develop some activities related to the marketing of their member's potential and unique selling points. Often best practice examples are developed and used.

Occasionally some organisations develop activities in the areas of general employment promotion and labour market analyses; promotion is mostly done in general campaign activities as TV spots, advertisements and brochures; analyses - only used by one organisation - is done using NES-data, CSO-research and international experiences translated to the Serbian context.

Only one organisation (ADS) has some activities related to vacancy hunting: spotting newspapers - using NES - identifying members - approaching employers.

Four organisations (CRID, Forum, Union of the Deaf, Union of Associations for protection of persons with intellectual disabilities) have activities related to project development, for example establishing an agreement with an employer / a group of employers in which they intend to employ members / clients. Three of them are working on the same projects: Delta Holding and Global Compact; the other organisation explores activities with McDonalds.

One organisation (Union of the Blind) is active in targeting promising sectors and / or employers.

Four organisations (CRID, ADS, MDA Belgrade & Vojvodina) have (some) support services for employers - in particular in the area of workplace adaptation.

Five organisations (ADS, Union of the Blind, Union of the Deaf, MDA Belgrade & Vojvodina) are in closer - though not formally structured - contact with the NES; other organisations have more incidental contacts.

Seven organisations (CRID, ADS, Union of the Blind, Union of the Deaf, Union of Associations for protection of persons with intellectual disabilities, Association for

⁵⁰ CIL, CRID, Forum, Association for assistance to Persons with Autism, MDA Belgrade

⁵¹ Delta Holding is a chain of supermarkets planning to employ / employing persons with disabilities

assistance to persons with autism, MDA Vojvodina) are involved in some form of career guidance, related to educational choices and coaching on the job.

Six organisations (CIL, ADS, Union of the Blind, Union of the Deaf, MDA Belgrade & Vojvodina) deliver some form of technical trainings for their members, mostly related to computer skills and English language.

Six organisations (CRID, ADS, Union of the Blind, Union of the Deaf, Association for assistance to persons with autism, MDA Vojvodina) organise trainings for employment related services providers; activities in this respect are mostly directed towards the educational sector and the NES.

SME support is only provided by one organisation (Union of the Blind) on an ad hoc basis.

3.6. Opinions about employment

The 17 organisations were also asked about their opinions regarding the barriers and the priorities for effective employment promotion and what they see as areas of cooperation. Even though the sample is quite small, these opinions are relevant because the people involved are the main representatives of Persons with Disabilities.

Below are the main results.

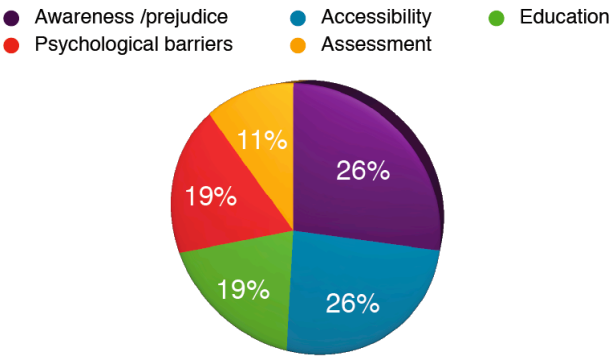
What do you perceive as the main barriers specifically faced by persons with disabilities with regard to employment?

Table 10: barriers

Top 5 barriers	
Awareness / prejudice	26%
Accessibility	26%
Education	19%
Psychological barriers	19%
Assessment	11%

The general bad economic circumstances were only mentioned twice.

Graph 6: barriers



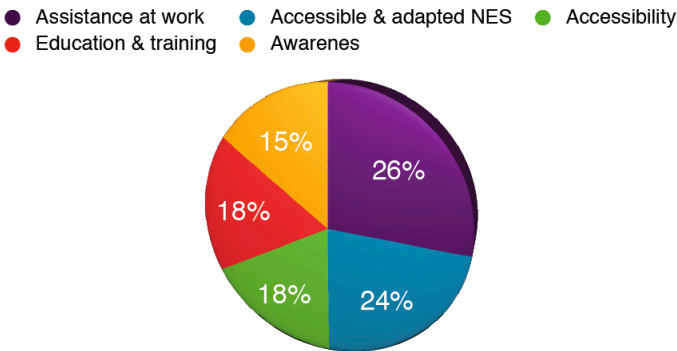
What services are most needed to assist persons with disabilities in their search for employment?

Table 11: needed services

Top 5 Most needed services	
Assistance on the working place	26%
Accessible and adapted NES	24%
Accessibility	18%
Education & training	18%
Awareness promotion	14%

The need for capacity building, strengthening the human resources at CSO's and DPO's was only mentioned once.

Graph 7: needed services



What do you see as areas of potential cooperation with companies and service providers?

Chart 2: cooperation

Top 4 Cooperation	
1. Developing CSR	Specific support services
	Assistive technology
	Universal design ⁵²
	Piloting functioning work places in inclusive environments
	Awareness campaigns
	Projects related to internships and vocational training
2. NES	Assessment & mediation
	Specific support systems
	Training
	Part time work
	Pilot projects
3. DPO	Strengthening internal cooperation
	Capacity building
4. Education	Targeted programmes

⁵² Universal design is the term for (industrial) design suitable for all users, whether they have a disability or not.

Graph 8: cooperation

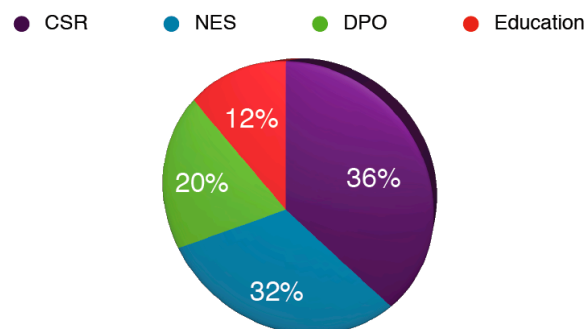


Table 12: cooperation

Cooperation with whom?	
CSR	36%
NES	32%
DPO	20%
Education	12%

How do you assess the employment relevance, impact and current state of play in the following measures for employment conditions and – development⁵³?

In this question the participants were asked to rate their assessments on a scale 1-10, in which 10 is the highest score. Below are the average results.

Chart 3: employment relevance, impact and implementation

Measure	Employment relevance	Impact on employment	Implementation to date
Socio-economic information on persons with disabilities	6.1	6	4.1
Accessibility	8.7	8.1	4.8
Education	9	8.8	4.5
Personal assistance	7.5	8	2.4

⁵³ Employment relevance: (pre-) condition to be fulfilled for effective employment promotion
Impact on employment: the number of jobs to be expected
Implementation to date: how far did plans come to reality

Measure	Employment relevance	Impact on employment	Implementation to date
(Public) transportation	7.8	8.3	4.1
Anti-discrimination in employment	7.9	8	3.6
Awareness promotion	9.2	9.4	6.1
Ability assessment for employment	8	7.5	4.6
Rehabilitation related to employment (training, coaching and guidance)	8.1	8.5	4.4
Provisions for workplace adaptation	7.5	8.4	5.1
Services for work adaptation	6.8	7.6	2.8
Job mediation / job counselling via NES	7.8	7.7	4.2
Self-employment / entrepreneurs support	7.5	7.8	2.9
Subsidies for employment	8.6	8	4.6
Sheltered employment	6.2	6.6	4.4

The general average score for the different categories is 7.8 for employment relevance, 7.9 for impact on employment and 4.2 for implementation to date.

The organisations seem to endorse the different plans in these areas, however their implementation to date seems the biggest hurdle. The appreciation for sheltered employment is generally lower.

4. NES Services

This chapter describes the organisation, processes and the services of the NES⁵⁴, often trying to look forward to the moment that the Law on Employment Promotion and Rehabilitation has come to force. On the basis of the Annual Report of the NES over 2007, NES' current results are summarised.

4.1. Registration, assessment and general approach

There are three ways to be registered as a person with a disability and get entrance to the special programmes and measures:

1. The applicant has a relevant declaration of PIO (the disability Pension Fund) and enters the registration and further assessment process directly
2. The applicant has a relevant declaration of the Social Welfare Centre and enters the registration and further assessment process directly
3. The applicant is being referred by a medical doctor c.a.; in such cases the NES case manager for persons with disabilities will refer to an NES-internal Medical Doctor, specialised in labour related health care, asking advice about the specific limitations of the applicant. After a positive outcome the applicant will be registered.

After the registration, the job seeker is assessed by a committee consisting of:

- A medical doctor
- A career guidance counsellor
- An educational specialist
- A social worker
- A legal specialist

The results of the assessment will be used as an input for the individual employment plan⁵⁵, describing the individual commitments, actions, measures and programmes for the job seeker; the case manager composes this employment plan.

An assessment methodology designed to assess abilities is not yet available; current assessments are based on the so-called "medical model", identifying limitations.

In this employment plan, attention will be given to areas of future action of the NES and the job seeker, related to:

- Career guidance, including career skills
- Education
- Training
- Measures for work place adaptation and possible subsidies
- Suitable jobs and possible available vacancies

The NES has two ways to identify vacancies:

⁵⁴ Annex 4 contains the questionnaire used for this study.

⁵⁵ Individual employment plans are part of the general Change Strategy of the NES and are also prepared for other job seekers: over 2007 NES produced 347,088 persons of which 53.4% women.

1. When the employer registers a vacancy he is asked if this vacancy is open for persons with disabilities
2. The case managers try to identify suitable vacancies for their clients, even in cases that the vacancy appears to be not (yet) open for persons with disabilities.

Technical advisory services for job seekers with a disability related to job analyses and job matching are available in each branch office, where at least one officer is in charge of the provision of dedicated services. Furthermore, the NES plans to make use of four regional coordinating offices in Nis, Kragujevac, Novi Sad and Belgrade.

The Centre for Employment Promotion of persons with disabilities will be established in the NES head quarters and will be responsible for procedures, planning, monitoring and evaluation and the preparation of Active Labour Market Measures.

Apart from these activities NES works on maintaining their contacts with DPO's, participates in conferences, campaigns and events (for example job fairs) and strives to get employers more acquainted with active employment measures for persons with disabilities.

NES' main activities in the reference period were related to job mediation, the organisation of demand- and supply oriented trainings and participation in projects with (elements of) a "persons with disabilities focus", as "Let's work together to a job" (EU, GOPA) and "Professional Rehabilitation as a method for inclusion of persons with disabilities at the open labour market".

4.2. Database

The NES has of course an updated database of job seekers, but most of the more detailed information regarding the profile of persons with disabilities job seekers in terms of age, gender, regional spreading and position on the labour market (aggregated results of assessments and employment plans) is not published. There is no legal obligation to do so⁵⁶...

A table about educational level of the registered job seekers and their categorisation is available over 2007.

