



# BOSNIA AND HERZEGOVINA

COUNTRY FACT SHEET 2022

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## PUBLISHER

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The information contained in this Country Fact Sheet was researched with best intentions and care. However, IOM Germany assumes no responsibility or liability for any errors or omissions. Furthermore, IOM Germany cannot be held accountable for conclusions or decisions drawn from the information provided in this Country Fact Sheet.

For further information on voluntary return and reintegration, please visit the information portal [www.ReturningfromGermany.de](http://www.ReturningfromGermany.de), or contact your local return and reintegration office.

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## 1 HEALTH CARE

### General information on health care

Both private and public health insurance exist in Bosnia and Herzegovina. All citizens of BiH, regardless of whether or not they are entitled to health insurance through a pension or social welfare, have the option of purchasing voluntary or extended voluntary health insurance. Due to the economic situation in BiH, medical care in the public health sector is not completely free of charge. Patients must pay a small fee. This amount depends on the provided medical treatment. Patient's participation in BiH is prescribed but varies from entity to entity and canton to canton. If the patient is not covered by the insurance, participation fee is 100%. If the patient is insured, the participation is prescribed and determined by the nature of medical service. Persons holding a health insurance can receive the majority of medicines free of charge. Health insurance is guaranteed to employed individuals, pensioners and their spouses, unemployed individuals and their relatives (married couples and children up to 15 years old who are registered at their municipal Center for Employment), disabled individuals, agricultural workers, individuals currently receiving social welfare payments.

### Availability of medical facilities and doctors

The public health care system in BiH is organized on three levels. Health system is experiencing serious deficiencies regarding staff, equipment and often space.

1. The first level of health care: is provided by local first aid centers (ambulanta). These facilities are located in municipalities that are unable

to get support from a community health center and offer limited medical treatment. The staff of the first aid center (ambulanta) is generally limited to one general practitioner and three or four nurses. The first aid centers (ambulantas) are primarily for first aid and preventative medicine.

2. The second level of health care is provided by community health centers (dom zdravlja). Usually, "dom zdravlja" is composed of a team of general practitioners, several specialists and dentists. «Dom zdravlja» often provides services in the following medical fields: general medicine; pediatrics; gynecology; tuberculosis control; occupational health; dentistry; epidemic diseases; psychiatric treatments; otorinolaryngology, ophthalmology and radiology. "Dom zdravlja" also offers pre-employment physical examinations, regular medical checkups for workers and assessments of temporary disabilities for workers. Since 2008, a family medicine system is in place: every family has its own family doctor. This doctor should be approached and will refer the patient to a specialist.
3. The third level of health care is provided by general and specialized hospitals (for example the General Hospital and Clinical University Center in Sarajevo, the Clinical Hospital Center in Banja Luka and other hospitals at cantonal/regional level). General hospitals provide health care services for individuals suffering from diseases that cannot be treated at health centers. Specialized hospitals provide health care services

## 1 HEALTH CARE

for individuals of different age groups that focus on a particular medical specialty.

- Sarajevo University Clinical Center (Sveučilišni klinički centar Sarajevo)  
Address: Bolnička 25, Sarajevo 71000  
Phone: +387 33 297-000
- University Clinical Centre of the Republic of Srpska (Sveučilišni klinički centar Republike Srpske)  
Address: Dvanaest beba, Banja Luka 78000  
Phone: 051 342-100
- University Clinical Center Tuzla (Univerzitetski klinički centar Tuzla)  
Address: Ulica prof. dr. Ibri Pašića, Tuzla 75000  
Phone: +387 35 303-500
- University Clinical Hospital of Mostar (Sveučilišna klinička bolnica Mostar)  
Address: Ulica Kralja Tvrtka bb, Mostar 88000  
Phone: +387 36 336-000

### Admission to medical facilities

Patients are referred in accordance to previously described dissemination of public health care activities. Patients must have a certified health card from the Health Insurance Institute to access the medical centers for examination and treatment.

