

THE ART OF SURVIVAL

HOW THE SOCIAL PROTECTION SYSTEM IS



LOW LEVEL OF INFORMATION

I never heard any information from an authorized person on the income a socially disadvantaged person can obtain. From social workers, specifically. All this you can hear from associations, or three women, two women at the market, at bazaars, and from them you hear what your rights are.

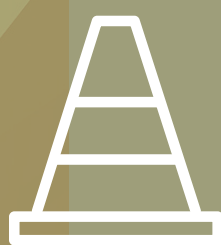
Lejla, only her husband receives social assistance due to his condition (vigil coma)



UNJUST

It is not fair and correct at all. First, it is not fair towards pensioners. Second, it is not fair towards us, people in constant social need.

Fatima, person with psychosocial disability, social assistance recipient



DISABILITY DISCRIMINATION

In this state, the law defines that we demobilized soldiers do not have certain rights, but the families of martyrs and disabled persons have them. I agree that they deserve those rights, but it is unclear to me how that law defines that those who have income have more rights, and that ones who do not have any income do not have any rights.

Mirza, child benefits recipient, person with psychosocial disability



INSUFFICIENT FINANCIAL ASSISTANCE

You cannot do anything with that amount! What can you do with 170 KM a month? You cannot survive with that amount, not even for a month!

Kenan, social assistance recipient



LENGTHY AND COMPLICATED PROCEDURE

You have to deliver tons of papers. You have to collect them, send them, and wait a year for the response, even a refusal.

Safet, person with disability, social assistance recipient



LATE TRANSFER OF FINANCIAL ASSISTANCE

Yes, one payment is always late. That puts us in a very difficult position. Payments are always made at the end of the month, on 24th or 27th. It rarely happens that we get the assistance on 19th of the month.

Adnan, social assistance recipient



TREATS DISABILITY AS COSTLY

When the mayor lacks money, he makes budget cuts on us. Absolutely inconsiderable.

Zijad, social assistance recipient, person with sensory disability