This table is based on the following codes for educational level:

Table 13: Level of education

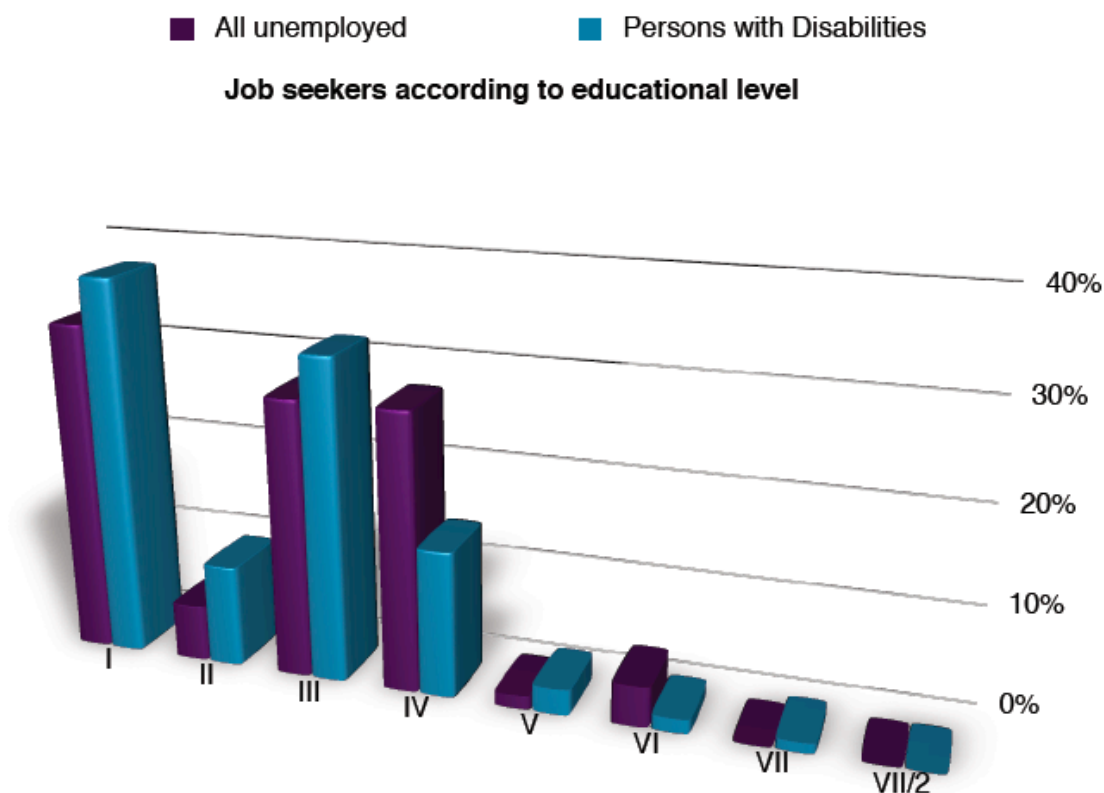
Code	Level of education
I	Primary 1 to 4 grades
II	Complete primary
III	Secondary technical
IV	Secondary
V	Secondary with specialization
VI	Tertiary college education (non- university)
VII	University degree

⁵⁶ All the public available NES data about Persons with Disabilities is processed in this report, more information / data was asked – especially about the structure of the NES database, but the NES did not provide more information; all available desagregated data regarding Persons with Disabilities is processed in this report.

Table 14: comparison unemployed according to level of education

Unemployed according to educational level	Unemployed		Persons with disabilities	
Total	754,475		23,202	
I	249,953	33.13%	8,790	37.88%
II	42,494	5.63%	2,373	10.23%
III	210,406	27.89%	7,472	32.20%
IV	210,587	27.91%	3,413	14.71%
V	9,972	1.32%	598	2.58%
VI	30,385	4.03%	326	1.41%
VII	625	0.08%	226	0.97%
VII/2	53	0.01%	3	0.01%

Graph 9: comparison unemployed according to level of education



The differences in educational level between all registered unemployed job seekers at the NES and registered Persons with disabilities are – except for the level of secondary education – relatively small. The reason for that is probably in the fact that most registered job seekers with disabilities at the NES are “disabled in labour” (57%).

Further detail about the educational attainment of Persons with Disabilities is shown in the next table:

Table 15: educational level of NES categories of persons with disabilities

Category	Total	I	II	III	IV	V	VI	VII/1	VII/2	VIII
Disabled war veterans	3662	1650	152	908	756	53	77	64	1	1
Disabled military personnel in peace	217	85	7	54	58	2	3	8	0	0
Persons with disabilities in labour	13195	4786	1021	4538	2081	483	186	98	2	0
Categorised Youth	3770	1398	953	1286	109	18	3	3	0	0
Other categorized persons with disabilities	912	260	130	326	139	27	20	10	0	0
Civil war victims	132	60	16	36	15	2	1	2	0	0
Other non-categorized persons	1314	551	94	324	255	13	36	41	0	0
Total Number of persons with disabilities	23202	8790	2373	7472	3413	598	326	226	3	1

Unfortunately the NES does not publish data about the different categories of disability, such as hearing, physical or intellectual disability; this should be considered as a severe deficiency.

The NES publishes the number of registered job seekers and some information about job placements; the NES does not currently record the number of people they provide “throughput” services (vocational training, career guidance, job clubs etc.) for.

The National Employment Service has currently approximately 22,000 registrations of persons with disabilities.

In the period 2004 - 2007 761 persons with a disability found employment, which is an average of 190 per year (approximately 0.9 per cent of the registered persons).

Table 16: NES programmes for persons with disabilities 2004-2007

Year	Number of programs	Number of job placements	Funds allocated in dinars	EUR	Average costs per placement
2004	36	55	3,960,000	41,737	72,000
2005	84	97	6,984,000	73,609	72,000
2006	148	208	79,933,180	842,466	384,294
2007	290	401	39,040,000	411,467	97,357
Total 2004-2007	558	761	129,917,180	1,369,279	170,719

4.3. Services

Apart from the activities described above, NES provides the following services:

Chart 4: NES services

Service	Provision
Marketing of clients' potential / "unique selling points"	Organising and / or taking part in job fairs
General employment promotion information.	Organising / taking part in conferences, activities via NES Public Relations Department
Analyses of labour market information.	Developing Active Labour Market Measures based on best practices

Service		Provision
Activities related to vacancy hunting / job mediation.		Incorporated in process vacancy registration, further vacancy scanning; further employers will be obliged to employ persons with disabilities under the new Law
Activities related to project development, for example establishing an agreement with an employer / a group of employers in which they intend to employ persons with disabilities.		Project development focussed on the employers who will have to deal with quotas.
Initialising and establishing networks with business life for employment promotion.		Strengthening relation with the Union of Employers
Exploring activities to support employers in the areas of:	Promotion	<ul style="list-style-type: none"> • Promoting measures of active employment policy • Providing assistance in systematisation of the working places in large companies • Providing advice on how to adapt the work place • Social integration • Provision of subsidies for adaptation of the working place and creating unrestricted access to the work place itself
	Accessibility of the work place	
	Transport	
	Work place adaptation / technology	
	Subsidies	
Delivering services for members / clients related to career guidance:	Choices related to training & education	Trainings provided for max. 6 candidates per training
	Career choices	Advice and coaching in career choices

Service		Provision
Delivering trainings for members / clients related to:	Career skills	Yes
	Technical skills	Yes
Developing and organising trainings for related services providers of clients:	Educational sector	Yes
	Others	CSO's, DPO's and companies for professional rehabilitation and employment of persons with disabilities

Unfortunately data about the number of programmes, services and activities the NES delivers to Persons with Disabilities is not available.

4.4. Opinions

The NES perceives the following main barriers faced by persons with disabilities with regard to employment:

1. Prejudices
2. Physical barriers
3. Social benefits exceeding the wages
4. Lack of information
5. Over- protectiveness of parents of persons with disabilities.

NES thinks that adapted services of NES and DPO's are most needed to assist persons with disabilities in their search for employment.

According to the NES the following measures would have the highest impact on employment:

Chart 5: NES opinion employment promotion

Measure	Impact employment
Socio-economic information on persons with disabilities	8
Accessibility	8
Education	4
Personal assistance	4
(Public) transportation	2
Anti-discrimination in employment	10
Awareness promotion	5
Ability assessment for employment	10
Employment rehabilitation (training, coaching, guidance)	10
Provisions for workplace adaptation	5
Services for work adaptation	1
Self-employment / entrepreneurs support	1

4.5. Job placements in figures

Below are some (comparing) figures based on the NES Annual Report 2007 regarding the job placements of persons with disabilities.

Unfortunately, the Annual Report offers only a few (partial) possibilities for comparison with other elements of the NES database. Often definitions differ or other elements of information are published.

In general on average 928,325 job seekers were registered at the NES during 2007, of which 506,473 women (55%); 23,202 were Persons with Disabilities (2.5%) , gender details were not published in this respect.

In total 314,847 persons from the NES records found employment in 2007 (34% of the registered job seekers)⁵⁷, 401 (1.7%) of the registered Persons with Disabilities found employment.

⁵⁷ 62.6% of the job finders were employed in fixed term jobs

Table 17: comparison between all registered job seekers/finders and persons with disabilities NES

Category	Registrations	Job finders	Percentage job finders
All registered job seekers NES	928,325	314,847	34%
Registered persons with disabilities	23,202	401	2%
Share of persons with disabilities	2,5%	0.1%	

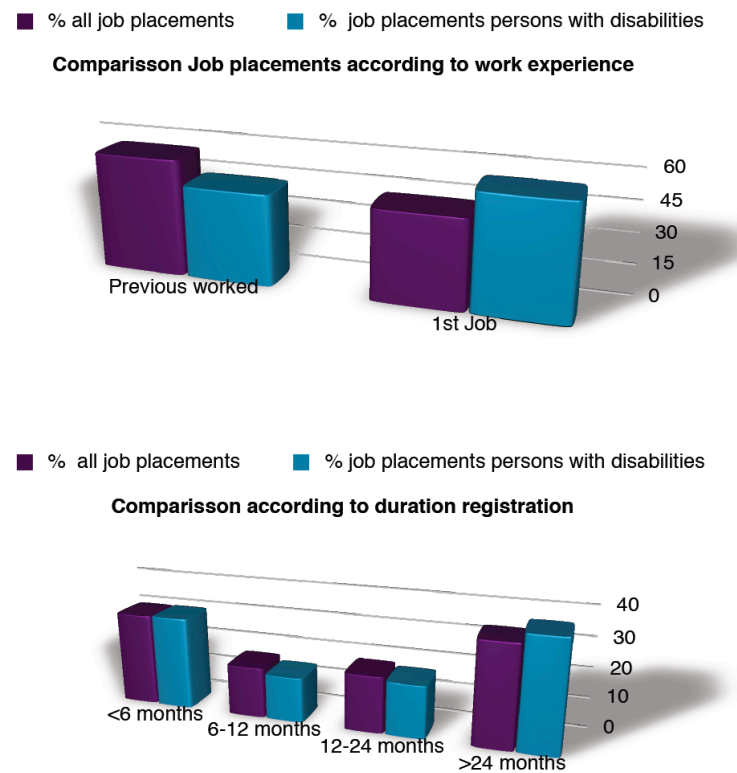
The chances on finding a job are very much (17 times) lower for persons with disabilities, compared to other registered job seekers.

The next table shows a comparison regarding working experience and duration of registered unemployment between job finders with Disabilities and persons who took part in regional programmes and found a job.