### Availability and costs of medication

Available medicines can be found on following links: <https://www.zdravstvo-srpske.org/liste-lijekova.html>, <http://www.fmoh.gov.ba/index.php/preporucujemo/liste-lijekova>

### Access for returnees

**Eligibility and requirements:** All persons that meet the criteria - returnees who register within 30 days after the return (given they were entitled to health insurance prior to departure), all employed persons and other persons executing certain activities or those attributed with special status are entitled to health insurance. Family members of the ensured persons are also entitled to be ensured under the condition they are not already insured on the basis of employment or by the employment in economic or non-economic activities i.e. agriculture. The children of ensured persons are entitled to insurance until the age of 15, i.e., until 26 years, if they are attending secondary education or college. More details can be found in the respective entity Laws on Health Insurance of FBiH and RoS.

**Registration procedure:** Unemployed persons must report to the employment bureau 30 days after the previous work is terminated, 90 days after completion of regular school and 30 days upon return from abroad.

**Required documents:** Copy of the ID - ID card has to be presented when applying; for married couples – certificate proving marriage, for divorced couples – court decision; for children born within or outside marriage – birth certificate; for adopted children – decision on adoption, birth certificate; for stepchildren – birth certificate and parents marriage certificate; for children between the age of 16-26 – birth certificate, school certificate; for members of agriculture economies – statement on members of economy (house list) and the statement of the ensured person that it has not acquired insurance on some other basis, verified by local self governance institution.

## 2 LABOUR MARKET

### General information on labour market

In BiH and regionally, the labor market offers limited possibilities. Main reasons for this are often identified as: public sector being the biggest employer, bad quality of education and inefficient companies which rarely generate the need for new workers. What adds to this situation is also the lack of formal ties between schools and business sector. This all sadly results in BiH economy being one of the least competitive in Europe. The BiH Agency for Statistics data from August 2022 showed that the labor force counted 1.197.678 persons. Among the labor force there were 837.244 employed persons and of which 371.099 are women. Number of unemployed persons is 360.434, of which 209.428 are women. Many people are employed in the private sector, although they are registered as unemployed by the Center for Employment Bureau(s). Therefore the statistical data is not fully accurate. In August 2022, the average net salary was 1,126 BAM (577 EUR) and the average gross salary 1,757 BAM (901 EUR).

### Finding employment

In order to be notified of future employment possibilities every citizen of Bosnia and Herzegovina must be registered at the public Employment Office, which provides support to job-seekers. In BiH there is no private unemployment assistance available yet.

A person applying for the first time is obliged to present his/her ID card, residence confirmation, proof of education, signed declaration on unemployed status and other relevant

documents. For further Information about regional, entity and cantonal authorized institutions, please refer to:

- Federation of Bosnia and Herzegovina, Employment Institute, Đoke Mazalića 3, Sarajevo, Tel: +387 33 562 900 Email: info@fzzz.ba
- Republic of Srpska, Employment Institute, Srpskih Ratnika 44, Pale, Tel/Fax: +387 57 223 107, Email: info@zzzrs.net

Most popular employment announcement web sites:

- <http://www.boljiposao.com/>
- <http://posao.banjaluka.com/>

### Unemployment assistance

The unemployed person registers in the municipal employment bureau in accordance to its residence. After the registration, the municipal bureau issues the Control list and the person will be informed about the deadlines for regular reporting to the Bureau, in order to maintain the rights attributed on the basis of unemployment. To be notified about future employment possibilities (even if he/she does not apply for financial assistance) every citizen in the Federation of BiH and in RS must be registered at the public Employment Office. In BiH there is no private unemployment assistance available yet.

The assistance to unemployed persons is attributed in following forms:

1. Unemployment fee is attributed to the person who has worked at least 8 months prior to unemployment

## 2 LABOUR MARKET

without pauses or has worked 8 months with pauses in the past 18 months.

2. Health insurance is attributed to the person returning from abroad in the instance that the person registered to the Bureau within the first 30 days after return and if the person had been covered by health insurance prior to leaving Bosnia and Herzegovina.

Pension is attributed to the person, who lacks up to 3 years of official working service of 15 years, which is required to realize this right.

are unemployed people preparing for work through vocational training in order to strengthen the competitiveness of the market, increase competencies and employment opportunities. All unemployed persons who were registered to entity or cantonal Employment Offices before applying for a Public Call and have at least finished elementary school can apply to this program.





