

# ANNUAL REPORT 2016



INITIATIVE FOR  
DEVELOPMENT &  
COOPERATION



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# ANNUAL REPORT 2016



Initiative for Development  
and Cooperation  
**Annual report 2016**

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Initiative for Development and  
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# INTRODUCTION



Dear all,

If the success of one organisation is to be measured by number of projects realised and good value of the money spent in one calendar year, IDC is among few organisations that do their job in a highly professional manner.

If the success of one organisation is to be measured by motivation of its staff, their dedication, responsibility, maturity of their ideas, team work and relationship towards its beneficiaries, there is no doubt that we are among the best.

During last 15 years of work in civil sector I have been working with numerous organisations of different managerial and financial capacities, local administrations and decision makers, and I think I have all the right and experience to say that, concerning my team, IDC is in the top of the class. There are no many better.

Often there were hard, stressful and sad situations. But more than that, there were beautiful, joyful moments full of satisfaction. Working with people that I work with makes sad moments less sad and beautiful ones even more beautiful.

I would like to thank my team, my people. We move forward!

Second successful decade is in front of us!

*Miodrag Nedeljkovic*  
Executive director

# IDC DURING THESE 10 YEARS AND NOW

Association of citizens **Initiative for Development and Cooperation**, known as IDC among its friends, is non-profit organisation dedicated to social and economic inclusion of underprivileged categories of population and protection of their human rights. We are working together with vulnerable social groups that usually live below the poverty line, trying to fight together with them for their active inclusion and raising awareness of problems that our beneficiaries are facing.

Association was officially registered in 2007. IDC inherited the experience and continued initiatives and program guidelines of international organisation from Spain **Movimiento por la Paz** (MPDL), where founders of IDC were active from 2002 to 2007.

People who work in IDC have extensive experience in working with vulnerable social groups (refugees, internally displaced persons, returnees, Roma ethnic minority, long-term unemployed, women and children who belong to marginalised social groups, etc.), programs of retraining, additional training, active job search, development of social entrepreneurship and community based social services, business start-up trainings, etc. Our team is highly experienced in project management, development and implementation of different projects, especially projects financed by European Union.



## Confirmation of quality of provided services

Thanks to the membership in IRIS network, IDC has successfully implemented trainings and harmonisation with ISO standards and got an ISO Certificate for the quality of its work. ISO certificate guarantees that the services provided by certified organisation are safe, trustworthy and of a high quality. These standards also represent strategic tools that allow decrease of operating costs through minimisation of harms and errors and an increase in productivity.

IDC's main office is located in Belgrade and currently has 10 employees and a wide network of associates and volunteers. Just as when needs of our beneficiaries and our principles of effectiveness resulted in opening of local office in Niš, this year they led to opening of a local office of IDC at the new address.

At the end of 2016 cooperation with local authorities in city of Subotica resulted in opening a local office in this city.



## **OUR VISION:**

SATISFIED PEOPLE IN A JUST SOCIETY!

## **OUR MISSION:**

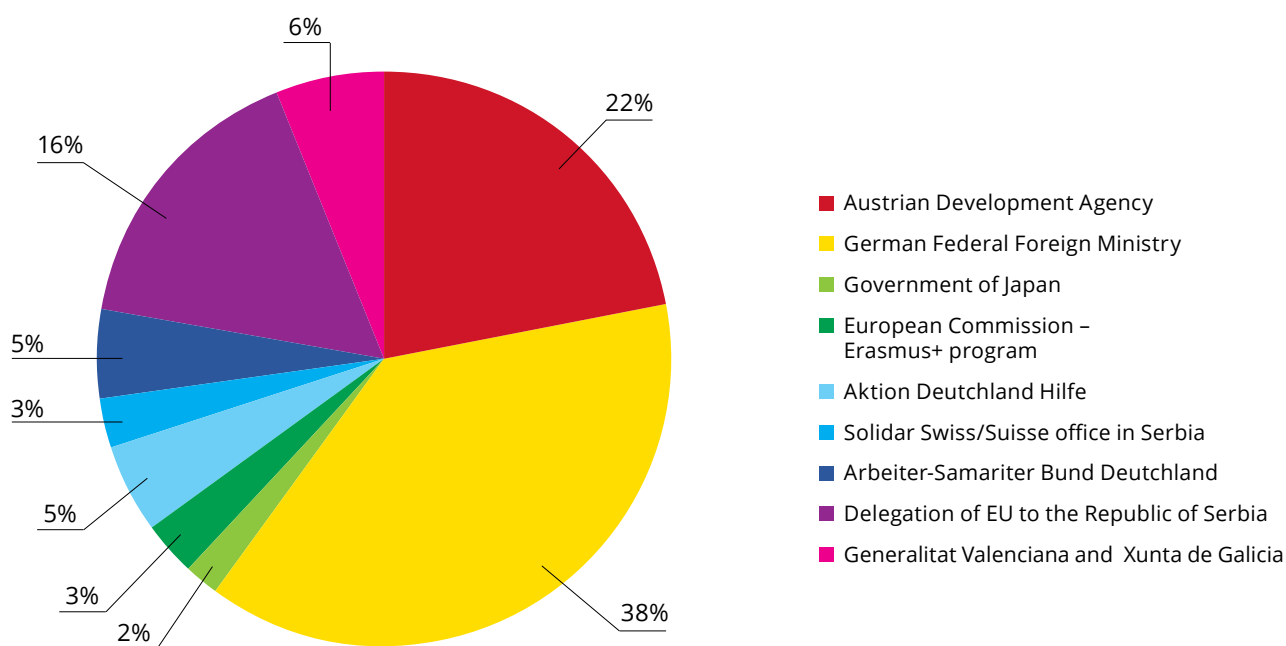
DEVELOPMENT OF SUPPORT PROGRAMS FOR VULNERABLE SOCIAL GROUPS THROUGH INNOVATIVE SOCIO-ECONOMIC SOLUTIONS, RESPECT AND PROTECTION OF HUMAN RIGHTS, THE BUILDING OF A JUST AND RESPONSIBLE SOCIETY THAT RESPECTS DIVERSITY AND EQUAL OPPORTUNITIES.



