

EQUALITY FOR ALL

STRATEGY FOR JOINT WORK OF ORGANISATIONS
FROM SEE WORKING WITH DISABLED PEOPLE

December 2023

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EQUALITY FOR ALL

Strategic Planning – for joint work

This plan is an attempt for the joint performance of the following organizations:

- Center for inclusion and support in the community - Pula
- Oaza Association - Sarajevo
- Association Sunce - Mostar
- The will to live - Velika Plana
- Association of persons with cerebral palsy - Veles

Short description of each of the network members is provided in the Annex I of this Strategy.

Introduction

According to the general statistics, one in six people in the South Eastern Europe (Western Balkans) has a disability that ranges from mild to severe, making around 4 million who are often prevented from taking part fully in society and the economy because of environmental and attitudinal barriers. For people with disabilities the rate of poverty is 70 % higher than the average partly due to limited access to employment.

Over a third of people aged over 75 have disabilities that restrict them to some extent, and over 20 % are considerably restricted. Furthermore, these numbers are set to rise as the Region's population ages.

Same as EU Member states (Croatia), other countries in this region, as candidate countries have a strong mandate to improve the social and economic situation of people with disabilities. Organizations, members of the Network Equality for all are on the same mission.

- Article 1 of the Charter of Fundamental Rights of the EU states that 'Human dignity is inviolable. It must be respected and protected.' EU recognises and respects the right of persons with disabilities to benefit from measures designed to ensure their independence, social and occupational integration and participation in the life of the community.' In addition, Article 21 prohibits any discrimination on the basis of disability.
- The United Nations Convention on the Rights of Persons with Disabilities (the UN Convention), the first legally-binding international human rights instrument to which all the countries in the Region are parties requires States Parties to protect and safeguard all human rights and fundamental freedoms of persons with disabilities.

According to the UN Convention, people with disabilities include those who have long-term physical, mental, intellectual or sensory impairments which in interaction with various barriers may hinder their

full and effective participation in society on an equal basis with others.

Organizations that are members of the Network Equality for all are working with high commitment in achieving the rights of persons with disabilities. Having in mind the challenges that their countries face in everyday functioning, they have agreed that only joint efforts in their work can provide higher impact in society.

Methodology of Strategic Planning

The process of the strategic planning for the work of the network **Equality for all** began at the end of October and was finished in December 2023. The areas that are presented as priority for solving in the next period were obtained through a special methodology, that is, through the organized meetings, joint activities and consultation process and the analysis of all existing research and documents that refer to the national and international level in the area of network interests.

The Strategic planning process, covered the following phases and steps:

- **Team:** Establishment of Strategic team of the Network. Every organization has at least one representative in this Strategic team.
- **Strategic Workshops:** A 3-day Strategic Planning Workshop was executed in Berovo, where the consultant together with the Strategic team determined the main strategic priorities and directions, review the vision and mission of Network, defined the strategic goals and activities for the next years;
- **SWOT:** Conducted a SWOT analysis to identify the network's strengths, weaknesses, opportunities, and threats. This analysis helped in understanding the internal capabilities of the association, areas for improvement, potential advantages, and external factors that may pose challenges or present opportunities.
- **Goal setting:** Based on the findings from the SWOT and PESTEL analysis, we set the strategic goals that align with the vision of the network. We made sure that these goals are specific, measurable, attainable, relevant, and time-bound (SMART)
- **Action planning:** We develop action plan that outline the specific steps required to achieve each strategic goal - assign responsibilities, set timelines, and establish key performance indicators (KPIs) to track progress. We braked down each goal into smaller, actionable tasks and allocate resources accordingly.
- **Draft:** After defying the main information (input) and developed the main direction of the strategy, a draft version of the document was presented to the Strategic team.
- **Finalization of the document:** After revision of the draft document presented to the responsible Strategic, and the final corrections implemented by the consultant, a final document – EQUALTIY FOR ALL Strategy was submitted.