Table 18: comparison job finders in regional programmes and persons with disabilities

	Working experience		Duration registered unemployment				Total
	Previous work experience	First job	< 6 months	6-12 months	12-24 months	>24 months	
All job placements in regional programmes	2326	1782	1257	694	770	1387	4108
Job placements persons with disabilities	178	223	123	60	70	148	401
% all job placements in regional programmes	56.6%	43.4%	30.6%	16.9%	18.7%	33.8%	100.0%
% job placements persons with disabilities	44.4%	55.6%	30.7%	15.0%	17.5%	36.9%	100.0%

Graph 10 & 11: comparison job finders in regional programmes and persons with disabilities



Graph 12: job placements according to sector

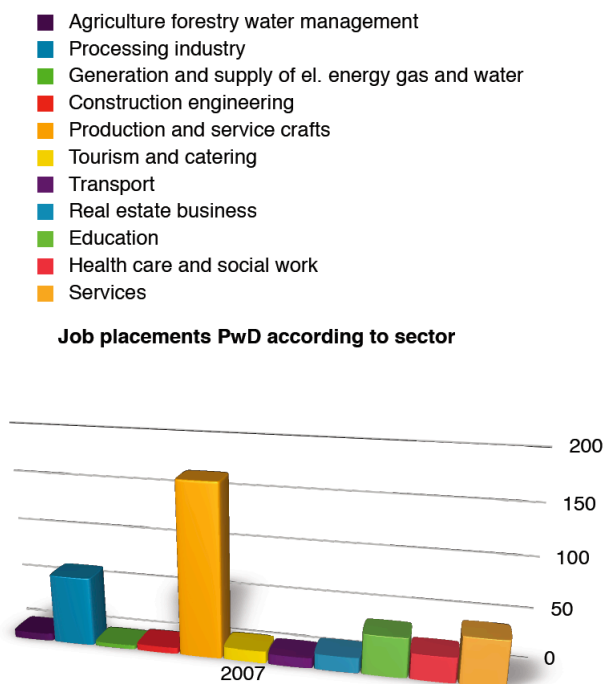


Table 19: placements persons with disabilities according to sector

Placements persons with disabilities according to sector	Percentage	Out of 401
Agriculture, forestry, water management	2%	7
Processing industry	17%	68
Generation and supply electricity, gas & water	1%	4
Construction / engineering	1%	6
Production and service crafts	42%	169
Tourism and catering	3%	12
Transport	2%	10
Real estate	4%	15
Education	10%	39
Health care and social work	6%	25
Services	11%	46

Table 20: job placements according to NES disability type

Job placements according to disability type	Percentage	Out of 401
Categorised young persons	37%	148
Other non-categorised persons with assessed working ability	27%	108
Disabled veterans	3%	12
War- and peace time disabled veterans	2%	8
Other categorised invalids	17%	68
Industrial disabled persons	13%	52

Graph 13: job placements according to NES disability type

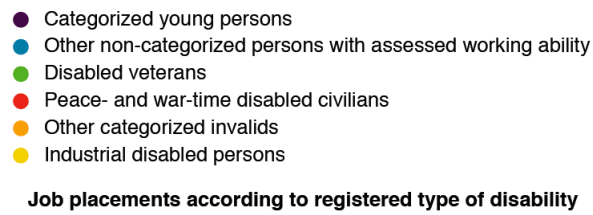
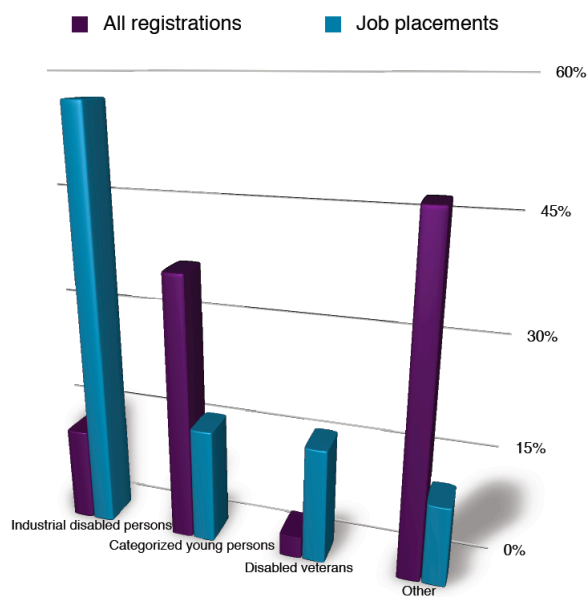


Table 21: comparison of registered job seekers with disabilities and job placements of persons with disabilities, according to NES disability category

Category	All registrations		Job placements	
Industrial disabled persons	13%	3016	57%	229
Categorized young persons	37%	8585	16%	64
Disabled veterans	3%	696	16%	64
Other	47%	10905	11%	44

Graph 14: comparison of registered job seekers with disabilities and job placements of persons with disabilities, according to NES disability category



Of all 401 job placements for persons with disabilities, 159 were women, nearly 40 per cent.

Graph 15: gender division job placements

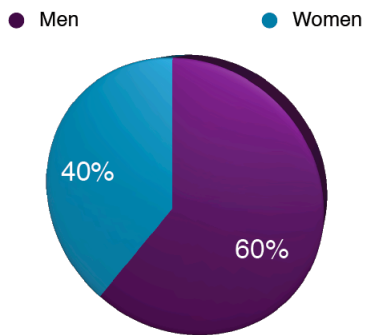
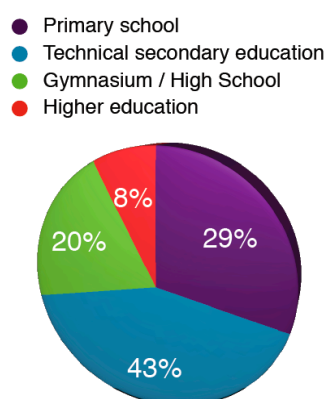


Table 22: job placements according to educational level

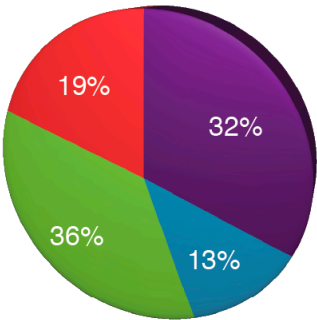
Job placements persons with disabilities according to educational level	Percentage	Out of 401
Primary school	29%	116
Technical secondary education	43%	173
Gymnasium / High School	20%	81
Higher education	8%	31

Graph 16: job placements according to educational level**Table 23: job placements according to age**

Job placement according to age	Percentage	Out of 401
< 25 years	32%	126
26 – 30	13%	52
31 – 49	36%	145
> 50 years	19%	77

Graph 17: job placements according to age

● < 25 years ● 26 - 30 ● 31 - 49 ● > 50 years



5. Conclusions & recommendations

5.1. Policy measures and legal framework

All subjects identified by the government related to employment promotion are endorsed and appreciated by the DPO's and CSO's; their average score in terms of relevance and impact on employments is almost 8.0 on a 10 points scale. The score for implementation to date is however reason for concern: 4.2

1. After the adoption of the Law on Professional Rehabilitation and Employment of Persons with Disabilities, the essential legal framework will be completed.
 - However....
 - Bylaws
 - Assessment procedure
 - Incentives for employers
 - Special employment
 - Instruments
 - Assessment methodology
 - Rehabilitation methodology
 - Job mediation
 - Implementation plans
 - Anti-discrimination
 - Establishment of the Centre
 - Quota-levy etc.
 - Preconditions
 - Accessibility of the NES, education and information
 - Awareness raising
 - Baseline data (see below)
 - still need to be prepared, discussed, agreed and implemented.
2. These issues are not only to be addressed on national level – making a National Action Plan, but also on regional and local levels.
3. In this respect facilities for the development of local and regional Disability Action Plans (DAP) could have an important function.
4. One Ministry should be overall involved in coordinating the completion of this still extensive “shopping list” of actions.
5. Furthermore, the existing **anti-discrimination legislation** must be implemented efficiently:
 - Persons with disabilities should receive training and education in order to build their capacities to use effectively the existing **anti-discrimination** provisions in

the fields of employment and labor relations, including through applications of mechanisms of free legal aid and advocacy by specialized DPO and CSO working on combating discrimination and representing plaintiffs – persons with disabilities- free of charge

- All relevant stakeholders, especially executive and judiciary branches of public authorities and employers and trade unions, should receive education and training on relevant provisions of **anti-discrimination legislation** as part of the continuous awareness raising activities
6. Adoption of the **Law on Professional Rehabilitation and Employment of Persons with Disabilities** should provide additional boost to rise in employment of persons with disabilities:
 - It is necessary to follow the adoption of the **Law on Professional Rehabilitation and Employment of Persons with Disabilities** with speedy adoption of bylaws providing for assessment and professional rehabilitation of persons with disabilities, incentives for employers, organization and forms of functions of special forms of employment, in cooperation with CSO/DPO
 - It is necessary to make the Center for Professional Rehabilitation and Employment of Persons with Disabilities operational immediately after the adoption of the **Law on Professional Rehabilitation and Employment of Persons with Disabilities** and to start the reform of the system of assessment immediately after **Law** is adopted, in accordance with provisions of bylaws
 7. Implementation of **National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007- 2015**, especially its' segments relevant for employment of persons with disabilities and speedy adoption of **2009 - 2010 Annual Action Plans for implementation of the Strategy**
 8. Adoption of legal and policy framework necessary for creating the pre- conditions for employment of persons with disabilities:
 - **Support services** (within the framework of the reform of social security service and amendments to Law on Social Security),
 - **Accessible environment and housing** (within the framework of strict implementation of accessibility standards, as prescribed for by Law on Construction and Planning, and Law on Social Housing)
 - **Accessible public transport** (within the framework of implementation of Law on Public Procurements and National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007- 2015)
 - **Accessible information and communication** (within the framework of implementation of Law on Public Procurements, Law on Broadcasting, technical accessibility regulations and National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007- 2015)
 - **Inclusive education system** (within the framework of a comprehensive reform of system of education and National Strategy for Improving the Situation of Persons with Disabilities in Serbia 2007- 2015)

5.2. Data

1. It is extremely difficult to monitor and evaluate existing and new policies as long as baseline data about persons with disabilities is not available.

2. Baseline data about the employment/unemployment position of persons with disabilities is essential to create a starting point to determine the results of policies and measures. Different parties have to take action:
 - The Statistical Office should be asked to develop a targeted (and comparable) survey and to consider if and how socio-economic information about persons with disabilities could be included in the 2011 census.
 - The NES should consider publishing the information about the constitution of their database and to publish undertaken actions and measures and results related to persons with disabilities. Point of attention is also to make this data comparable with other registered groups.
 - The DPO's / CSO's should stimulate their members to register at the NES, even if the expectations to find a job are low. Furthermore they should extend their knowledge about the labour market position of their members. The Ministry of Social Affairs and Labour could consider creating additional funds to develop and implement a unified model for such a database and to make updated information a condition for funds in the future.