# 2016 IN NUMBERS

Name of the project	Role in the project	Period of implementation		Total project budget
		from	to	
Rural development after floods	☆	01.10.2015	01.09.2017	240,000.00 EUR
Support to mostly Syrian refugees in camps and on the route through Serbia, Macedonia and Greece	☆	01.03.2016	31.01.2017	1,980,000.00 EUR
You will never walk alone	★	01.09.2016	01.03.2017	11,000.00 USD
World of work or youth	☆	01.10.2014	01.04.2016	119,313.00 EUR
Aktion Deutschland Hilfe	☆	01.09.2015	30.04.2016	267,530.00 EUR
Social partner together for amending on draft of the Law on the peaceful resolution of labor disputes	★	20.03.2016.	30.11.2016	1,398,000.00 RSD
Mobile teams – Direct aid	★	01.11.2015	30.04.2016	30,468.50 EUR
Support to the reconstruction of houses and economic revitalisation of flood affected areas in Serbia	☆	01.08.2015	02.07.2017	3,300,000.00 EUR
Strengthening capacities of volunteer team	★	01.01.2016	31.10.2016	10,000.00 EUR
Emergency response to the refugee crisis in Serbia	☆	01.11.2016	31.11.2016	999,911.00 EUR
Generalitat Valenciana and Xunta de Galicia	★	01.10.2016	31.12.2016	24,971.45 EUR

Legend: ★ Leading organisation ☆ Partner



Dear Friends,

This letter honours the numerous ways all IDC friends and donors supported our vision and helped us in building a more just society during the past years.

Since the earliest days of our work, IDC has benefited from the contributions made to us as the contributions made to our society and goals we have been striving to reach and fulfil. Our work can be presented twofold – implementation of jointly set objectives as well as an outstanding job of drawing public attention to the challenges of lives of so many people in need Serbia wise.

Hereby, we are sending our sincere gratitude, admiration and lifelong sense of partnership for the good cause to every person who ever recognised the energy and supported the work of IDC.

Year 2016 spotlights the courage all our beneficiaries, refugees, persons likely in need of international protection as well as other vulnerable groups in our society, displayed when faced with unfortunate developments -forced to flee their homes, set up a life in a foreign land, take the arduous journey of returning or being resettled or just faced with many of discrimination manifestations by their own society as well as lack of resources to be dedicated to their wellbeing.

Growing numbers of projects, volunteers and professionals are putting additional highlight to raising our influential voices in support of the refugee cause. Our dedicated staff, medical teams and volunteer individuals, moved by the tragedy of displacement and inspired by the courage and resilience of the population in exile, do everything in their power to raise awareness, generate funding and convey important advocacy messages.

For the times to come, IDC will continue its work and promote a renewed sense of purpose and possibility through putting additional work in affirmation of positive examples and reinforcing our youth.

With warmest regards to all our friends, friends of our goals and companions on our path,

IDC team

# SOCIAL DEVELOPMENT

We see social economy as a powerful initiator for inclusion of various vulnerable groups and we actively work with beneficiaries in Serbia in this field, while we use membership in many relevant national and European networks as a support to the improvement of the legal framework and tools for successful implementation of our projects.

Within the strategic program **Social development**, we are actively working on strengthening the social inclusion of vulnerable social groups as well as empowering deprived social groups through the development of social entrepreneurship and creating conditions for the development of community based social services. Through various project activities and activities in national, regional and European networks, during the years behind us, we continued to work on the promotion and development of social entrepreneurship, as well as the development of affordable social services in Serbia.

Through current and planned projects, we strive to bring closer social services, volunteerism, social enterprises and the topic of active social inclusion to those who need them the most.

## Support for local communities

Branch of the German humanitarian organization **ASB** from Bavaria has provided a specialized vehicle and handed it over with support of IDC to the Home for children with disabilities "Kolevka" from Subotica.

ASB Austria donated one specialised medical vehicle to IDC for the needs of medical care of migrants and other vulnerable groups in Serbia. The keys were handed over to IDC within a ceremony organised in Vienna on 14<sup>th</sup> of June.

The IDC handed over an ambulance vehicle donated by ASB Austria to the **Subotica Health Care Centre**. The vehicle will be used for transport of patients from the Reception Centre and from the border crossings to the Health Care Centre in order to provide them with adequate medical assistance, but also for all urgent conditions of the citizens of Subotica.





IDC at the training “**Integration, Intercultural Dialogue and Peaceful Coexistence: Addressing challenges and opportunities in the social services, education and training sector**”.

The seminar was organized by Solidar network in training centre of the International Labour Organization in Turin Italy. Representatives of civil society organizations, from over 10 countries in Europe, had the opportunity to exchange experiences and examples of good practice of community work aimed at mitigating the consequences of the refugee crisis.

## Cooperation with the National Employment Service

This year IDC participated in **The First Chance** program of the National Employment Service. The First Chance is a program of internship that involves vocational training of the unemployed persons for independent work in the profession for which the appropriate education has been acquired. The idea is that we will continue to participate in this program in the future, by giving team leaders of our volunteer teams a chance to get a certificate of completed professional training by a state institution and gain first professional work experience in the civil sector.



## Nicolauszug

For the second time IDC participated in the manifestation “**Nicolauszug**”, organized by **Arbeiter-Samariter Bund Austria**. Nicolauszug is a manifestation for children from vulnerable and marginalized social groups that have been held for the past six years in a row. Members of the **Samaritan International network (SAM.I.)** gather a large number of children and give them the opportunity to get out of their gloomy everyday life for a weekend and feel the festive atmosphere in the way each child deserves. This year, from the train station in Vienna, the Christmas train Nicolauszug headed towards Zell am See. Apart from Santa Claus and gifts, the participants participated in various creative workshops, Christmas markets, music programs, events and social events and had the opportunity to meet Austria through the window of the Christmas train, as well as to get to know the cultural and tourist attractions of the region in which the event was held. IDC team brought twenty children, mostly users of the Home for children with disabilities “Kolevka” from Subotica.



# ECONOMIC DEVELOPMENT

IDC's **Economic Development Program** implies the development of non-formal education and economic empowerment for vulnerable social groups in order to increase the level of their social inclusion.