VISION

EQUALITY FOR ALL is a network of organizations from the Western Balkans region that provides support to people with special needs and difficulties in development in each of the countries in the region, as well as in the region as a whole. The network implements its activities through:

- They work on the implementation of joint projects
- Exchange of experience
- Promotions of a complete inclusive civil society
- Clear advocacy of the right to life in each of the communities

The operation of this network is based on the following values:

- A sincere partnership between network members
- Honest partnership with the authorities
- Honest partnership with socially responsible companies

VALUES

EQUALITY FOR ALL is a network of organization that are joined to work together, by recognizing and respecting its values:

1. **Integrity:** Upholding honesty, trustworthiness, and moral principles in all actions and interactions.
2. **Respect:** Showing respect for oneself, others, and promoting inclusivity and diversity.
3. **Responsibility:** Taking responsibility for one's own actions, making ethical choices, and contributing to the better society for all people.
4. **Teamwork:** Working collaboratively and effectively in teams, valuing cooperation, and supporting one another.
5. **Leadership:** Developing leadership skills, fostering initiative, and empowering people with disabilities to lead and make a positive difference.
6. **Service:** Engaging in community service, actively contributing to the welfare of others, and practicing good citizenship.
7. **Environmental Impact:** Promoting environmental awareness, conservation, and sustainable practices.
8. **Global Citizenship:** Encouraging an understanding of regional and global issues, promoting cultural exchange, and fostering a sense of responsibility towards the international community.

Network motto: **I WANT-I CAN-I MUST**

SWOT Analysis

Strengths:

- Great experience
- Clear common goals
- Recognize in the environment
- cooperation with partners
- numerous membership
- a large target group
- gender equality among members
- licensed service providers
- maximum dedication to users
- mutual connection
- good infrastructure
- Experience in participating in the adoption of action plans at all levels

Weaknesses:

- Insufficient and irregular financing
- insufficient human resources
- insufficient support from all levels of government
- more work on social services and less on advocacy
- insufficiently developed membership database
- low awareness of the local community
- low-quality cooperation with other NGOs

External trends analysis - PESTEL

PESTEL is an acronym for Political, Economic, Social, Technological, Legal, and Environment. This unit of analysis assesses these six external factors concerning the situation in which some organizations operates. The analysis examines opportunities and threats arising from these six factors.

With the results offered by the PESTEL analysis, it is possible to have a favorable view when carrying out market research, creating strategies, developing products and services, and making better decisions for the organization.

The PESTEL analysis for the Network was executed during the Strategy workshop and the findings of the analysis are presented bellow:

POLITICAL

Positive

- processes of European integration
- standard conditions and rules for work

Negative

- insufficiently applicable documents
- not enough money due to the political situation in the world

ECONOMICAL

Positive

- Development of tourism (alternative)
- Greater availability of EU Funds
- Increased foreign investments

Negative

- A small part of the funds available for the civil sector
- large complicated requests
- Inflation
- declining agricultural production
- lack of quality workers
- inability to pay workers

SOCIAL

Positive

- national and religious diversity

Negative

- migration outside the region
- declining birth rate
- the impossibility of a normal life

TECHNOLOGICAL

Positive

- IT trends
- Orthopedic aids
- treatment of persons with disabilities
- greater accessibility

Negative

- Robotization (AI)

LEGAL

Positive

- improvement of the rights of persons
- harmonization of EU legislation

Negative

- poor implementation of regulations
- harmonization of EU legislation

PRIORITIES 2024-2030

Based on the internal analysis of the strengths and weaknesses of the network (SWOT), as well as the analysis of external factors and trends (PESTEL), four priorities of the network for the next few years of joint work were determined.

Priorities for joint work

1. Expansion of the network and strengthening of its internal capacities
2. Social services
3. Social entrepreneurship
4. Joint work on projects financed by the European Union

Expansion of the network and strengthening of its internal capacities

The members of the network are aware that the network can achieve its joint objectives as well as the objectives of its members only if they are strong and large enough to:

- Represent as large as possible number of persons with disabilities in their countries
- Have highest possible market share of their target group
- Show that they are strong enough to influence policy makers in the area of persons with disabilities

Therefore, the expansion of the network is the first priority of this Strategy.