5.3. DPO/CSO

5.3.1. Current performances

1. One should be aware that (almost) all the assessed organisations were not originally setup to provide in services for employment; for many it is not even part of their original goals and constitution. Despite this, DPO/CSO can look back at some strong achievements in the area of employment promotion, for example the coming Law on Professional Rehabilitation and Employment of Persons with Disabilities. And the DPO's and CSO's are almost the only institutions doing research about the position of persons with disabilities with limited resources.
2. Considering the concrete results in employment services provided by DPO/CSO, it is not longer a secret that the current services in the areas of practical employment promotion of the different CSO's and DPO's are still in their embryonic phase; to summarise the assessment of these services and the relevant infrastructure:
 - a. DPO's and CSO's generally have insufficient data about their members to fulfil an effective role in employment promotion.
 - b. DPO's and CSO's have unstructured contacts with the NES and the educational sector; they are not involved in (existing) socio-economic networks with employers, trade unions and Chambers of Commerce; other than Global Compact there are no structured networks with business life
 - c. A vast majority of DPO's and CSO's do not themselves carry out services related to employment promotion for their members
 - d. If services are provided, the service level is quite low, in quality, in quantities of services and in results
 - e. Generally the services are:
 - Incidental in their setup
 - Accidental in their structure and available infrastructure
 - Coincidental in their results and
 - Fractional in their impact

3. When looking deeper, one should conclude that all the different disabled persons organisations currently lack a comprehensive strategy on (practical, tangible) employment promotion. There is not a vision yet on how to enter and operate on this new market of employers.
4. It is no wonder that because of this missing strategy, a structure for employment promotion is currently unavailable: every organisation tries on its own to invent its own wheel, without overall coordination, nor delegation of tasks and responsibilities.
5. And probably because of very limited resources the level of professionalism is still low.
6. It feels quite uncomfortable to formulate these hard observations, having experienced the enthusiasm, the good will and the constant flow of ideas in the involved organisations. This assessment seems not totally fair at this moment, when the organisations are still busy in numerous legislative processes. Nevertheless: times have changed; soon there will be a legislative and regulatory framework to be implemented and the focus should move to prepare for its implementation. In this issue of employment promotion organisations should become aware of the fact that the first blow is half the battle and that their playground is dramatically changing.
7. In their original setup DPO's and CSO's didn't have specific goals related to employment promotion; their attention needs however to shift to this subject.

5.3.2. Recommendations for future development of DPO

1. A programme for capacity building of the organisations of persons with disabilities is essential; this programme should address the following issues:
 - Increasing the level and quality of internal cooperation between DPO's horizontal (national level) and vertical (regional level)
 - Strengthening the umbrella level, introducing more delegation of responsibilities
 - Developing the expert-level of the organisations, with factual knowledge about their members (position) and understanding the different interest positions
 - Creating a more "outgoing" profile, directed towards partnerships and doing business.
 - Extending the level of socio-economic knowledge
 - Building a marketing profile for their respective members with regard to employment
 - Fine tuning of their service level for members
 - Increasing their role in campaigns related to awareness and promotion of legal facilities
 - On the basis of this baggage extending their role as representative, being involved in policy formulation, exploring networks with business life and being a "watch dog" for implementation.
 - As a result of an agreed profile, assess the current and future organisation of (cooperating) DPO's and set course to the development to deal with these tasks.
2. DPO's /CSO's should work on an infrastructure to intensify and structure the contacts with their respective partners:
 - The agenda for organised cooperation with NES should contain:

- Assessment & mediation
 - Specific support systems
 - Training
 - Part time work
 - Pilot projects

 - In the contacts with social partners:
 - Introduction and development quota levy system
 - Awareness / fighting prejudice campaign
 - Issues related to labour conditions for persons with disabilities (for example flexible working hours)
 - Promotion of accessibility and universal design

 - In building networks with business:
 - Developing CSR
 - Specific support services
 - Assistive technology
 - Universal design
 - Piloting functioning work places in inclusive environments
 - Awareness campaigns
 - Projects related to internships and vocational training
3. In fact the organisations should - together - go through the following process:
- a. Choose an option for future organisational development of DPO:
 - i. Model 1: no change, the main focus remains on advocacy and actions on political levels
 - ii. Model 2: network organisation; the fact that the legal framework is acceptable and almost completed, implies that DPO's need to shift their activities and knowledge towards contributing to implementation and monitoring of employment policies. This requires data collection about the position of their members and persons with disabilities in general and it requires building specific capacity and knowledge about employment promotion. The organisations will use this to be an effective partner of the NES (who will develop and deliver employment services) and in networks with social partners and employers.
 - iii. Model 3: service organisation; on top of Model 2 DPO's plan to deliver operational employment services for their members.

(the authors expect that Model 2 is the most effective)
 - b. Determine what employment promotion implies. Does only a call for social responsibility and legislation work or should DPO/CSO try to respond to employers' needs? How can DPO/CSO contribute to capacity building of

persons with disabilities, meeting the needs of employers? How do DPO/CSO make their members wanted by employers? Where are opportunities? Should DPO/CSO initially accept a focus on the highest talented members in order to establish effective employment promotion? Which sectors are most suitable for the talents of their members? How are DPO/CSO going to build an infrastructure for employment promotion? What is DPO/CSO responsibility in this respect? Which roles suit best? What is DPO/CSO's added value?

- c. Determine the structure of DPO's and CSO's. Where can DPO's cooperate, what needs to be done separately? What kind of resources and support are needed? Where do DPO/CSO need capacity building to fulfil their new role? How do DPO/CSO coordinate and keep track on activities and developments?
- d. Determine the infrastructure. With what organisations do DPO/CSO need to cooperate? What will be their role towards social partners? Where can DPO/CSO cooperate with the Chambers of Commerce? What instruments are necessary? How can DPO/CSO structure their cooperation with the NES, what to put on the agenda. How to structure the cooperation with government? How to deal with enterprises and sectors?
- e. Determine priorities, planning, actions and persons.

5.4. NES

1. Services of NES require careful monitoring as research indicates that only 1/3 of the Persons with Disabilities received services upon their request.
2. An assessment methodology designed to identify abilities, is not yet available; such a methodology is in fact required for a sufficient implementation of the Law of Professional Rehabilitation and Employment Promotion.
3. The availability of NES' aggregated (and desaggregated) data and statistics about (services for) persons with disabilities is currently limited; this could hamper the transparency, monitoring and development of employment services for persons with disabilities.

5.5. Job placements

1. NES average performance on job placements (190 jobs p.a., 0.8 per cent) is still low
2. The NES has a complete package of services, however their level of adaptation and use is yet unknown.
3. Performances in job placements of persons with disabilities compared to all registered job seekers are extremely low:
 - The job-finding score for all registered job seekers is 34% of all registrations, the job-finding score for persons with disabilities is 2% of the registrations in 2007.
 - The relative score of job finders with disabilities compared to all job finders is 0.1%.
 - Additional analyses is required.
4. Successful placements of job seekers in regional programmes and persons with disabilities are comparable, both in terms of previous work experience and in duration of the registration / unemployment, based on comparison of placements in regional programmes.

5. Most job placements are in the production and service crafts sector, followed by the processing industry.
6. Industrial disabled persons and (relatively) disabled veterans have the highest chances to find a job via the NES; categorised young persons and “other” disabled persons have relatively low chances.
7. Chances on job placement increase with the level of education.
8. Persons with a disability younger than 30 years have a better chance on placement in a job.

5.6. Unemployment and employment

1. The approximately 23,000 job seeking persons with disabilities registered at the NES, compared to the estimated total number of Persons with Disabilities in Serbia and international data, indicate that hidden unemployment is significant. Efforts should be made to stimulate persons with disabilities to register.
2. Reliable data about the employment of persons with disabilities is unavailable.
3. Based on the indications from different surveys the unemployment rate among the target groups of DPO's is probably extremely high: more than 60%.

5.7. Employment stimulating factors and - barriers

1. Research indicates that persons with disabilities could – compared to persons without disability – require more possibilities to work part time and/or flexible working hours.
2. Employers who already employ persons with disabilities are generally positive about it; supporting them in the initial accomplishment of (the conditions) for employment needs attention.
3. Awareness among employers, accessibility, adaptations of the working environment and information for job seekers are important conditions for an increase in employment according to persons with disabilities.
4. Awareness raising, accessibility, education and psychological barriers among persons with disabilities are the most relevant barriers related to employment in the opinion of DPO's and CSO's.
5. Corresponding with the research among persons with disabilities and the opinions of DPO's and CSO's, the NES perceives that barriers for employment are related to prejudices / awareness, adaptation and information for persons with disabilities.
6. In addition NES observes that social benefits exceeding the earning capacity and over-protective parents could be hindering too. (this is also indicated in “prejudices” of persons with disabilities about other persons with disabilities)
7. Adaptation and accessibility of the working environment, tailored NES services, investments in education & training and awareness promotion are the most needed services in the opinion of DPO's and CSO's.
8. Improving / implementing anti-discrimination in employment, creating assessment of abilities, employment rehabilitation (training, coaching, guidance), information for Persons with Disabilities and accessibility are most needed in the opinion of the NES. In general this corresponds with the opinions of DPO's.

5.8. Employment strategy

1. A tailored employment strategy is crucial: nobody wins eventually when persons with disabilities are “placed by the force of Law” instead of being employed by satisfied employers. Somehow – even with this framework in hand – the real success of all these measures will be in sustainability of employment of persons with disabilities; their skills should meet the demands of employers.
 - Essential in this respect is specific labour market analyses:
 - Which skills does the market require?
 - Can persons with disabilities meet these demands?
 - How can we create matches in labour demand and supply?
 - Apart from this technical challenge – creating the climate for matching skills - there is the psychological, cultural and economic climate in which the readiness to employ persons with disabilities is not high.
 - To change this climate, the assessment and mediation process should be directed towards the unique individual skills of the job seeker with disabilities.
 - Mediation should be focussed on abilities and not on disabilities.
 - Furthermore it could be useful to consider to initially create an environment, in which the most talented persons with disabilities are proposed for the jobs with high demand
 - The best are used to create a “slipstream climate”, in which “the most talented” create the possibilities for the persons with more average capacities.
 - Next to this, investments in entrepreneurial support for persons with disabilities also contribute to boosting sustainable employment.

5.9. Next step

There are two possible options for the future cooperation between ILO and the DPO's in the area of establishing Corporate Social Responsibility:

1. To work on institutional level with (some of) the DPO's assessed in this study.
2. To create a task force consisting of some the most involved representatives of the (united) DPO's.

In terms of results related to employment promotion in general and corporate social responsibility, there are no organisations “totally ready for the job”. A few organisations have developed more activities in the area of employment promotion than others, but the overall result is that knowledge, networks and services are still in their embryonal phase. Furthermore it is important for sustainability reasons to strengthen the cooperation between DPO's. For these reasons the authors have a preference for a taskforce, preferably nominated by NOOIS and for instance consisting of representatives from ADS, Forum, Deaf Union, Blind Union, Intellectual Disabilities Association.

This task force (approved and mandated by the participating organisations) will coordinate the activities and is the point of contact between ILO and the DPO's.

The task force should also establish the (initial) contacts with the NES and social partners in order to ensure sustainable introduction of CSR in this respect in Serbia.

Annex 1: Analysis of provisions of legal and policy framework for employment of persons with disabilities in Serbia

A.1.1. Law on Prevention of Discrimination against Persons with Disabilities⁵⁸.

This Law prohibits discrimination on grounds of disability in labor relations and employment (articles 21 – 26), among other areas. The following constitute the illegal acts of discrimination that provide a basis for complaints to the court:

- Refusal to employ a person with disability who is qualified for a job due to his/ her disability
- Setting health conditions non-related to the job itself
- Prior testing of psycho- and physical abilities, when not-relevant for the job
- Refusal to adapt a work place
- Setting lower wages for persons with a disability
- Special conditions non-related to the job
- Creating special conditions in the labor rights for persons with disabilities

A.1.2. Proposal for the Law on Professional Rehabilitation and Employment of Persons with Disabilities

The proposed Law on Professional Rehabilitation and Employment of Persons with Disabilities⁵⁹ provides for:

- Incentives for employment to enable the equal participation of persons with disabilities at the labour market
- Assessment of working capacities of persons with disabilities
- Professional rehabilitation
- The obligation to employ persons with disabilities
- Conditions for the setup and work of companies for professional employment and rehabilitation of persons with disabilities and other special forms of employment and working engagement of persons with disabilities
- Other issues relevant for professional rehabilitation and employment of persons with disabilities

According to Law, the following persons shall be considered for the status of a person with disabilities:

- Disabled war veterans,
- Peacetime disabled army veterans,
- Civilians that became disabled in war,

⁵⁸ "The Official Gazette of Republic of Serbia" No. 33/ 2006.