Projects under this program focus on reducing poverty through finding different solutions to unemployment of vulnerable groups, providing permanent housing solutions for refugees, internally displaced persons and returnees, as well as their economic empowerment through training on the basics of business, provision of start-up grants and encouraging self-employment.

## Rural Development after Floods

One of the projects that definitely marked the year behind us is project **"Rural Development after Floods"**. This project is carried out by the implementation partners **Arbeiter-Samariter-Bund Österreichs** and IDC, in cooperation with the **City of Šabac** and the **Directorate of Agriculture of the City of Šabac**.

Within this project, a series of trainings on improving business skills and innovations in agriculture for project beneficiaries was realized, and one of the most important results of the project was establishing the social enterprise AGRO IRIS and the placement of its first products - dried fruit - to the market under the brand "ZaDruga".



Assembled under the brand **ZaDruga**, beneficiaries - small farmers from Šabac area - collect, select and prepare fruits from their orchards, and dry them using mobile dryers provided through the project. **ZaDruga** uses the most modern methods. It processes and packs products without using artificial flavours and additives, and is aimed at delivering only the best to the consumer, at first hand! By purchasing **ZaDruga's** products, customers not only enjoy the delicious taste of healthy dried fruits and vegetables, but also directly help farmers who work hard every day so that their best products could reach their final customers. **ZaDruga** contributes to the improvement of the living conditions of small farmers, because most of the income of the social enterprise returns to farmers through the purchase of their raw materials at an increased price, while the other part is used for investing and expanding the sales and production capacities of the cooperative.

By buying **ZaDruga's** product, you do a good deed for yourself and for others!



The project is being implemented in the territory of the **City of Šabac**.



### Project overall objective:

Reducing the poverty of the rural population is partially affected by floods in Western Serbia.



### The project is financed by:

Austrian Development Agency, the City of Šabac and the implementing partners.



### Specific objective:

Improvement of socio-economic status of at least 100 small, agricultural farms in Šabac, through approximation of processing capacities and association of farmers according to a specific model based on the principles of social entrepreneurship.

## WOW project

Continuous economic crisis has led to the fact that 14 million young people in Europe are not employed nor in the process of further education and training. Only in Serbia, more than 35% of young people are unemployed, while according to the latest surveys the same percentage is inactive.

IDC together with partners **FIC** (Denmark), **IDEAS Institute** (Ireland), **Filcams - CGIL** (Italy) and **Solidar network**, successfully implemented the WOW (World of Work) for Youth project, funded by the **European Commission's Erasmus + program**. Young people from four European countries had the opportunity to exchange information and experiences on the position of youth in the labour market in their countries and develop a strategy of joint efforts to improve the position of young people in their own country and at the level of Europe.

The final conference of project **WOW for Youth** was scheduled to take place on March 22 in Brussels, but the terrorist attacks that took place during our stay in Brussels disrupted it. We owe a great gratitude to our friends from SOLIDAR network who have made sure that all participants in the final conference of the project safely arrive at their homes.



We successfully held the final conference in December 2016 and together with representatives from Ireland, Denmark and Italy in the European Parliament we presented the results of the project with the aim of drawing the attention of the members of parliament to the necessity to invest great and joint efforts when the problem of youth unemployment is in question

## The Future of Social Entrepreneurship in Europe

IDC participated in a seminar entitled **Being WISE Towards the EU2020 Strategy** devoted to a better understanding of the current challenges faced by social and labour integration enterprises in relation to the objectives of the **Europe 2020 Strategy** and the **European Social Rights Program**. The seminar was held in the European Parliament in Brussels, and the co-organized by ENSIE Network.



## Continuation of support for reconstruction of houses and economic revitalization of flooded areas in Serbia

In 2016 we continued to provide support in establishing normal living conditions and public infrastructure for families affected by floods in Serbia.



The project is implemented by ASB Serbia in partnership with non-governmental organizations IDC, Housing Center, Ana and Vlade Divac Foundation.



Within the economic component of the project, in accordance with defined activities, IDC successfully **supported 91 beneficiaries** whose businesses were destroyed or damaged during the May 2014 floods.

Providing economic grants to the users, taking into account the specific needs of each of them and very heterogeneous structure of the business they are dealing with, was a very complex process that ended up to the satisfaction of all parties in the process and what is especially important to us, to the satisfaction of beneficiaries.

91 agricultural farms, entrepreneurs and companies are again economically active, thanks to our project.

### Specific goals:



**Providing support in** establishing normal living conditions for families affected by floods in Valjevo, Šid, Ljubovija, Mali Zvornik, Osečina, Bajina Bašta, Loznica, Šabac, Obrenovac, Ljig and Novi Pazar;



**Providing support in** economic revitalization of families affected by floods in Valjevo, Šid, Ljubovija, Mali Zvornik, Osečina, Bajina Bašta, Loznica, Šabac and Obrenovac.

## EQUAL RIGHTS

Program **Equal Rights for All** is dedicated to promotion, practicing and protection of human rights of vulnerable social groups. The basic objectives of the program include providing access to justice and reducing the social exclusion of vulnerable categories of the population.

Over the years, we have been actively working on increasing the social inclusion of vulnerable social groups (especially refugees, internally displaced persons and returnees) through the free legal aid tool. In 2016, we continued working on protection of basic human rights of this social group, as well as on improving public policies and institutional practices in order to strengthen the rule of law in the Republic of Serbia, and indirectly in the region. One of the most important achievements in this area is the fact that after many years of advocacy for amendments to the Law on the peaceful resolution of labour disputes and working on promoting the institute of peaceful settlement of labour disputes, the draft of this law finally came to an end, and the recommendations of our working group became a part of a new draft.

The year behind us was marked by the intensification of flows and consequences of the migrant crisis on the territory of Serbia. The resources and efforts of the IDC team were daily dedicated to migrants in terms of supporting the provision of humanitarian assistance for the most vulnerable, primary medical care, but also working with children and contributing to greater visibility of migrant's problems, in particular children and unaccompanied minors.