## 3 HOUSING

### General information on housing

Housing rental costs in BiH depend on location and size of the accommodation. In some major cities in the Federation of BiH (e.g. Sarajevo), the costs for renting a two-room apartment is between 400 BAM (200 EUR) and 1000 BAM (500 EUR) per month. In the suburbs of major cities and in the center of smaller towns, rents vary between 100 and 250 EUR. In RS rents are the highest in the Banja Luka region where one has to pay between 350 (175 EUR) and 600 BAM (300 EUR) per month. In smaller towns rent for a two-room-apartment ranges from 200 (100 EUR) to 350 BAM (175 EUR). Rental or purchase of real estate is generally conducted through private real estate agencies or on an individual basis. Relevant information on available houses/apartments is available through advertisements in daily/weekly local newspapers, internet ads, local radio and TV stations, etc.. There are many apartments to rent especially in major cities in BiH and certainly supply is higher than the demand. Furthermore, there are also a lot of real estate agencies that are renting apartments. In BiH there is no possibility of granting social housing for returnees.

### Finding accommodation

The main websites for renting are:

- <http://www.olx.ba/>
- <https://www.malioglasi.com/>

### Social grants for housing

There is no strategy or law in BiH which regulates social grants for housing. In RoS, there is a special program for co-financing of youth and young couples for purchasing first accommodation. In BiH, there is no strategy or law regulating the matter, but decisions of cantonal governments regulating subsidies for youth. In some cantons there are no such decisions. In the canton Sarajevo, there is an exemption from construction tax for youth, but only for the instances of newly constructed buildings.

#### Access for returnees

**Temporary housing facilities:** There is no government shelter for VoTs, victims of domestic violence and single mothers, but there are plenty of Non-Governmental Organizations that provide support for the above-mentioned groups. The following organizations are the most active ones: Emmaus Doboj, Medica Zenica, Foundation Lara Bijeljina, Novi put Mostar, Foundation for Local Democracy Sarajevo.

**Social housing:** Requests for social housing are submitted at respective Centers for Social Work, based on the residency of applicant.

**Required documents:** Required documents can be found and filled in respective Centers for Social Work. Different entities and cantons have different requirements for documents. A person applying for the first time is obliged to present his/her ID card, residence confirmation, proof of education, signed declaration on unemployed status and other relevant documents necessary to realize certain entitlements.

## 4 SOCIAL WELFARE

### Social welfare system

There are several laws that provide social welfare benefits for every person who is unable to take care of him-/herself or who is without basic financial means and does not have any relatives to take care of him/her. Individuals who suddenly find themselves in need due to forced migration, repatriation, deceased family members, illness, etc. are also included in the social welfare system in BiH. Approval of claims and the subsequent social welfare services is provided through the municipal Center's for Social Welfare. In the Federation of BiH, permanent social welfare benefits include: medical insurance for the claimant and his/her family members; financial assistance amounting to 10-20% of the average net salary or the social welfare can be added to existing individual/family income to reach the 20% of the average net salary. In total, social welfare fee is 100-120 BAM (25.5-61.3 EUR). In some cantons in FBiH, child allowance is 10-33 BAM per month (5-16 EUR). In RoS, social welfare assistance is 15% of the average net salary. Families with 2 members receive 20%, 3-member family gets 24%, 4 member family gets 27%, while families with 6 and more members get 30% of the average net salary if determined eligible.

In BiH there is no financial participation for the beneficiaries. Benefits include child allowance, financial compensation for mothers, permanent financial assistance for persons unable to work, permanent financial assistance for persons over the age of 65 whose monthly household income does not exceed 40% of the average salary, one-time

financial assistance, exceptional financial assistance, home care, one-time financial assistance for equipment for children and support for food items for six months.

### Pension system

There are two pension funds in BiH. Every citizen of the Federation of BiH and RoS who obtained a pension in BiH before migration has the right to be included in the pension system upon return to BiH. Returnees who did not obtain a pension before migrating can register and start up the procedure for obtaining pension benefits. Returnees and other citizens who fulfill the conditions from the Law on Pensions and Insurance of Invalids, which are detailed below, can begin the procedure to obtain a pension.