⁵⁹ For a detailed study see Ljubinkovic, B, Rajkov, G, Tatic, D, Milojevic, S, Janicijevic, I and Stanojevic, M: "Uperedno istrazivanje o kvalitetu zaposlenosti osoba sa invaliditetom" (In Serbian The Comparative Study on Quality of Employment of Persons with Disabilities", Belgrade, 2007/2008

- A person that received assessment of his/ her disability, or has the status of person with disability established in accordance with the Law,
- A person with remaining working capacity or has the category of disability determined in accordance with the laws on retirement and disability insurance
- Any other person who's working capacity, capacity to maintain or gain employment or labor engagement had been determined in accordance with this law (art. 4).

Under the draft Law, persons with disabilities are entitled to:

- Assessment of working capacity and determination of the status of a person with disability
- Promotion of employment, work and social inclusion, equal conditions for participation at the labour market
- Measures and activities of professional rehabilitation
- Employment under general conditions
- Employment under specific conditions
- Measures of active employment policy
- Employment in special forms of employment and working engagement for persons with disabilities
- Other rights prescribed for by the law (art. 6)

The Commission of the organization in charge of expertise in retirement and disability insurance - the Pension and Retirement Insurance Fund (PIO) - will assess the working capacity of persons with disabilities (art 9). It is significant that criteria for assessment of one's working capacity will not be merely medical as previously in Serbia, but would also include social criteria. This opens up space for adoption of technical bylaws that would put in place procedures that would ensure that Assessment Commissions are focused on what a person with disability can do and not on things he or she cannot do!

Article 11 of the draft Law prescribes that tasks related to employment promotion of persons with disabilities encompass:

- Promotion of equal opportunities for persons with disabilities at the labour market
- Measures and activities for professional rehabilitation
- Entitlement to measures of active employment policy, self-employment and employment of persons with disabilities
- Provision for technical expertise and financial support to adaptation of working place and the process of work, including provision of technical and technological aids in order to increase the chances on employment of persons with disabilities and maintenance of their working places
- Monitoring and follow-up of effects of employment and social inclusion policies for persons with disabilities
- Cooperation with organizations of persons with disabilities, employers, other organs and institutions in order to promote employment and inclusion of persons with disabilities
- Other activities aimed at enhancing and promoting employment and inclusion of persons with disabilities at labour market.

Professional rehabilitation consists of implementation of measures and activities aimed at enabling a person with disability to gain qualifications for a particular job, to get employed, to maintain a job and to advance in career development (article 12 of the draft Law).

Vocational rehabilitation encompasses:

- Professional information,
- Counseling,
- Career guidance,
- Individual employment plan,
- Assessment of professional capacities,
- Vocational training, additional training or retraining,
- Maintenance and enhancement of working and social skills and capacities,
- Individual and group general and adapted programs for improvement of employment and social inclusion,
- Development of motivation,
- Technical aid and support,
- Monitoring and evaluation,
- Individual counseling, including psycho-social counseling,
- Education and training for the employers and experts in this area,
- Proposals and training for application of appropriate technical and technological solutions aimed at enhancing the efficiency of persons with disabilities in learning and work,
- Support services and
- Other measures.

A person with disability can be employed at an employer on the open labour market:

- Under general conditions, without any adaptations of the working place and/or the process of work
- Under special conditions, with adaptations of the working place and/or the process of work.

Adaptation of the working place includes provision of technical and technological means: resources for work, the working place and equipment suited to the needs and capacities of the employed person with disability (clause 4, article 23 of draft Law).

Adaptation may include provision of support at the working place, coaching, training for the job at the working place, counselling, provision of personal assistance and development of an individual framework for follow-up and measurement of efficiency at the work place (clause 5, article 23 of draft Law).

The Draft Law prescribes the following Quota - Levy system:

- The employer that hires from 20 to 49 employees is obliged to employ one person with a disability (clause 2, art 24).

- The employer that hires from 50 to 100 employees is obliged to hire 2 persons with disabilities, and one extra person with disability per each additional 50 employees (clause 3, art 24).
- Employers who fail to meet the prescribed quota shall be obliged to pay a fine in the amount of 3 minimum wages for each person with a disability they failed to employ for as long as they fail to meet the quota (art 29).

The Draft Law prescribes for setting up of a Budgetary Fund for Professional Rehabilitation and Promotion of Employment of Persons with Disabilities (clause 1, art 28). The Ministry in charge of employment shall govern that Fund.

The resources from the Fund shall be used solely for:

- Promotion of employment of persons with disabilities
- Professional rehabilitation
- Special forms of employment and working engagement of persons with disabilities.

The Employer that employs a person with disabilities is entitled to refunding of the costs of measures taken to equalize the opportunities for employment of the employee with disability in order to adapt his/ her working place (art 31).

The employer hiring a person with disability without any previous working experience within the scope of fulfilling the quota- levy system obligation, shall be entitled to receive a subsidy for that employee's wages in the amount of the minimum wage in Serbia for a period of 12 months (art 32).⁶⁰

Persons with disabilities that cannot find employment at the open labour market can get employed or engaged in special forms of employment and working engagement for persons with disabilities (article 34). The Draft Law prescribes the following forms:

- Companies for professional rehabilitation and employment of persons with disabilities
- Working centres, and
- Social enterprises and social organizations.

A company for professional rehabilitation and employment of persons with disabilities (article 36) has to fulfil the following conditions:

- It employs at least 5 persons with disabilities permanently
- Among its' employees, persons with disabilities constitute at least 50% and at least 10% of persons with disabilities can be employed solely under special conditions
- Possession of appropriate premises and technical and other equipment, necessary for the vocational rehabilitation and work of persons with disabilities
- Employing the following expert professionals for vocational rehabilitation of persons with disabilities if it has more than 20 employed persons with disabilities, or engages the following expert professionals for vocational rehabilitation if it employs less than 20 persons with disabilities:

⁶⁰ Serbia's disability movement criticized vigorously this provision of draft Law and is preparing amendments to the effect that subsidy should be 80% of the average wage in Serbia, as it had been prescribed by previous versions of the draft and has been practice of National Employment Service in 2005 and 2006. DPO's claim that subsidy in the amount of minimum wage is hardly an incentive for employers to hire a person with disability and may be even interpreted as a message to the society that work of persons with disabilities is not worth more.

- One employee who fulfills the conditions for training in the relevant field of work and vocational training set by legislation on education and vocational training
- One employee who fulfills the conditions on providing professional assistance to persons with disabilities set by legislation on education
- One employee advisor for integration at the working place
- Has the necessary license for work.

The company for professional rehabilitation shall receive a subsidy of 50 % of the average wage per each employed person with a disability from the Budget of Serbia, in accordance with instruction of the Minister for employment and social affairs (art 40). Besides the above- mentioned subsidies, a company for professional rehabilitation may receive funds from any special Government program that will be used for improving working conditions and investment in production programs of company.

A Working Centre is a special form of an institution aimed at providing working engagement as form of professional rehabilitation and occupational therapy for persons with disabilities that cannot find or maintain employment neither under general nor special conditions, i.e. his/ her working efficiency is 1/3 less than that of the efficiency of other employees.

The Working Centre has to engage at least 5 persons with disabilities and persons with disabilities have to constitute at least 80% of the persons hired or engaged in the centre (article 43). Persons that are engaged are entitled to allowances in the amount of 20% of the minimum wage in Serbia and the compensation of travel expenses to the working centre for themselves and an assistant accompanying them in transport. The working centre is a new organizational form prescribed for the Law, there weren't any working centres in practice in Serbia so far.

In Serbia, persons with intellectual disabilities, especially those with moderate or severe disability, in some cases have their legal capacity revoked or limited, thus they are unable to conclude labour contracts and be engaged at the open labour market. Provisions on Working Centres were developed at the initiative of several DPO representing persons with intellectual disabilities in cooperation with the Ministry of Labour and Social Affairs in order to provide legal framework for work of persons with intellectual disabilities whose legal capacity had been revoked or restricted.

The Republic of Serbia, autonomous provinces and local authorities can set up the Working Centres (art 44). The working centres are envisaged as public institutions that combine principles of employment with principles of social care in their work and have in fact characteristics of social protection institutions. The Draft Law originally prescribed that solely public authorities will be entitled to set up working centres, but during the Parliamentary debate on draft Law (1st reading) an MP submitted an amendment in cooperation with National Union of DPO's of Serbia, providing for possibility that a DPO may also set up a working centre.

A Social Enterprise is a company set up for performing an activity aimed at satisfying the needs of persons with disabilities (clause 1, art 45) and has to employ at least 1 person with disability. It operates under the rules prescribed for the operation of companies (clause 2, art 45). This is a new organizational form prescribed for in the Law; there weren't any social enterprises in practice in Serbia so far.

A Social Organization is another form of organization whose activity is aimed at satisfying the needs of persons with disabilities (clause 3, art 45). It has to employ at least one person with disability.

Social enterprises and social organizations are obliged under the Draft Law to invest part of their income into enhancement of the working conditions, working skills, social integration, the living standard and the satisfaction of needs of persons with disabilities (clause 4, art 45).

A.1.3. The Labor Law⁶¹

Prohibition of discrimination on grounds of disability in the Labor Law applies to direct and indirect discrimination in terms of:

- Job application
- Labor conditions
- Training
- Career advancement
- Termination of individual labor agreement

Persons who experienced discrimination in labor relations are entitled to demand compensation in court proceedings. However, cases of complaints submitted to courts are very rare.

The law also provides that persons with disabilities are employed under general provisions, unless otherwise prescribed by the law. If the employee is not longer fit for the job (in terms of ability), the employer is obliged to offer another job, according to his/her remaining working capacities. The employee may only be fired if he/she refuses the other appropriate job offer.⁶²

⁶¹ "The Official Gazette of Republic of Serbia" No. 24/ 2005.

⁶² Leerentveld, H, Rauschenbach, B, Savcic, R, Tatic, D: "Integration Step by Step: Feasibility Study for improving the employment for People with Disabilities in Serbia", Belgrade, (2006), p. 12 – 13.

Annex 2: Questionnaire CSO/DPO

Questionnaire Civil Society Organisations and Disabled Persons Organisations

Name of organisation:

Contact person:

Address:

Phone:

Email:

Section 1: General information

1. What is your focus group?
2. What is the estimated number of your “gross” clients / target group? (How many people do you represent?)
3. (if working with memberships) How many members do you have?
4. How many active members do you have?
5. Can you describe the governing structure of your organisation?
6. On what levels (national / regional /local) do you explore activities?
7. What are the main goals of your organisation?
8. What services do you provide for your clients / members?
9. What kind of other activities do you organise?
10. In what networks are you active?
11. What were your main activities in the period 2006-2008?
12. What were your main achievements in the period 2006-2008?