### Providing Assistance to the refugees from Syria in Serbia and Macedonia

Thanks to the **Aktion Deutschland Hilft funds**, IDC has implemented the project Assistance to the Refugees from Syria in Serbia and Macedonia. The aim of the project was to provide emergency humanitarian assistance and protection of endangered refugees, asylum seekers and migrants in the Western Balkans through the active involvement of the medical team for the provision of direct medical assistance.

Medical teams were present every day in the municipalities of Sid and Bujanovac, covering shifts of 8 hours. These two emergency ambulances are equipped with basic medical equipment and medication. During the first period, the team in Šid first worked in the night shift at the hospital's ambulance, after which they moved to the clinic at Reception Centre Principovac and then to Adasevci to follow the changes in the refugee crisis and provide an answer where there is an acute need.



**2** MEDICAL  
TEAMS



**997**  
MEDICAL  
INTERVENTIONS



**60** hours  
of first aid training  
for **6** volunteers



## Angels in this dark

### Medical and Volunteer Teams of IDC in the Service of Mitigating the Consequences of the Migrant Crisis in Serbia

What looked like a transient crisis in 2015, turned into a permanent problem in 2016. More than 6000 children, women and men, found themselves in Serbia "stuck" on their way to desired EU countries.

All of them needed to be provided with accommodation, clothing, footwear, food, medical care, psychological support... In this huge work, IDC continued its contribution to helping migrants initiated in 2015.

Thanks to the support of the **German Ministry of Foreign Affairs** and partners from **ASB**, funds were provided for the work of a large number of medical and volunteer teams.

The results achieved are impressive: IDC medical teams, working in reception centres in Šid, Subotica, Principovac, Adaševci, Sombor, Dimitrovgrad (during the summer, IDC medical team worked on the field - along the border with Bulgaria, and after the opening of the asylum center in Dimitrovgrad it was stationed there) provided more than 22,000 direct medical interventions.

If a bunch of medical protocols recording all the interventions - with the name of the patient, diagnosis and therapy - could speak, an incredibly striking mosaic would tell the story of top professionalism and impressive human commitment of doctors: Aleksandra, Ceca, Dragana, Ivana, Jovana, Bojana, Kata, Vera, Jelena, Tijana, Laza, Nebojša, Zdravko, technicians Mihajlo, Srdjan and nurses: Milica, Sanja, Brankica, Viktorija, Sabrina, Irena etc.

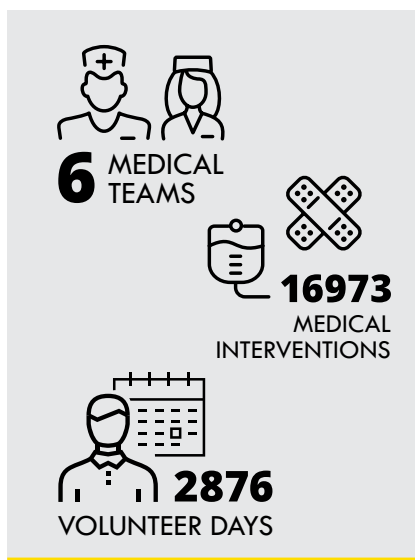
Thanks to all of them we managed to tackle all the challenges, from child diseases, frostbites, pregnancy to epidemics of scabies, bodily lice and malaria cases and to permanently learn that for a smile of gratitude of the patient we don't need translators.

All these results have been achieved thanks to excellent partnerships with local health centres (with health centres in Šid, Subotica and Sombor formalized partnerships within official protocols) and local public health institutes, as well as with the **National Institute Batut** and the **Ministry of Health of Republic of Serbia**. As part of this cooperation, the Health Care Center in Subotica was given a modern ambulance vehicle for the needs of medical care of migrants, but also of the citizens of Subotica.

Extremely valuable assistance to our medical teams was also provided by the wonderful young IDC volunteer "armies" - about 50 dedicated young people, mostly students, who packed and brought medicines and medical supplies, kept records and prepared reports.

In addition to assisting IDC medical teams, our volunteer teams have done a lot of things in the impressive 768 daily actions and 3283 volunteer days: they cleaned the border crossing of Kelebija, helped with maintenance of the hygiene at the Subotica bus station for several months, assisting employees in "**Kolevka**" from Subotica, assisted at the **Health Care Center in Šid**, organized sewing workshops for migrants, provided information to migrants in the "**Info Center**" and "**Miksalište**" in Belgrade, taking migrants to the Ministry of the Interior to regulate their status, prepared clothes for distribution to migrants, distributed packages of dried fruit of our social enterprise, organized creative workshops for kids etc.

Months of devoted work of our medical and volunteer teams can hardly be presented in such a short form but if all the impressions and accomplishments of our teams should be put in one sentence then that would be the one that the migrant from Syria told our doctor Kata, who herself is a migrant from Aleppo, found a place in the IDC medical team in Subotica: "You are an angel in this darkness!"



## Epidemiological workshop “Preserving Health in the Conditions of Migrant Crisis”

In co-operation with the Pediatric Health Center and the Public Health Institute of Sremska Mitrovica and with the support of the German humanitarian organization **Arbeiter-Samariter-Bund** (ASB), IDC organized a workshop on “**Preserving health in the conditions of the migration crisis**”. The workshop was attended by over 40 participants, members of medical and non-medical staff of organizations/institutions involved in assisting migrants in Republic of Serbia.



## Epidemiological leaflets

With the aim of preventing and treating body lice, whose appearance further dramatized the situation in Serbia, IDC in partnership with the **Public Health Institute** of Sremska Mitrovica and **Arbeiter Samariter Bund SEE**, produced leaflets about the epidemics in Serbian, Arabic, Farsi and Urdu languages thanks to the funds of the **Ministry of Foreign Affairs of Germany**. The IDC volunteer team distributed leaflets to migrants and staff employed in the centres

## A Diverse Response to the Migration Crisis in Serbia

The aim of the project is to increase the quality of humanitarian aid provided to migrants in the reception centres in Serbia. The project was funded by a donor group from Spain: **Generalitat Valenciana** and **Xunta Galicia**.

Wishing to contribute to a balanced nutrition of migrants who were exposed to monotonous diet for the months, we distributed dried fruit packages of our social enterprise **Agro Iris** formed under the project **Rural Development after Floods**.