Social services

Social services are one of the key components of work of each of network members. These services are mainly intended for the elderly and persons with disabilities, individualized in terms of support in the area of maintaining personal hygiene, nutrition, purchasing food products, provision of medicines, walks in the home and outside from home, i.e. realization of the basic and instrumental activities and satisfaction of the basic needs of a person. These services are usually implemented in cooperation with local or central authorities that have a jurisdiction in the area of supporting people with disabilities. Usually they are providing services that are delegated, and by default the service that is provided by the network members are cheaper for the society than if they would be implemented by the governmental institutions.

2. Social serviceable service "Living with support" - intended for persons with disabilities, four small group homes were opened, two of which in the Municipality of Gradsko, one in Bashino Selo and one in the Municipality of Veles, 20 persons with disabilities were deinstitutionalized by S.Z "Demir Kapija" and placed in small group homes, which enables their socialization and full inclusion in society. An activity realized with the financial support of the European Union through the project "Together for more opportunities and support" - TIMOR of the non-governmental organization "CeProSARD", now with a signed management agreement with the Ministry of Labor and Social Policy of RSM.

Social entrepreneurship

Quality jobs ensure economic independence, foster personal achievement, and offer the best protection against poverty. However, the rate of employment for people with disabilities is only around 50%. To achieve the countries's growth targets, more people with disabilities need to be in paid employment on the open labour market. The network will pay particular attention to young people with disabilities in their transition from education to employment. It will address intra-job mobility on the open labour market and in sheltered workshops, through information exchange and mutual learning. It will also address the issue of self employment and quality jobs, including aspects such as working conditions and career advancement, with the involvement of the social partners.

Joint work on projects financed by the European Union

Joint work on EU funded projects will lower costs for Network members organizations as they will have only one programming exercise to deal with for all of them.

Joint work also makes support to their target groups more coherent and less fragmented, as cooperation helps cut out gaps and overlaps. Moreover, there will be a higher impact and better value for money, as Network members combine their resources.

For Network members, work on joint projects funded by EU can also help to raise awareness, improve public perception in their countries and in the Region, and increase accountability of each of the Network members.

Each of these priorities are going to be achieved by fulfilment of strategic goals and actions

1. Expansion of the network and strengthening of its internal capacities

- signing of the memorandum on the formalization of the network
- network expansion – inviting new member organizations in the network
- networking with other networks
- membership in larger international networks of people with special needs (EU inclusion)

2. Social services

- Realization of joint initiatives for inclusive tourism - target group as user of services
- Implementation of joint initiatives for inclusive sports activities

3. Social entrepreneurship

- Joint work on the promotion of inclusive tourism - creating an offer
- Promotion of the network as a large target group interesting for certain companies
- Promotion of agricultural production as an opportunity for employment of persons with disabilities

4. Joint work on projects financed by the European Union

- Representation in each of the countries, depending on the needs, on the rights of persons with disabilities.
- Joint work on advocacy and lobbying for persons with disabilities
- Exchange of experiences in relation to solving specific problems

ACTION PLAN

Based on priorities and strategic goals, the following action plan was defined

Priority	Strategic goal	Strategic task	Time frame	Estimated budget (EUR)
Expansion of the network and strengthening of its internal capacities	Signing of the memorandum	Organising the process of signing the memorandum for establishment of the network	January – March 2024	1000
	Network expansion	Organising annual Network meetings	July – December 2024	10000
		Actively promoting Network on social media and website	Continuously	1000
		Welcoming new organisations as Network members	Continuously	1000
	Networking with other networks	Participation on the meetings with other networks	Continuously	1000
	Membership in larger international networks	Applying for membership in networks on European and global level	Continuously	1000
Social services	Realization of joint initiatives for inclusive tourism	Exchange of experience for inclusive tourism	At least once a year	10000
		Preparation of projects for inclusive tourism	Continuously	5000
	Implementation of joint initiatives for inclusive sports activities	Organisation of joint events for inclusive sport activities	Once a year	30000
	Best practices sharing on social services in the countries	Conference on social services in each of the countries provided by the network partners	March 2025	30000
Social entrepreneurship	Joint work on the promotion of inclusive tourism	Offering possibilities for inclusive tourism to network members	Continuously	1000
		Promoting possibilities for inclusive tourism organized by network members and offered to other organisations	Continuously	10000