Section 2: Members / clients profile

13. Do you keep a database of members in terms of age, gender, education, labour market position? Y/N

If “No” go to question 16

14. Can you “profile” your members / clients in terms of:
 - a. Age:
 - i. 18-24
 - ii. 25-34
 - iii. 35-44
 - iv. 45-54
 - v. 55-65

- b. Gender:
 - i. M
 - ii. F
- c. Education:
 - i. Primary school grades 1 to 4
 - ii. Incomplete primary school
 - iii. Primary school grades 1 to 8
 - iv. Special primary school
 - v. Secondary technical school 3 grades
 - vi. Secondary technical school 4 grades
 - vii. Secondary gymnasium high school 4 grades
 - viii. Special secondary education
 - ix. College education in higher schools
 - x. University education
 - xi. Post- degree university education
 - xii. Doctorate education
- d. How are your members / clients spread over the country
 - i. Locally
 - ii. Regionally
 - iii. At national level
- e. How many of your members / clients are active on the labour market?
 - i. In search of employment
 - ii. Employed
 - iii. Retired
 - iv. Supported by family members/ guardians

Section 3: Services

15. Do you practically assist members / clients in their search for employment and/or employment promotion in terms of services, assessment, labour market analyses, awareness raising, self-employment? Y/N

If "No" go to question 20

16. How many members / clients did you assist in their search for employment in 2006, 2007 and 2008?

17. How many members / clients found employment in those years?

18. What kind of services do you provide related to employment promotion? (reference period 2006-2008)

- a. Awareness raising
 - i. Among members / clients
 - ii. Among employers
 - iii. Among politicians / government / social partners
 - iv. What kind of activities did you organise in this respect
- b. Categorisation / assessment of the employment potential of clients / members /

- i. How many members / clients were participating in this activity?
- c. Assessment of the type and intensity of services needed by clients / members in order to establish their readiness for work (training / support / education / adaptation measures)
 - i. How many members / clients were participating in this activity?
- d. Marketing of members' / clients' potential / "unique selling points" towards employers? If "yes", please elaborate.
- e. General employment promotion information. If "yes", please elaborate.
- f. Analyses of labour market information for your target group. If "yes", please elaborate.
- g. Activities related to vacancy hunting / job mediation; if "yes", please specify the number of vacancies and the number of placements.
- h. Activities related to project development, for example establishing an agreement with an employer / a group of employers in which they intend to employ members / clients. If "yes", please specify.
- i. On the basis of the specific characteristics of your members / clients targeting promising sectors / employers for employment promotion. If "yes" please elaborate.
- j. Following up on "i" initialising and establishing networks with business life for employment promotion. If "yes" please elaborate.
- k. Exploring activities to support employers in the areas of:
 - i. Promotion
 - ii. Accessibility of the work place
 - iii. Transport
 - iv. Work place adaptation / technology
 - v. Subsidies
 - vi. If "yes", please specify.
- l. Developing activities to support the NES in their activities:
 - i. Providing information about members / clients
 - ii. Offering support to develop NES' services for members / clients
 - iii. Project development with the NES (trainings, job mediation, campaigns)
 - iv. Activities related to adaptation work place and accessibility
 - v. If "yes", please specify
- m. Delivering services for members / clients related to career guidance:
 - i. Choices related to training & education
 - ii. Career choices
 - iii. Coaching on the job
 - iv. If "yes", please specify

- n. Delivering trainings for members / clients related to:
 - i. Career skills
 - ii. Technical skills
 - iii. If “yes”, please specify
- o. Developing and organising trainings for employment related services providers of members /clients:
 - i. Educational sector
 - ii. NES
 - iii. Others
 - iv. If “yes”, please specify
- p. Developing and organising SME support. If “yes”, please specify
- q. Other initiatives, If “yes”, please specify

Section 4: opinions

19. What do you perceive as the main barriers specifically faced by persons with disabilities with regard to employment?
20. What services are most needed to assist persons with disabilities in their search for employment
21. What do you see as areas of potential cooperation with companies and service providers
22. How do you assess the employment relevance, impact and current state of play in the following measures for employment conditions and – development:
(Qualify your assessment in a value between 1-10 (10 highest))

Measure	Employment relevance	Impact on employment	Implementation to date
Socio-economic information on PwD			
Accessibility			
Education			
Personal assistance			
(Public) transportation			
Anti-discrimination in employment			
Awareness promotion			
Ability assessment for employment			
Rehabilitation related to employment (training, coaching and guidance)			
Provisions for work place adaptation			
Services for work adaptation			
Job mediation / job counselling via NES			
Self-employment / entrepreneurs support			
Subsidies for employment			

Sheltered employment			
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Employment relevance: (pre-) condition to be fulfilled for effective employment promotion

Impact on employment: number of jobs to be expected

Implementation to date: how far did plans come to reality

Annex 3: Information about participating organisations for Persons with Disabilities

NOOIS – National Union of DPO's in Serbia	
Focus group	Persons with all types of disabilities – physical, sensory, intellectual – and their legal representatives
Estimated number of target group	500000
Members	13 Associations
Active members	40
Governing structure	National
Levels of activities	National and international
Main goals	To promote rights and potentials of persons with all types of disabilities in Serbia, to serve as a forum where DPO' s of Serbia can exchange information and formulate joint actions towards the decision- makers in order to improve the quality of life of persons with disabilities and ensure their full and equal participation in Serbian society, monitor the implementation of national and international legal acts and participate in drafting of the relevant policies and legislation, establishing a partnership with competent authorities.
Provided services	NOOIS serves as forum for member DPO' s to exchange information and formulate joint actions for enhancement of situation of persons with disabilities in Serbia. It also provides concrete support to member organization in their lobbying for adoption of particular pieces of legislation and implementation of policies relevant for its' members.
Other activities	Seminars, round table and panel discussions, research, contacts with representatives of authorities, study visits, working groups for drafting of particular pieces of legislation and policies, participation at national and international conferences
Networks	NOOIS closely co-operates with European Disability Forum EDF, where it applied for full membership. It also co-operates with Disabled People's International DPI Committee for Europe, SHARE SEE

Main activities 2006-2008	Setting up NOOIS organizational structure in 2007. Producing National Disability Report, produced in partnership with HI and EDF, within the framework of CARDS 2 project. Writing Protocol on co- operation with various political parties that participated in May 2007 Parliamentary elections in Serbia in order to ensure their support for ratification of the Convention on Rights of Persons with Disabilities and adoption of Law on Professional Rehabilitation and Employment of Persons with Disabilities. Participating in drafting of Law on Professional Rehabilitation and Employment of Persons with Disabilities. Participation in number of EDF conferences and meetings. Participation at the regional conference "Step towards Europe 2008" on incorporating disability dimension into process of European integrations in the Western Balkans. Study visit to the EU organs in Brussels. Partnership with Department for Persons with Disabilities in promoting the Action plan for harmonizing Serbia's legislation with provision of the Convention on Rights of Persons with Disabilities. Partnership with Department for Persons with Disabilities in promoting the Council of Europe Disability Action Plan 2006- 2015
Main achievements 2006-2008	Participating in drafting of Law on Professional Rehabilitation and Employment of Persons with Disabilities. Participation in number of EDF conferences and meetings. Participation at the regional conference "Step towards Europe 2008" on incorporating disability dimension into process of European integrations in the Western Balkans. Study visit to the EU organs in Brussels. Partnership with Department for Persons with Disabilities in promoting the Action plan for harmonizing Serbia's legislation with provision of the Convention on Rights of Persons with Disabilities. Partnership with Department for Persons with Disabilities in promoting the Council of Europe Disability Action Plan 2006- 2015

Union of the Blind	
Focus group	Blind persons
Estimated number of target group	15000
Members	5699
Governing structure	National, regional and local
Levels of activities?	NRL
Main goals	Improving status of persons with disabilities, members in particular, through provision of support to persons with themselves and capacity building of local branches that are members of the association.

Provided services	Working with competent authorities on installation of audio street signalization and tactile paths for blind persons. Training for independent movement of blind persons with white cane. Training in Braille print. Training for use of software reading audio program EnReader. Publishing literature in formats accessible for blind persons.
Networks	NOOIS
Main activities 2006-2008	Working with competent authorities on installation of audio street signalization and tactile paths for blind persons. Training for independent movement of blind persons with white cane. Training in Braille print. Training for use of software reading audio program EnReader. Publishing literature in formats accessible for blind persons.
Main achievements 2006-2008	Working with competent authorities on installation of audio street signalization and tactile paths for blind persons. Training for independent movement of blind persons with white cane. Training in Braille print. Training for use of software reading audio program EnReader. Publishing literature in formats accessible for blind persons.

Association of Multiple Sclerosis of Serbia	
Focus group	Persons with multiple sclerosis and their family members.
Estimated number of target group	5000
Members	1800
Governing structure	National, regional and local
Levels of activities	National, regional and local
Main goals	Improving status of persons with disabilities, members in particular, through provision of support to persons with themselves and capacity building of local branches that are members of the association.
Networks	Noois
Main activities 2006-2008	Psychosocial support to the persons with multiple sclerosis. Visits to members and therapeutic services. Physical therapy for members. Acquisition of medical sanitation materials. Picnics for association members
Main achievements 2006-2008	Psychosocial support to the persons with multiple sclerosis. Visits to members and therapeutic services. Physical therapy for members. Acquisition of medical sanitation materials. Picnics for association members

Association for Cerebral Paralysis and Polio of Serbia	
Focus group	Persons with cerebral paralysis and polio and their families
Estimated number of target group?	12000
Members	3326

Governing structure	National, regional and local
Levels of activities?	National, regional and local
Main goals	Improving status of persons with disabilities, members in particular, through provision of support to persons with themselves and capacity building of local branches that are members of the association.