We have also distributed humanitarian packages of boots, raincoats, socks, sleeping bags for migrants in reception centres, and as well as for the migrants who are not hosted in camps, bearing in mind that these migrant groups are very often excluded from humanitarian aid flows.

Within the framework of this project, we organized furnishing of facilities for quality leisure time, such as sports equipment and accessories, social toys, children's toys etc.



## When numbers become faces!

**Samaritan International**, a network of Samaritan organizations, has launched a campaign on social media, which supports the main motto of the network for 2016 - **When the numbers become faces**. In this way the **SAM.I network** expresses solidarity with refugees and volunteers throughout Europe. Within media campaign **When Numbers Become Faces** - The SAMI Network has filmed a documentary video about IDC volunteer team.



## Social housing in protected environment in Šabac

Within the social housing in protected environment program, 36 families from the Varna collective centre and most vulnerable families from the City of Šabac got new homes. Ambassador of the European Union, Commissioner for Refugees and Migrations of Republic of Serbia, representatives of the Centre for Social Work of the City of Šabac, and representatives of implementation partners Housing Centre and IDC handed the keys of 36 apartments to beneficiaries, completing the project **Social Housing in Protected Environment in Šabac**. This is one of the many initiatives supported by the Delegation of EU in Serbia through pre-accession funds, and is aimed at closing collective centres by providing durable housing solutions for refugees and internally displaced persons.

## Social Partners Together for Improvement of Labour Legislation in Serbia

Behind us is another cycle of joint efforts to increase the visibility of the institute of peaceful settlement of labour disputes. IDC, together with its social partners, **United Trade Unions "Independence"**, **Federation of Independent Trade Unions of Serbia** and the **Union of Employers of Serbia** successfully implemented the project Social partners together for amending the draft of the Law on peaceful settlement of labour disputes. Main aim of the project was to contribute to overcoming the existing constraints arising from mistrust between employees and employers, poor visibility of the Republic Agency for the Peaceful Settlement of Labour Disputes, deficiencies within the legislative framework, and other, which influences the fact that judicial protection remains the primary form of protection of the employees rights.



More than **60 participants** attended workshops held in Ruma, Smederevo and Valjevo



Recommendations for the amendment of the **Law on Peaceful Settlement of Labour Disputes** made by our expert team entered the draft of Law on Peaceful Settlement of Labour Disputes



The project **results** were presented at the final conference, held in the hotel "Serbia", opened by Assistant to the Minister for Labour and Social Affairs Zoran Lazić

# VOLUNTEER PROGRAM

The IDC **Volunteer Program** aims to maintain and expand the network of IDC volunteers as well as to promote volunteerism and encourage the social engagement of young people in order to provide support to local communities and vulnerable groups living in them.

The volunteer program is at the same time our tool for realization of our four main programs. It is our goal to contribute to developing the capacities of young people who share the same values with IDC and in the same time contribute to the development of the capacity of the organization itself.

While working with young people who are solidar, socially responsible and committed, we came together to the conclusion that there is a need to set up volunteer teams specialized in different fields of volunteering. In this regard, IDC has established mobile response team, media team and first aid volunteer team.



## You will never walk alone

**You will never walk alone** is a volunteer project that the IDC volunteer team has been implementing in cooperation with the **Youth Office of the City of Subotica**. Nearly 60 volunteers have been involved in the project implementation, and the project's goal is to sensitize the local population on the refugee crisis issue and encourage youth activism in the local community.

The activities on the project include taking 40 portraits of migrants in camps and on the route through Serbia, realization of a mobile interactive exhibition in Subotica and filming and projection of the documentary movie. The documentary **You will never walk alone** shows the fragments of human destinies of migrants that are on their way through Serbia and groups of volunteers who want to see human faces and life stories behind the statistics and newspaper articles on the refugee crisis.

The project is funded through a grant scheme **"Strengthening the capacities of local communities in Serbia for mitigating the impacts of refugee crisis"** implemented by the **United Nations Development Program (UNDP)** in cooperation with the **Ministry of State Administration and Local Self-Government** and the **Commissariat for Refugees and Migration of the Republic of Serbia**, owing to the funds of the **Government of Japan**.



### Bojana Vuletić

Team leader of the Media volunteer team

"Never doubt that a small group of citizens dedicated to a particular cause can change the world, moreover, they are the only one who can change it", said Margaret Mid once and probably best described what one can accomplish by volunteering. Not only through a decade of volunteer experience, did I manage to change myself and contribute to my local community, but I truly believe that I have succeeded in changing the world. Volunteering gave me a handful of valuable experiences from which I learned that the most important thing in is to life live by an open heart, without prejudice and fear from new and unknown. I learned to be dedicated, and that only one smile is enough for me to pay off that dedication. Also, I learned that the only resource that is needed to change society for the better is good will. The will of young people to help someone, to raise awareness on a particular problem, to draw attention to the needs of vulnerable groups in a society. And that is where everything starts.

## Mobile Volunteer Team

During 2015 and in the first quarter of 2016, over 920,000 refugees and migrants, mainly from Syria, Afghanistan and Iraq, went through Serbia on their way to Croatia and Hungary. The **IDC mobile volunteer team** continued to provide assistance and support to migrants located in reception centers and on the route through our country.

IDC volunteer teams were present at the **Miksalište** and in the **Info Center for asylum** where volunteers were engaged in providing information, directing and accompanying newly-arrived migrants to doctor, reception center in Krnjaca or to the police station in order to registered and enter the procedure for accommodation in some of the centers. Also, volunteers provided assistance to migrants to obtain information on asylum applications, contact their family and friends, and receive primary medical care.



### Our volunteers in support of social enterprises!

The IDC volunteer team took part in Festival **Days of Urban Culture in Cacak - DUK Festival**, where they organized the promotion of SENS network, by selling the products of social enterprises on **DUK Market**. IDC volunteers sold the products of social enterprises Naša kuća and Bio soaps and promoted the activities of these and other members of the SENS network. Apart from generating income for two social enterprises, the direct benefit of the action is also reflected in the fact that a large number of visitors of the festival had the opportunity to become more familiar with the model of social entrepreneurship and the advantages that this model has in solving the socio-economic problems of the most vulnerable categories of the population Serbia.