	Promotion of the network as a large target group interesting for certain companies	Actively promoting Network on social media and website	Continuously	1000
	Promotion of agricultural production as an opportunity for employment of persons with disabilities	Actively joint advertisement of agricultural production endeavors by the Network members	Continuously	1000
Joint work on projects financed by the European Union	Representation in each of the countries	Committing in supporting each others during project proposal applications and submissions	Continuously	10000
	Joint work on advocacy and lobbying	Support for lobbying for any need identified by any of the network partners	Continuously	5000
	Exchange of experiences in relation to solving specific problems	Organising annual Network meetings	July – December 2024	10000

Indicators (KPI) – measurement of implementation of the Strategy

The implementation of the strategy for joint work should be systematically monitored and followed, so the reviews to be suggested if the need for this is identified.

For monitoring of the strategy a set of indicators have been identified. If there is a need, this list of indicators could be revised and indicators could be amended:

KPI 1 - Signed memorandum on joint cooperation and formal establishment of the network (March 31, 2024)

KPI 2 – At least one meeting of the Network members organized annually

KPI 3 – At least one new organization welcomed as a network member annually

KPI 4 – Successful application to membership of at least one larger network of similar organizations

KPI 5 – At least one joint conference on social services organized during the period 2024-2030

KPI 6 - Successful application for at least 3 projects with a total value of 3,000,000 EUR

KPI 7 - Successfully implemented one joint project per year with a value of 500,000 EUR

ANNEX I – Members of the Network EQUALITY FOR ALL

ASSOCIATION OF PERSONS WITH CEREBRAL PALSY AND OTHER DISABILITIES-VELES

"Association of persons with cerebral palsy and other disabilities - Veles" is a humanitarian, non-profit organization, established on September 12, 1997 by parents of children, youth and adults with disabilities. Children, youth and adults with cerebral palsy, Down's syndrome, autism, intellectual disability and other disabilities are members of the non-governmental organization. We comprise several age groups in our Association and we make sure that each age category has appropriate services and activities that we can offer them and with which we contribute to their growth, development and inclusion in society. The organization operates in the municipalities of Veles, Gradsko, Rosoman, and Chashka. The organs of this association consist of the president, the assembly, the executive board and the supervisory board (the members that consist the organs can be listed if required). The association cooperates with all associations in the Republic of North Macedonia that work in the field of persons with disabilities and other similar problems. The association also cooperates with associations from the region and is a member of the platform of non-governmental organizations led by "Polio Plus" - a movement against handicaps, a member of the network of women's organizations for gender equality, led by "Kvinna till Kvinna" - Skopje. The organization has permanent employees, caregivers, professionals and volunteers involved in the activities of the organization.

VISION

"Complete acceptance and inclusion of people with disabilities in the Vardar region and in the entire country"

MISSION

ZLCPDP Veles is an organization that provides social services for people with disabilities, including women and girls, for their better inclusion in society, through approaches based on respect for human rights, and using the concepts of social entrepreneurship and economic empowerment of women.

Strategic goals:

1. Provision of social services for persons with disabilities
2. Social inclusion and employment of persons with disabilities, including women and girls through the social entrepreneurship approach
3. Gender equality of women and girls with disabilities and economic empowerment of the women.
4. Improving health and access to health services for women and men with special needs
5. Increasing the awareness of the local community for the needs of improvement the quality of life of persons with disabilities and their involvement in society streams

Current activities of ZLCPDP-Veles

1. **Social serviceable service "Help and care in the home"** intended for the elderly and people with disabilities, individualized in terms of support in the area of maintaining personal hygiene, nutrition, purchasing food products, provision of medicines, walks in the home and outside from home, i.e. realization of the basic and instrumental activities

and satisfaction of the basic needs of a person. This service is implemented in the territory of the Municipality of Veles, Gradsko and Rosoman, and for the service itself, operators and service coordinators are hired. This service is supported by UNDP, Employment Agency and RSM and Ministry of Labor and Social Policy.