Center for Independent Living	
Focus group?	Persons with physical disabilities
Estimated number "gross" target group	5000
Members	400
Active members	100
Governing structure	National and regional
Levels of activities?	National, regional and local
Provided services	<ul style="list-style-type: none"> a. Organise personal assistance b. Activities related to improving accessibility c. Trainings about disability information and awareness d. Performing participating in research on disability developments e. Policy development on mainstreaming ability and legislation
Other activities	<ul style="list-style-type: none"> a. Poverty reduction strategy and implementation b. Incidentally advise in job meditation c. Campaigning for personal assistance d. Local events for employment promotion
Networks	<ul style="list-style-type: none"> a. European network of independent living b. FENS umbrella organisation of 400 NGO's in Serbia c. NOOIS umbrella organisation for DPO d. Public private partnership on poverty reduction e. Global compact f. Links with the Ministries of LSA, ERD, Health, Youth & Sport, Education g. Council for Disability affairs
Main activities 2006-2008	<ul style="list-style-type: none"> a. Development of service standards for PA, with funding b. Setting up local coalitions for local Disability Action Plans c. Research on quality of social support services (with UNDP) d. Accession policy related to disability. e. CARDS programme National Disability Report f. Forming of NOOIS g. Campaigning for adoption of the UN convention h. Activities related to law on employment promotion i. Drafting national disability strategy

	j. Poverty reduction strategy
Main achievements 2006-2008	a. Law on anti-discrimination b. Recognition as influential stakeholder c. Agreement on almost all policies and strategy d. Agreement on the main content of the law on employment promotion, except wage subsidy

Union of the Deaf and Hard of Hearing of Serbia	
Focus group	Deaf persons and hard of hearing persons
Estimated number of target group	130000
Members	130000
Active members	10000
Governing structure	National, regional and local
Levels of activities?	National, regional and local
Main goals	Finding out deaf and hard of hearing persons in order to provide them with support. Assessment of capacities of person. Providing education to deaf persons, primarily through special education. Providing professional rehabilitation to deaf and hard of hearing persons. Putting efforts into improving the status of deaf and hard of hearing persons and providing equal opportunities to them. Provision of social and health care to deaf and hard of hearing persons. Promotion of sign language and cultural identity of deaf persons
Provided services	Education in special schools with provision of training that would be used in sheltered workshops, with adaptation of the work places and sign language interpretation. With the decline of sheltered workshops attempts are being made to direct those youths towards companies at open labour market.
Other activities	Sign language courses for interested non-deaf persons, especially educational staff and civil servants
Networks	Nationally, the Union of DPO's of Serbia NOOIS. Internationally, World Deaf Federation, European Federation of the Deaf, Balkans' Union of the Deaf.
Main activities 2006-2008	Promotion of sign language. Training courses for sign language for non- deaf persons. Annual festivals of folk dance, pantomime and drama for deaf persons. International Deaf Day. Participation at World Deaf Federation conferences. Hosting European Deaf Youth Camp in Belgrade in 2008. Hosting European handball championship for the deaf. Organizing sporting events for the deaf. Publishing activities

Main achievements 2006-2008	Promotion of sign language. Training courses for sign language for non- deaf persons. Annual festivals of folk dance, pantomime and drama for deaf persons. International Deaf Day. Participation at World Deaf Federation conferences. Hosting European Deaf Youth Camp in Belgrade in 2008. Hosting European handball championship for the deaf. Organizing sporting events for the deaf. Publishing activities
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Muscular Dystrophy Association Serbia	
Focus group	Persons with muscular dystrophy and related neuromuscular conditions and their families
Estimated number of target group	5000
Members	1596
Governing structure	National, regional and local
Levels of activities	National, regional and local
Main goals	Improving status of persons with disabilities, members in particular, through provision of support to persons with themselves and capacity building of local branches that are members of the association.
Other activities	Removal of architectural barriers at local level in all municipalities where the association has its' branches. Development of support services- personal assistance for association members. Improving health care and rehabilitation services for persons with muscular dystrophy. Participation in the work of European Association of MDA EAMDA
Networks	National union of DPO of Serbia NOOIS
Main activities 2006-2008	Removal of architectural barriers at local level in all municipalities where the association has its' branches. Development of support services- personal assistance for association members. Improving health care and rehabilitation services for persons with muscular dystrophy. Participation in the work of European Association of MDA EAMDA. Participation in drafting of legislation relevant for members of MDA. Participation in the work of National union of DPO of Serbia NOOIS. Publishing activities.
Main achievements 2006-2008	Removal of architectural barriers at local level in all municipalities where the association has its' branches. Development of support services- personal assistance for association members. Improving health care and rehabilitation services for persons with muscular dystrophy. Participation in the work of European Association of MDA EAMDA. Participation in drafting of legislation relevant for members of MDA. Participation in the work of National union of DPO of Serbia NOOIS. Publishing activities. MDA Serbia participated in the drafting of the Law on Professional Rehabilitation and Employment of Persons with Disabilities. Local branch MDA Belgrade prepared a

Guide on employment of persons with disabilities for employers, with info on legal framework, incentives and subsidies, ways in which to communicate with and work with persons with disability, how to adapt a working place. Local branch MDA Belgrade recorded 2 video clips promoting persons with disabilities as active employees in co-operation with students and professors of Faculty of Dramatic Arts of Belgrade University. Clips were broadcasted on national and local TV stations. 14 local branches of MDA Serbia have photocopy and print shops that hire from 2 to 4 persons with disabilities each and local branches have set up sheltered workshops for employment of their members.

Union of Associations for Protection of Persons with Intellectual Disabilities of Serbia	
Focus group	Persons with intellectual disabilities, their families and legal guardian
Estimated number of target group	40000
Members	92000
Active members	400
Governing structure	National, regional and local
Levels of activities?	National, regional and local
Main goals	Improving status of persons with intellectual disabilities and their families, members in particular, through provision of support to persons with themselves and their family members and capacity building of local branches that are members of the association.
Provided services	In Belgrade a separate DPO Center for Creative Education of persons with intellectual disabilities assisted 150 persons to find jobs. In some local branches in day care centers persons with intellectual disabilities provide occupational therapy producing semi- finished products then marketed to companies at market. In some local branches assistance is provided to persons with intellectual disabilities that have mild disabilities and legal capacity to find jobs in public sector (communal services, maintenance of parks) and with some private companies
Other activities	Setting up daily care centers for persons with intellectual disabilities. All forms of activities aimed at creating conditions for supported housing and independent living with support for persons with intellectual disabilities. Psycho- social support to persons and their families. Workshops. Occupational therapy. Parents' clubs. Placement of persons with intellectual disabilities in foster families rather than in institutions
Networks	National union of DPO of Serbia NOOIS

Main activities 2006-2008	All forms of activities aimed at creating conditions for supported housing and independent living with support for persons with intellectual disabilities.
Main achievements 2006-2008	More than 100 daily care centers for persons with disabilities were set up all over Serbia. Psycho- social support to persons and their families. Workshops. Occupational therapy. Parents' clubs. Placement of persons with intellectual disabilities in foster families rather than in institutions. Education and capacity building of members and branches. Introduction into local authorities which enables branches of the association to influence decision- making process for local policies that influence lives of persons with intellectual disabilities in their respective communities.

Association for assistance to persons with autism of Serbia	
Focus group	Persons with autism and their families
Estimated number of target group	4500
Members	2300
Active members	60
Governing structure	National, regional, local
Levels of activities?	National, regional, local
Main goals	Improving status of persons with autism and their families, members in particular, through provision of support to persons with disabilities themselves and their families, and capacity building of local branches that are members of the association. Realization of their rights in accordance with the European Charter adopted at the 4 th European congress on Autism in 1992.
Provided services	Education on working capacities of persons with autism for parents of persons with autism and experts in educational facilities. Trying to find jobs for 3 members with autism.
Other activities	Setting up daily care centers for persons with autism. All forms of activities aimed at creating conditions for supported housing and independent living with support for persons with autism. Education, special and mainstream school. Counseling, education
Networks	National union of DPO of Serbia NOOIS
Main activities 2006-2008	All forms of activities aimed at creating conditions for supported housing and independent living with support for persons with intellectual disabilities
Main achievements 2006-2008	Setting up of day care centers and supported housing for persons with autism, education for experts and members of families of persons with autism, providing counseling and education for family members, trainings, capacity- building, occupational therapy for members persons with autism

Association of Paraplegics and Quadriplegics of Serbia	
Focus group	Persons with paraplegia and quadriplegia
Estimated number of target group?	1600
Members	1272
Active members	150
Governing structure	National, regional, local
Levels of activities	National, regional, local
Main goals	Creating accessible environment, Creating conditions of implementation of the UN Standard rules for equalization of opportunities for persons with disabilities, Working engagement and employment of persons with disabilities, Putting efforts towards provision of social care to Association's members, Working towards provision of legislative solutions of problems and enjoyment of rights by persons with disabilities.
Provided services	Support for applications for public transport benefits. Occasional legal support for members to claim their rights.
Other activities	Removal of architectural barriers at local level in all municipalities where the association has its' branches. Sporting activities. Participation in drafting of legislation aimed at improving the situation of association members. Organization of trainings, seminars, education for members and public.
Networks	National union of DPO of Serbia NOOIS
Main activities 2006-2008	Updating data- base. Participation in drafting of the relevant legislation. Organizing round table discussions on orthopedic aids. Removal of architectural barriers at local level in all municipalities where the association has its' branches. Sporting activities.
Main achievements 2006-2008	Updating database. Securing positions of consultants for persons with disabilities in all branches of Fund for Health Care Insurance.

Muscular Dystrophy Association of Belgrade	
Focus group	Persons with muscular dystrophy and related neuro-muscular conditions.
Estimated number of target group	600
Members	438
Active members	30
Governing structure	Local
Levels of activities	Local

Main goals	Association has the continuous mission to point out and initiate solving the problems that individuals with muscular dystrophies, their families and society as a whole face due to muscular dystrophy. Association's programs include assisting its' members through rehabilitation, provision of orthopedical aids, education and professional rehabilitation, employment, organizing social activities. Association protects its' members rights and acts towards improving their social status. It participates in and monitors adoption of laws prescribing for rights of persons with disabilities, informs the public about its' work, problems, achievement and co-operates with related DPO in Serbia and abroad.
Provided services	Socio- humanitarian work (provision of material aid to members, helping them realize various legal benefits, field visits etc). Informing members and the general public. Providing door- to – door transportation to members. Educational programs (computer and foreign languages courses). Professional rehabilitation programs. Cooperation with governmental, civil and business sector. Association's program of development. Organizing sporting, cultural and entertainment activities. Administrative tasks
Other activities	Socio- humanitarian work (provision of material aid to members, helping them realize various legal benefits, field visits etc). Informing members and the general public. Providing door- to – door transportation to members. Educational programs (computer and foreign languages courses). Professional rehabilitation programs. Cooperation with governmental, civil and business sector. Association's program of development. Organizing sporting, cultural and entertainment activities. Administrative tasks
Networks	Coordinating board of DPO of Belgrade and Muscular Dystrophy Association of Serbia
Main activities 2006-2008	Transport, employment and mediation of employment, development of business activities of Association's print shop in order to enhance economic independence of Muscular Dystrophy Association of Belgrade
Main achievements 2006-2008	Association realized 6 projects, obtained a new van for door-to-door transport of the members, new machines for the print shop and men performing civil service instead of military service in the Association helped expand the scope of services provided to Association members.

Muscular Dystrophy Association of Vojvodina	
Focus group	Persons with muscular dystrophy and related neuro-muscular conditions.
Estimated number of target group	650
Members	360
Active members	120
Governing structure	Regional

Levels of activities	Regional
Main goals	The Association runs a campaign for overcoming this serious handicap that in most cases confine the disabled person to wheelchair and has serious consequences on general health. It also works on complete social integration of its members. The main objectives are: to inform the members about their rights and obligations; campaign for eliminating architectural barriers; to solve social problems, problems with health and other obstacles of members schooling, employment, transport (the use of public transport), overcoming of prejudices, to stimulate scientific and medical researches
Provided services	The main goal of the Association is to bring together disabled people, their friends, doctors, social workers and others, in order to achieve objectives important for improving general state of the disabled. Almost three decades ago, the Association was founded by a group of people suffering from dystrophy and their parents in order to protect the rights and the interests of this category of citizens. Today, there are 168 members in our association, the most of them being children and young people.
Other activities	The most important activities of our Association at the moment are: to get a new photocopier which would be used as means of providing material and social stability for our members; to get computer equipment for school of computers where our members would be taught to work on a computer; Intention that summer camp "Head up" becomes traditional activity; to organize rehabilitation for older members in one of the sea spas; to get a van for transport of our members who are using wheelchair to the doctor, to school, to the theatre etc.; to cooperate with similar associations in foreign countries
Networks	active in most non-government sectors in Serbia
Main activities 2006-2008	organizing summer camps for school children
Main achievements 2006-2008	The fact that our Association exists for so many years is enough to realize that we are able to organize our activities and to make them function even during the most difficult periods, in the coordination with governmental and nongovernmental organizations. In many cases the Association was of life importance for many of our members. Due to provided care many of our members gained social recognition and they also received credit from one another. Address of the Association is the address of another home of our members where they can always come and talk about their problems. This kind of image is considered as a proof that our Association is an organization that through its own example showed that disabled people don't only use common goods but are also able to be actively involved in social life according to their capabilities.