### Marija Božić

Team leader of the mobile volunteer team

All my feelings and thoughts on the first day when we started with everyday volunteer engagement in Miksalište can be described one word - confusion. In the first days I could not figure out how everything works: neither distributions, nor workshops, not even how to approach people. In the morning I would go out fresh and ready for a new day, and in the afternoon I would be returning completely distracted by the intensity of events and emotions. Behind the numbers on refugee crisis statistic there are people - children, babies, wives, fathers, mothers, grandfathers, sisters, brothers - with their stories and their hopes, and all they ask for is patience and understanding.

## International Volunteer Day

IDC volunteer team marked the International Volunteer Day, on December 5<sup>th</sup>, playing with children from the reception center in Krnjaca and organizing various social and creative activities for them.



## Social impact of volunteering

IDC participated in a meeting of Volunteering matters network working group on measuring the social impact of volunteering. Together we are working on a document on the social impact of volunteering on an individual, vulnerable groups of people and society as a whole, in which the instruments and methods used to measure the social impact of volunteerism will be presented.

## First aid volunteer team

### Sixth international SAM.I competition of first-aid teams

For the first time, IDC took part in the **International First Aid Competition** organized by **SAM.I network**. This year's competition was held in Stara Ljubovna, Slovakia and Krakow, Poland and gathered 11 teams from 10 countries that competed in theoretical knowledge and practical skills, as well as various creative tasks. Over 100 volunteers were engaged in the preparation and realization of the competition.



### Restart a heart!

IDC first aid volunteer team took part in the campaign **"Restart a Heart"**, held on October 18<sup>th</sup>, in Subotica, dedicated to marking of the **European cardiac arrest awareness day**. The slogan of this year's event, which gathered over 200 participants, was **"Children save lives"**. Volunteers and students of fourteen primary and secondary schools presented to the citizens the technique of CPR.



### Isidora Banović Belić

Team leader of the first aid volunteer team

The first help provided to a person on the spot of the accident is an important link in saving human lives. It is also a reflection of humanity and altruism; therefore, first-aid knowledge should be part of the general health culture of all citizens.

### Where do I see IDC's volunteer team in the future?

The task of a trained first aid volunteer team of IDC would be to enter the field in emergencies such as natural disasters, as well as traffic accidents and other disasters created by human activity. We could also assume the role of lecturers at various gatherings, schools, companies, training various categories of population in first aid.



As a member of **SAM.I network**, IDC participated in the presentation of the document entitled **"Unique European First Aid"** to Martin Schulz, President of the European Parliament. The recommendation was developed by a group of representatives of SAM.I network members, and it presented approach to establishing an international recognition of first-aid certificates in Europe.

As part of the event, members of the European Parliament presented first-aid courses held by SAM.I team of instructors.

## Youth Meeting in Serbia

In 2015, we realized the project **“Volunteers - a gift to the community”** within which 10 of our young volunteers spent 7 days in Darmstadt attending the first **Youth Meeting**, together with 10 volunteers from German province Hessen. Knowing how much this experience contributed to the development, of interests, knowledge and enthusiasm of our volunteers, this year the meeting got the character of a traditional annual event.



The meeting of young volunteers from Serbia and Germany took place in Belgrade in August 2016, and the IDC volunteer group, comprised of 10 young volunteers from various cities across Serbia hosted 10 young volunteers from Germany. This year's topic was refugee crisis and the importance of volunteerism in context of refugee crisis. Volunteers from Serbia and Germany have had the opportunity to exchange experiences and examples of good practice, and to come up with new ideas together on how to help people in need.

The participants had the opportunity to visit the Transit-Reception Center for Migrants in Subotica and the medical team of the IDC, and part of the meeting was dedicated to the intercultural exchange of experiences. Namely, volunteers had the opportunity to meet four guests from different parts of the world who live and volunteer in Serbia. Tom from Germany, Wintley from Antigua and Barbuda (Caribbean), Aly from Egypt and Ruth from the United States, talked about how their life and volunteering in Serbia looks like. The participants asked questions about the challenges that our guests encountered during their stay in Serbia, about their motivation to spend some time here and the motivation to make the time spent here socially useful and devote it to volunteering.

The Youth meeting in Belgrade brought a handful of good vibrations and an agreement on the continuation of cooperation! As our two volunteers Vanja and Milica, after last year's meeting decided to travel to Germany and spend the next year volunteering in this country, so we hope that our volunteer team will soon increase for some new faces from Germany.

## European Voluntary Service

Since September 2015 IDC has been accredited for sending volunteers to volunteer programs through the **European Voluntary Service (EVS)** which is part of the **Erasmus + Program** of the European Commission. The aim of the program is to create opportunities for non-formal learning and exchange of experience for young people aged 18 to 30 years, encouraging their mobility. Each EVS project aims at mutually beneficial development in the development of the volunteer itself, as well as the local community in which young people choose to spend their volunteer service. Project themes can be different: from environmental protection, cultural heritage, arts and culture, work with elderly persons, to sports or work in youth organizations.

During 2016, 9 of our volunteers seized this opportunity to volunteer in organizations throughout Europe. Here are some of their impressions:



### Sloba, Italy

ARCS – Arci Culture Solidali

Fogia is a small town, anyway it does not lack diversity, which is manifested both through its contents, but also in its appearance. The opening of the reception center for migrants, which now make up one third of the population of this town, also reflected on the architecture and contents of the city. The whole block consists of international shops and restaurants: Pakistani, Gambian, Lebanese and others. Although it is located on the Mediterranean route and receives the largest number of migrants from African countries (Gambia, Nigeria, Sudan), Fogia provides shelter to those who, due to the increasingly difficult transit via Balkan route, come to Italy from Serbia or Macedonia through Albania.

### Sanja, Slovakia

Centaurus Občianske združenie

The project is designed so that volunteers have the freedom to create their own mini-project to be realized during volunteering. My project was related to cultural exchange through the comparison of Serbian and Slovak cuisine and food festivities. Aside from the project that we design ourselves, we also have mandatory activities such as ranch maintenance, animal feeding, you need to learn about some basic things in order to survive, for example, If you want hot water, you have to know how to light a fire, I've learned to use a drill and how to cut the wood with an axe.