2. Social serviceable service "Living with support" - intended for persons with disabilities, four small group homes were opened, two of which in the Municipality of Gradsko, one in Bashino Selo and one in the Municipality of Veles, 20 persons with disabilities were deinstitutionalized by S.Z "Demir Kapija" and placed in small group homes, which enables their socialization and full inclusion in society. An activity realized with the financial support of the European Union through the project "Together for more opportunities and support" - TIMOR of the non-governmental organization "CeProSARD", now with a signed management agreement with the Ministry of Labor and Social Policy of RSM.

3. Social inclusion and work engagement of persons with disabilities and other marginalized groups through the cultivation of medicinal organic herbs - planting, cultivation, harvesting, drying and creation of products from organic medicinal herbs such as calendula oil and ointment, lavender soaps, calendula, lavender tincture and lavender sachets and calendula, basil, mint, sage teas and their sale for the purpose of sustaining social service services.

4. Project "Center for Social Inclusion" - TOGETHER - A project in cooperation with the Association of Pensioners Veles that will enable people with disabilities, but also the elderly, greater inclusion and socialization. Activities of this project are the organization of art, pottery, sports, horticultural, literary workshops and motivation and life skills in order to improve cognitive, socio-emotional, motor skills and creative thinking of people with disabilities, as well as the elderly. As part of this project, a summer camp was organized in Ohrid for people with disabilities and the elderly.

5. Inclusive tourism at Lake "Mladost" and inclusive playground "Park of the Hearts", with an accessible beach for people with limited mobility, two tactile paths and props in order for people with special needs to be included in the contents of the lake, but also in the park itself .

CSO „WILL FOR LIFE“ VELIKA PLANA

The association of persons with cerebral palsy and children's palsy "Will for life" from Velika Plana was founded in 2003, and this year we are celebrating a significant jubilee - 20 years of existence and work of the Association. Years of work, effort and commitment to improving the position of people with disabilities are behind us. We have worked diligently, and we are still working to remove all the barriers and prejudices that rule about them. Accessibility was the initial priority that we successfully addressed and made Velika Plana accessible for all its citizens who are faced with some kind of disability. Today, all institutions, residential buildings, public purpose buildings, schools, etc. are absolutely available and

functional. We have tried to help people with disabilities to exercise all their rights that belong to them by law. We soon opened the "Lane" Day Care Center for children, young people and adults with physical disabilities and intellectual disabilities, licensed that service and began to actively provide it. Even today, that Service is in operation, and 12 to 15 users are accommodated half-day in the Day Care Center, with whom professional staff work. In addition to this service, we have been licensed to provide the service Personal companion of a child and Personal assistance for people with disabilities, which we actively provide in the territory of the municipality of Velika Plana, and periodically in other municipalities in the territory of Serbia. The "Heart in the palm of your hand" club was also opened, where people with disabilities socialize and work - occupational therapy is promoted through the production of decorative candles, icons and magnets. Our next step is to establish a service for independent living, Housing with support. For this purpose, with the help of parents of persons with disabilities, the Local Self-Government and numerous donors, we have adapted a facility called "Sun House" which is habitable for 11 users who will use this service. A Hall for processing and drying fruits and vegetables was built and fully equipped with machines for work within the facility. With the help of various programs provided by the NES (National Employment Service), we employed a large number of disabled people and work assistants who work in the hall on the production, packaging and distribution of osmotically dried cherries, pears, plums and apple chips. We market finished products and they can be found in markets throughout our country. By opening this hall, we opened the way for employment of people with disabilities and increasing their level of equality in society and independence. We have implemented countless projects with domestic and foreign donors. We have great cooperation with the Local Self-Government and all relevant institutions at the level of Velika Plana and beyond. We regularly organize one-day and multi-day trips for our users, and we try to be represented in the media and on social networks in order to present our work and raise awareness among citizens about the group we represent.