CRID	
Focus group	Persons with all types of disabilities – physical, sensory, intellectual – and their legal representatives
Members	70
Active members	30
Governing structure	National and regional
Levels of activities	National, regional and local
Main goals	Improving status of persons with disabilities, members in particular, through provision of support to persons with themselves and capacity building of members of the association.
Activities	Promotion of concept of universal design. Co- operation with EFG Bank on making offices of those banks accessible. Construction of the 1st accessible park in New Belgrade.
Networks	Cross-disability network of Serbia
Main activities 2006-2008	Promotion of concept of universal design. Co- operation with EFG Bank on making offices of those banks accessible. Construction of the 1st accessible park in New Belgrade. Participation at national and international conference on universal design, accessibility, human rights of persons with disabilities. Promotion of inclusive education
Main achievements 2006-2008	Promotion of concept of universal design. Cooperation with EFG Bank on making offices accessible. Construction of the 1st accessible park in New Belgrade. Participation at national and international conference on universal design, accessibility, human rights of persons with disabilities.

Forum for young persons with disabilities	
Focus group	Young persons with various types of disabilities interested in equal participation in society
Estimated number of target group	5000
Members	20
Active members	9
Governing structure	National and regional
Levels of activities	National, regional and local
Main goals	Improving status of persons with disabilities, members in particular, through provision of support to persons with themselves and capacity building, promotion of human rights and full social participation of persons with disabilities.
Provided services	Workshop on social entrepreneurship of persons with disabilities. Signing protocol on co- operation with Delta Holding and provision of disability training to Delta Maxi and Delta Sports managers and HR resources. Participation in Global compact Serbia

Other activities	Accessibility bulletins. "4 steps towards equality"- project on promotion of anti-discrimination. Regional Western Balkans conference on young persons with disabilities and setting up a regional network. Research of pilot project on data base collection
Networks	Cross-disability network of Serbia Global compact Serbia
Main activities 2006-2008	Accessibility bulletins. "4 steps towards equality"- project on promotion of anti-discrimination. Regional Western Balkans conference on young persons with disabilities and setting up a regional network. Research of pilot project on data base collector. Workshop on social entrepreneurship of persons with disabilities. Signing protocol on co- operation with Delta Holding and provision of disability training to Delta Maxi and Delta Sports managers and HR resources
Main achievements 2006-2008	Accessibility bulletins. "4 steps towards equality"- project on promotion of anti-discrimination. Regional Western Balkans conference on young persons with disabilities and setting up a regional network. Research of pilot project on data base collector. Workshop on social entrepreneurship of persons with disabilities. Signing protocol on co- operation with Delta Holding and provision of disability training to Delta Maxi and Delta Sports managers and HR resources

Association of Disabled Students	
Focus group	Students without and with a disability
Estimated number of target group	500
Members	300
Active members	50
Governing structure	National and local
Levels of activities	National and local
Main goals	Equal opportunities and equality, Social integration and responsibility, anti-discrimination.
Provided services	Support when enrolling the University, scholarships in cooperation with Ministry of Education of Republic of Serbia, personal assistance (with help of persons who are serving military obligation under civil service within our organisation).
Other activities	Education practices, seminars, workshops, public relations, help in writing the resume of the members, etc.
Networks	South East European Network of Youth and Students with Disabilities (member countries are Serbia, Montenegro, Macedonia, Moldavia), Cross Disability Network of Serbia, Coalition against Discrimination.

Main activities 2006-2008	Research about position of persons with disabilities in high school education. Regional conference on the subject of inclusive education. Research among professors and administrative staff of faculties about attitudes towards the students with disabilities and inclusive education. Publishing of "Looping" – magazine about human rights, disabilities, and culture and society. Monitoring of implementation of law against discrimination of persons with disabilities. Advocacy activities.
Main achievements 2006-2008	Increase in number of students with disabilities in enrolling the University. We have founded, with the help of Belgrade University, University Centre for Students with Disabilities.

White Cane	
Focus group	Blind persons and their families, persons with other types of disabilities
Estimated number of target group	20000
Members	5000
Active members	500
Governing structure	National, regional and local
Levels of activities	National, regional and local
Main goals	Creation of conditions for independent movement of blind persons
Activities	Lobbying for development of trainings by peri-pathologists in order to enable blind persons to move independently. International conferences and seminars on orientation and mobility. Local trainings on orientation and mobility. Walks of blind and other persons with disabilities and non-disabled supporters in central city streets in various cities in Serbia in order to promote independent movement for blind persons and removal of barriers. Lobbying for ensuring accessibility of web sites of public entities for blind persons. Development of e- accessibility. Promotion of potentials and human rights of persons with disabilities and their inclusion and participation in the society. Peer education
Networks	Cross- disability network of Serbia
Main activities 2006-2008	Lobbying for development of trainings by peri- pathologists in order to enable blind persons to move independently. International conferences and seminars on orientation and mobility. Local trainings on orientation and mobility. Walks of blind and other persons with disabilities and non-disabled supporters in central city streets in various cities in Serbia in order to promote independent movement for blind persons and removal of barriers. Lobbying for ensuring accessibility of web sites of public entities for blind persons. Development of e- accessibility. Promotion of potentials and human rights of persons with disabilities and their inclusion and participation in the society. Peer education

Main achievements 2006-2008	Lobbying for development of trainings by peri- pathologists in order to enable blind persons to move independently. International conferences and seminars on orientation and mobility. Local trainings on orientation and mobility. Lobbying for ensuring accessibility of web sites of public entities for blind persons. Development of e- accessibility. Promotion of potentials and human rights of persons with disabilities and their inclusion and participation in the society. Development human resources and capacity- building for members, project management
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Annex 4: Questionnaire NES

Questionnaire NES

Contact person:

Address:

Phone:

Email:

Section 1: General information

- 23. What is the estimated number of your clients?
- 24. How are services for PwD organised within NES?
- 25. On what levels (national / regional /local) do you explore activities? Please describe the way they are organised
- 26. What services do you provide for your clients?
- 27. What kind of other activities, apart from services (campaigns, congresses etc) do you organise?
- 28. What are the targets of the NES with regards to employment (promotion) of PwD in 2006,2007 and 2008, possibly also for 2009?
- 29. What were your main activities in the period 2006-2008 in this area?
- 30. What were your main achievements in the period 2006-2008 in this area?

Section 2: Clients profile

- 31. Do you keep a database of PwD in terms of age, gender, education, labour market position?
- 32. Is this database also used (and accessible) for statistical purposes?
- 33. Can you “profile” your members / clients in terms of:
 - a. Age:
 - i. 18-24
 - ii. 25-34
 - iii. 35-44
 - iv. 45-54
 - v. 55-65
 - b. Gender:
 - i. M
 - ii. F
 - c. Education:
 - i. Primary school grades 1 to 4

- ii. Incomplete primary school
 - iii. Primary school grades 1 to 8
 - iv. Special primary school
 - v. Secondary technical school 3 grades
 - vi. Secondary technical school 4 grades
 - vii. Secondary gymnasium high school 4 grades
 - viii. Special secondary education
 - ix. College education in higher schools
 - x. University education
 - xi. Post- degree university education
 - xii. Doctorate education
- d. How are your clients spread over the country
- i. Locally
 - ii. Regionally
 - iii. At national level
- e. How many of your clients are active on the labour market?
- i. In search of employment
 - ii. Employed

34. How up to date is your database? (yearly full maintenance on client level?)

Section 3: Services

35. How many PwD clients did you assist in their search for employment in 2006, 2007 and 2008?

36. How many PwD clients found employment in those years?

37. What kind of services did you provide related to employment promotion for PwD? (reference period 2006-2008)

- a. Awareness raising
 - i. Among clients
 - ii. Among employers
 - iii. Among politicians / government / social partners
 - iv. What kind of activities did you organise in this respect
- b. Categorisation / assessment of the employment potential of clients
 - i. How many clients were participating in this activity?
- c. Assessment of the type and intensity of services needed by clients in order to establish their readiness for work (training / support / education / adaptation measures)
 - i. How many clients were participating in this activity?
- d. Marketing of clients' potential / "unique selling points" towards employers? If "yes", please elaborate.
- e. General employment promotion information. If "yes", please elaborate.

- f. Analyses of labour market information for PwD. If “yes”, please elaborate.
- g. Activities related to vacancy hunting / job mediation; if “yes”, please specify the number of vacancies and the number of placements.
- h. Activities related to project development, for example establishing an agreement with an employer / a group of employers in which they intend to employ clients. If “yes”, please specify.
- i. On the basis of the specific characteristics of PwD clients targeting promising sectors / employers for employment promotion. If “yes” please elaborate.
- j. Following up on “i” initialising and establishing networks with business life for employment promotion. If “yes” please elaborate.
- k. Exploring activities to support employers in the areas of:
 - i. Promotion
 - ii. Accessibility of the work place
 - iii. Transport
 - iv. Work place adaptation / technology
 - v. Subsidies
 - vi. If “yes”, please specify in numbers and amounts
- l. Delivering services for PwD clients related to career guidance:
 - i. Choices related to training & education
 - ii. Career choices
 - iii. Coaching on the job
 - iv. If “yes”, please specify in numbers of clients
- m. Delivering trainings for clients related to:
 - i. Career skills
 - ii. Technical skills
 - iii. If “yes”, please specify in numbers of clients
- n. Developing and organising trainings for employment related services providers of members /clients:
 - i. Educational sector
 - ii. PIO
 - iii. Others
 - iv. If “yes”, please specify
- o. Developing and organising SME support. If “yes”, please specify
- p. Seeking and building cooperation with PwD organisations to support the NES in their activities:
 - i. Providing information for their members / clients

- ii. Developing NES' services for their members / clients
 - iii. Project development with these organisations (trainings, job mediation, campaigns)
 - iv. Activities related to adaptation work place and accessibility
 - v. If "yes", please specify organisations and activities
- q. Other initiatives, If "yes", please specify

Section 4: opinions

38. What do you perceive as the main barriers specifically faced by persons with disabilities with regard to employment?
39. What services are most needed to assist persons with disabilities in their search for employment
40. What do you see as areas of potential cooperation with companies and service providers
41. How do you assess the employment relevance, impact and current state of play in the following measures for employment conditions and – development:
(Qualify your assessment in a value between 1-10 (10 highest))

Measure	Employment relevance	Impact on employment	Implementation to date
Socio-economic information on PwD			
Accessibility			
Education			
Personal assistance			
(Public) transportation			
Anti-discrimination in employment			
Awareness promotion			
Ability assessment for employment			
Rehabilitation related to employment (training, coaching and guidance)			
Provisions for work place adaptation			
Services for work adaptation			
Job mediation / job counselling via NES			
Self-employment / entrepreneurs support			
Subsidies for employment			
Sheltered employment			

Employment relevance: (pre-) condition to be fulfilled for effective employment promotion

Impact on employment: number of jobs to be expected

Implementation to date: how far did plans come to reality