### Silvija, Turkey

Sistem ve Jenerasyon

The girl from the photo is Sidra, one of the Syrian princesses, and my dear friend from the Youth Center Kecioren, where we organize workshops on Saturdays. I teach them Turkish, sometimes English. We try to teach them as much as possible so that they can at least have a social life when they come out on the street tomorrow. We went to the camp to visit them, I had a chance to see it myself that those people have nothing! I'll try to spread the word at least among people in my surrounding to encourage them to do something and help them together. While I watch them, I think about how small I am. To me they seem so strong and clean. I am ashamed by the smiles on their faces



## Ognjen, Slovakia

Centaurus Občianske združenie

The fact that after the end of the EVS I stayed in Slovakia, tells the most about how this volunteer experience changed me. I stayed in Banska Bistrica to work as a mentor to future volunteers who will come to EVS here. Being a mentor and a volunteer is not the same, apart from taking care of the ranch and the animals, designing and facilitating workshops, I will be tasked with training new volunteers, taking care of their mutual relationships and providing support during their stay in Slovakia.

## Vanja, Croatia

Roma National Council

The most important personal aspect of volunteering in the Roma National Council is certainly improving my writing skills and practicing journalism. The most interesting event was awareness raising workshop against racism that Magdalena and I held at one elementary school in Slavonski Brod. I was surprised that the students had very open and tolerant attitudes about Roma ethnic minority. The children, especially the youngest ones, were very keen on the discussion.

## Vanja, Germany

Arbeiter-Samariter Bund Hessen

My working day starts at 12 p.m. This is the time when children finish school, and they come to the kindergarten for afterschool activities. They usually do their homework in which I often help them. We spend leisure time playing social games they choose. These are school-age children who already have their attitude. Working hours last until 5 p.m, when the kindergarten closes, and I go to the city center, where I have a language course. German language lessons last for 3 hours, so my whole day is fulfilled!

## Milica, Germany

Arbeiter-Samariter Bund Hessen

During the volunteering we participated in two trainings for young EVS volunteers who started their EVS in Germany this year. Some of them also volunteer with children in kindergartens, and others volunteer in circus or even on ecological projects dedicated to forests and nature preservation. At the seminar we talked about various topics, about racism, conflicts and their resolution, as well as about travel and experiences within the Erasmus+ program itself.

## Marko, Italy

ARCS – Arci Culture Solidali

The dynamics of the Italian spirit derives from the diversity of the region's mentality. Mediterranean, warm spirit of South Italy radiates hospitality and adventurousness, leaning on two religions, Catholicism and football. Here football is a real divinity and everyone is in some way attached to it, as participants or as observers.

## Magdalena, Croatia

Roma National Council

Volunteering has greatly improved my skills. I met many people who helped me look differently on things and solve problems in a completely different way. I have gained new skills and knowledge on how to approach and work with children and have the unique opportunity to practice journalism skills.

## Empowering young people as actors of social change

Through the **Erasmus +** program, IDC participated in the **Youth Empowerment for Change** seminar held in Diližan, Armenia in cooperation with two organizations - **Bratniak** from Krakow, Poland, and the **Youth Cooperation Center of Dilijan**, Armenia. 24 young men and women from 12 countries across Europe took part in this seminar dedicated to significance of the participation of young people in the creation of social changes. They got to know about mechanisms of social change and role of youth in it. A special focus of the seminar was on the empowerment of individuals because each individual is the root and trigger of the changes that we want to see in the society.



**11 VOLUNTEERS  
6 COUNTRIES**

# NETWORKS

## solidar

### Solidar

Since 2013, IDC has been a member of **SOLIDAR** - European Network of Civil Society Organizations working in the field of improving social justice in Europe and in the world. SOLIDAR represents the voice of its members in front of international and EU institutions by actively lobbying, but also provides project management services, coordination, monitoring of policy implementation and awareness raising on issues important for its members. SOLIDAR works with civil society organizations, unions and political parties that share common values. SOLIDAR is a member of the **Social platform** (European Platform of Social NGOs), **CONCORD** (EU NGO Confederation for Assistance and Development) and **EUCIS-LLL** (European Platform for Civil Society Organizations for Lifelong Learning).



### SAM.I network

IDC is an active member of the **Samaritan International Network - SAM.I** since 2014. The guiding principle of the SAM.I Network is a European federation of non-profit and non-governmental organizations that are independent from political and religious organizations working in the field of social services, civil protection, first aid and volunteer work. SAM.I network is an intermediary between European institutions and its members in areas of interest to their work, primarily in the fields of medical care, volunteer work and humanitarian assistance.



### ENSIE network

As the establishers and administrators of the SENS network, IDC has joined the **ENSIE network** that brings together 25 national and regional members from 18 European countries. The goal of the network is to advocate, maintain and develop networks of social enterprises engaged in the integration of less employable and marginalized groups. ENSIE works on capacity building by encouraging cooperation and partnerships, promoting good practices and participating in designing European policy in the area of fighting social exclusion. Since 2011, ENSIE has been recognized as a key partner of the European Commission for the area of social inclusion of marginalized groups.



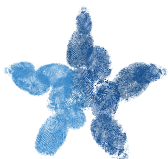
### European Civic Forum

The **European Citizen Forum** is an international network that gathers over 100 civil society organizations from over 27 countries in Europe, who are actively working on issues such as civic education, human rights defense and advocacy for democracy.



### World Association of NGOs – WANGO

The **WANGO** is an international organization that unites NGOs around the world in the fight for peace and global prosperity.



IRIS Network

### IRIS network

Since 2015, IDC is a member of the **Regional Network of CSOs for Improving Social Services (IRIS)**, which gathers over 140 members of civil society organizations from Bosnia and Herzegovina, Croatia, Serbia, Montenegro and Kosovo. IRIS network is the only regional network that connects civil society organizations dealing with the provision of social services in the region of Southeast Europe. It was formed with the aim of strengthening non-profit organizations social service providers through exchange of knowledge and practice and making them recognized partners by the public sector.