ASSOCIATION "SUNCE" BASIC INFORMATION

Association "Sunce" is a non-governmental organization of regional character (the region is Herzegovina), established in 1998. It operates as a voluntary, non-political, non-governmental, multiethnic organization of persons with disabilities. Currently, "Sunce" has 90 registered users - individuals with intellectual and combined disabilities, of different diagnoses, gender and ages.

The organization's mission is advocating and improving the quality of life for individuals with intellectual and combined disabilities in healthcare, social protection, education, rehabilitation, vocational training, employment, as well as raising awareness among citizens about these individuals.

The most significant social services provided by the association to users, which are not systematically addressed, are:

- "Daily Center" for individuals with intellectual and combined disabilities (ICD) in its premises, offering socialization, education, rehabilitation, vocational training, and personal empowerment.
- "Living in the Local Community for ICD" - for almost 13 years there is one residential community with one user living there independently, with minimal support, at the moment. As the user's income is insufficient to cover housing costs (rent, utilities, food, clothing, hygiene, heating), the association has taken on the responsibility of sourcing funds for these expenses (which has become an almost impossible mission, at times like these).

The association advocates for the complete social inclusion of ICD individuals, aiming for their participation in all aspects of life, equal opportunities, and their status as responsible citizens in line with the applicable UN Conventions on the Rights of Persons with Disabilities (PRPD). All of this should be systematically resolved and regulated by law.

Additionally, the association works on the professional rehabilitation, empowerment, enhancement of skills of individuals with disabilities through various forms of education, and ultimately, the employment of young people with disabilities.

Psychological support, in collaboration with a psychologists' association, is provided to children and persons with disabilities, as well as to their families, particularly mothers, who bear the majority of the responsibility for the upbringing and care of the child. The fact is that most mothers are unemployed, lacking the opportunity to work due to the 24-hour care of the child. They lack sufficient time for themselves, essentially subordinating themselves to the family and child, leading to long-term psychosomatic illnesses due to stress and concerns. Hence, we try to provide preventive measures; because the greatest support to a family is empowering their child, enable their independence to function with support, and find employment. This way, parents will be less burdened, having more time to dedicate to themselves and their health. Furthermore, parents have the opportunity to educate themselves or to broaden their knowledge and skills, and potentially find employment.

In order to develop remaining abilities, fine motor skills, and to raise funds, creative workshops are organized where ideas are realized into beautiful and unique products!

Through educational workshops, involvement in social life is encouraged, competencies are strengthened, self-confidence and self-esteem are built, and lobbying is conducted to enforce the rights guaranteed by the UN Convention.

To carry out these activities, the association secures funds through projects with the support of donors and kind-hearted individuals because there is no stable source of funding.

ASSOCIATION "OAZA"

The Association for Support of Persons with Intellectual Disabilities in the Sarajevo Canton "Oaza" is a non-governmental and non-profit civil society organization that works to improve the rights and protection of persons with intellectual disabilities, founded in 1960.

The "OAZA" association has 562 active and passive members who obtain the necessary information to exercise their personal rights, register for certain donations, participate in activities inside and outside the day center, use the services of a social worker, psychologist, occupational therapist, music therapist, and sports and physical education teacher.

Our vision is equal status and inclusion of people with intellectual disabilities in the local community. In order to be closer to this goal, we implement plans and programs every day that will help people with intellectual disabilities to acquire new knowledge, skills and ways of behaving. This undertaking is complex and requires an individual and holistic approach to each individual. If we take into account that people with intellectual disabilities have limited social cognition at birth, it is clear that, above

all, we work on bringing them closer together and building trust with each other. In addition to the above, it is important to point out that the reduced ability to understand the demands of the environment, limited emotional development and personality development with delayed development of the concept of self, low self-esteem, atypical defense mechanisms that are manifested in the fixation of earlier forms of behavior and maladapted forms of defense (denial, withdrawal, regression) - longer dependence on the social environment that leads to social and professional limitations.