## Volunteurope

**Volunteer** is an international network which aims to promote volunteerism, active citizenship and social justice in Europe and beyond. Volunteurope currently gathers over 50 members in more than 20 countries across Europe. The network secretary is **Volunteering Matters**, the leading British organization in the field of voluntarism, both in practice and at advocating for recognition and development of this concept.



## Youth4Change

**Youth4Change** is an international network of civil society organizations that advocates, develops and shares operational practices in favor of the social and professional integration of vulnerable and excluded young people.



## SENS network

**SENS** is a network of the social economy of Serbia and the only national network that gathers social enterprises. IDC as one of the establishers and the secretary of the Network seeks to maintain, complement and monitor the development of the network that now has 38 members. The Network seeks to provide education, expert advice and promotion to members at all stages of starting and running a business. By networking and knowledge and experience sharing, social enterprises become stronger, more visible, and more influential.



## KorSP – Coalition for Development and Promotion of Social Entrepreneurship

IDC is one of the founders and a member of the **Coalition for the Development and Promotion of Social Entrepreneurship**, along with TRAG Foundation, European Movement in Serbia, Group 484 and Smart Kolektiv. The Coalition is continuously advocating for the development of social entrepreneurship, raising the awareness of the general public about social entrepreneurship, reducing poverty, increasing opportunities for the employment of marginalized groups, social inclusion and solving social problems in alternative ways.



## Network against poverty

The **Anti-Poverty Network - Serbia** exists since December 2010, and in mid-2011, it became a full member of the **European Anti-Poverty Network (EAPN)**. The network consists of 21 organizations from Serbia working together to reduce poverty and inequalities in society and through their activities promote the idea of sustainable social development.

## Konekta

The **Network of providers of social care services in Serbia KONEKTA** was founded by 28 organizations and institutions and 6 associate members. The mission of the Network is to improve the protection of the most vulnerable citizens by increasing the scope, diversity and quality of social protection services in the territory of the Republic of Serbia, by supporting the capacity building of service providers.

# IDC TEAM MEETS THE 10<sup>th</sup> ANNIVERSARY

## Where do we see IDC 10 years from now?



### Ana Vukadinović

The IDC team has so far managed to implement huge number of projects in very difficult conditions. In ten years time, I see ourselves in a different and better world, but confronted with new challenges. In spite the fact that those problems cannot be foreseen, I know that we will, as always, respond immediately and without hesitating, with a lot of love, eagerness and dedication to our work that we continue to realize desiring to provide innovative and creative ideas and solutions for those who need them the most.



### Jelena Anđelić

We can define the initiative as an ability to start something, independently, but also as a responsibility to remain persistent.

I have known the Initiative for Development and Cooperation for 5 years, during the half-life and work of this organization, and I came to conclusion that those are the people who truly believe in their mission. Today, as part of this wonderful team, I can only hope that we will continue to strive to the same vision and just society in times that are ahead of us.



### Igor Kojčić

I see IDC, in 10 years time, us an organization that maintains its current development dynamics and which is not completely dependent on donor funds for the realization of its program goals, but funded from its newly established social enterprise AGRO IRIS.



### Mišo Babović

I see IDC in 2027 as a mosaic of local offices in Serbia, with the majority of present, but also with many new employees, volunteers and partners, with the experience of successfully implementation of a large number of new activities, projects and programs that are financed by the work of their social enterprises.

And I know that in ten years there will be new challenges and plans. Never enough development initiatives, never enough initiative for cooperation. Never enough satisfied people, never enough just society, that they could not be even better...



### Mladen Stanković

Morning 8 o'clock, 2027, the building in the center of the city, on the roof of the building huge letters: IDC. On the balcony of the building smiling and positive team in a morning coffee talk about various projects, social entrepreneurship, human rights, rural development ... It's not a small team, this is a team that gathers a large number of enthusiasts, hardworking, creative people, who continue achieving successes one after another in the fields of social and economic development, volunteering, first aid, social entrepreneurship, proven by various medals, plaques, thanksgiving certificates, decorating the offices of this successful association, while the name IDC is well known around the world.



### Đuro Toroman

In 10 years time I see IDC as present throughout Serbia, but also internationally. I see IDC as an organization ready to provide emergency response in crisis situations and act where it is most needed!



### Ivana Živković

In 10 years, I see IDC as one of the leading organizations in Serbia as well as in the region in the fields of human rights, agriculture, and fighting unemployment in Serbia. IDC's volunteer network represents a huge potential that can only have a tendency to grow contributing to the society by actively involving young people who realize what they are good at, while helping people who need it! Where I see IDC in 10 years, I can describe with one word - SUCCESS!



### Ivana Kecović

I cannot guess where IDC will be in 10 years. Not because I'm afraid, but because of knowing how often human projections of future are wrong. I do not want to set a limit to our ideas.

In 1971, in Clockwork orange, Stanly Kubrick saw flying cars as an invention of the future, but he could not imagine the mobile phone, internet and other innovations that irreversibly changed the world we live in. As far as the IDC is concerned, expect the impossible, expect the unexpected, because it is more realistic than you can imagine!

# IDC FRIENDS

**Hans-Ulrich Pfaffmann**

Chairman ASB Bavaria

**Timothy Wolf**

Deputy Country Manager ASB

**Michael Schnatz**

Head of Department for Civil Protection, rescue and First Aid ASB Germany

**Reinhard Hundsmüller**

Director ASB Austria

**Elmir Bojadžić**

Regional Director ASB SEE

**Ludwig Frölich**

Member of the Federal Board of Directors ASB Germany

**Ivan Marin**

Ex network Coordinator ASB SEE

**Knut Fleckenstein**

Member of the European Parliament

**Conny Reuter**

General Secretary SOLIDAR

**Claus Larsen-Jensen**

Director FIC

**Tania Montesinos**

Farmaceuticos Mundi

**Nikola Mikašinović**

Coordinator of the Decent Work Program Solidar Suisse

**Massimo Moratti**

Protection Program manager Danish refugee Council

**Milena Šošić**

Child protection officer Danish Refugee Council

**Lana Šimpraga**

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 **INITIATIVE FOR  
DEVELOPMENT &  
COOPERATION**