Association "Oaza" provides support to people with intellectual disabilities and their families, by developing programs in the field of education, work training, social inclusion and rehabilitation for the purpose of preparation and training for independent living with support, through public advocacy, in the local community, which is the mission of associations.

Association "OAZA" offers a wide range of activities for its membership, which are available and left to the personal choice of each member. First of all, each activity records the initial state of the member, and based on individual possibilities and abilities, a work plan and program is drawn up. Art workshop, Natural soap making workshop, Jewelry making workshop, Weaving workshop, Frame making workshop, Music therapy and Individual and Group therapy with a psychologist contribute to emotional and cognitive development. In this place, we will highlight inclusion in sports, which we are particularly fond of and whose realization is being helped by the Swedish non-governmental organization My Right BiH - empowers people with disabilities - office in Sarajevo. By implementing this project, we managed to encourage a large number of people with intellectual disabilities to participate in sports, while some of them crystallized into athletes with enviable results. These are athletes who today not only train in regular sports clubs, but are also equal competitors at the Federal level.

Therefore, the Association "OAZA" has optimized and adapted its wide range of activities to its membership as much as possible, the results of which are measurable and visible, which is the most important motive for our further intentions.

Association "Oaza" provides support to people with intellectual disabilities and their families by developing programs in the field of education, job training, social inclusion and rehabilitation for the purpose of preparation and training for independent living with support through public advocacy in the local community. In the past period, we have implemented many projects with which we send a message to the wider community that people with intellectual disabilities are equal and active citizens of all local communities. This type of support and involvement is not only help and empathic support, but an example of adequate respect and appreciation of documents that guarantee all the rights of people with intellectual disabilities, such as the United Nations Convention on the Rights of Persons with Disabilities.

If you want to learn more about the Association "Oaza" and the activities it carries out, feel free to visit the website and Facebook page, as well as Instagram:

www.udruzenjeoaza.ba

<https://www.facebook.com/udruzenjeoaza.3>

<https://www.instagram.com/udruzenjeoaza/>

The Center for Inclusion and Support in the Community - Pula

Inclusion, as an approach based on the principles of respect for the human rights of the individual, refers to the process of increasing the participation of people with disabilities in local communities, schools and other public institutions, through restructuring them so that they take responsibility for their ability to accept all citizens. Inclusion sees its strength in the diversity of the individual, because it is precisely the diversity of needs that builds a system that is flexible enough to meet the needs of all citizens.

The right to live in a community is one of the fundamental human rights. Community life does not mean only physical presence, it is characterized by relationships and activities, acquired experiences and emotions. Due to placement in inpatient institutions and the unavailability of regular education and employment services, many people with intellectual disabilities are excluded from our society. Inclusive support services in the community create an alternative to institutional segregation care and aim to realize the right of these people to a dignified life in the community. Greater presence and more active involvement of people with intellectual disabilities in community content changes society's attitudes. People with intellectual disabilities stop being objects of pity and become our colleagues at work, consumers in the store, neighbors for coffee. The fact that a person has intellectual disabilities is no longer his only characteristic.

Our communities offer a wealth of resources such as health, education, jobs, public services, shopping, cultural and sporting events, religious services and public transport. These resources offer us various opportunities to satisfy our interests as well as many services that make our lives easier. Using community resources is part of a daily routine that helps people be involved in the community. At the same time, using community resources that enrich our lives, we assume important roles in it (volunteer, member of the religious community, worker, client, brother, parent, uncle, neighbor, friend...). Social services are all activities, measures and programs intended to prevent, recognize and solve problems and difficulties of individuals, families, groups and communities, and improve the quality of their life in the community. Social services are provided to people in need in their family and local community as non-institutional or institutional services (community services).

The supported housing service is intended for all people with intellectual disabilities who need support to lead self-determined lives in the community. A self-determined life refers to the ability to make decisions and manage your life to the greatest extent possible. The service represents an alternative to institutional care and is aimed at realizing the rights of a person as an equal citizen in society.

The Center for Inclusion and Support in the Community has been providing the service of organized housing, or as it is also called housing with support, since 2010 in Pula, in apartments that are owned or rented by us.