The financial participation in FBiH is determined based on net salary, while in RoS it is determined on gross salary. Besides mentioned costs, the income tax is also deducted from the salaries in FBiH and RoS. Financial entitlements for people of advanced age, working inability or the death cases of insured persons, i.e. the pension users.

## 4 SOCIAL WELFARE

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### Vulnerable groups

Roma remain the most vulnerable group in the country, facing widespread discrimination in employment, education, and political representation. Lack of a free and universal birth registration system results in many Roma not being on the national public registry that records births, deaths, and marriages. This limits their access to public services, including health care. BiH needs to undertake further reforms to ensure that the protection of the freedom of speech and the rights of persons belonging to minorities, including Roma and lesbian, gay, bisexual, transgender and intersex (LGBTI) people, are not just enshrined in law but also respected in practice.

“Vaša prava BiH” remains the main source of free legal aid for the beneficiaries. Therefore, it is an important organization to exercise their rights in the future and in assisting individuals with their return, relocation and reintegration process, asylum seekers etc. The services provided by VAŠA PRAVA BiH is provided for the most deprived population segments in BiH who cannot pay for a private lawyer to exercise their rights.



## General information on education

Education is compulsory for children in the age of 6-15 years. After that period, students can choose whether to proceed to secondary school. Home schooling is illegal. Secondary education is provided by general, vocational and technical secondary schools. Students graduating from general secondary school, art schools, and theology schools obtain a certificate to enroll in any faculty or academy by passing the qualification examination. Compulsory education is free of charge. Parents have to pay for schoolbooks, transportation to school, and food for their children. There is a nationwide test called "Matura", which takes place at the end of the secondary school (age 18/19) and prepares the student for higher education such as university. In BiH there are eight universities: The University of Sarajevo, the University of Banja Luka, the University of Tuzla, the University of Džemal Bijedić (East Mostar), the University of Mostar (West Mostar), the University of Bihać, the University of Zenica and the University of East Sarajevo. All higher education activities are subject to national (Republic Srpska) or cantonal (in the Federation of BiH) laws on higher education.

## Cost, loans, and stipends

There is almost no chance to receive a student loan. At the beginning of the school year almost every faculty, offers new students the opportunity to apply for a scholarship. This selection is based on the previous schooling results (minimum average grade required 4.0 out of maximum 5.0). Some universities may additionally require a preliminary exam. There is only a small number of cases which obtain a scholarship from a humanitarian NGO (e.g., children without parents) or from a municipality (i.e., in general the student must be at the top of his/her class with an evaluation of 9.5 and live with their family under the poverty line). A state-funded student should pay a small tuition-fee for their education. Tuition fees for state funded students differ and can range from 100 BAM (50 EUR) to 800 BAM (400 EUR) for one year. Competent institutions for further information are Federacija Bosne i Hercegovine, Ministry of Education, Science, Culture and Sport; Republic of Srpska, Ministry of Education and Culture.

## Approval and verification of foreign diplomas

Some cantonal ministries do not charge fees to issue certificates attesting the equivalence of foreign diplomas. In general, cantonal ministries are charging fees for these certificates, between 200 (100 EUR) and 800 BAM (400 EUR). The entity or the cantonal Ministry of Education accept the final certificates and other documents related to the continuation of education.

The Federation of BiH Higher Education Institute, which oversees the relevant field of study, is responsible for the verification of diplomas/certificates of graduation from higher education institutes/universities abroad. This verification process takes maximum two months. It is necessary to submit a written request for verification to the corresponding faculty in the Republic of Srpska including the following documents:

- Original diploma certified with an Apostille stamp; Officially verified translation of previous education certificates;
- Translated curriculum of the university attended abroad.

It is important to note that there is no state regulation on the fees charged for diploma notification. Each faculty may determine its own fees. Fees for certification vary from one faculty to another; for example, the University in East Sarajevo charges cca. 400 BAM (200 EUR).

## Access for returnees

**Eligibility and requirements:** In the Federation of BiH, education is under the jurisdiction of each Canton. The Cantonal Federal Ministry of Education and Science lays out guidelines for the acceptance of students to elementary and secondary schools in Sarajevo. Children with physical disabilities are still facing problems as physical barriers to their access to school buildings is not resolved yet. They also suffer from a lack of quality mainstream education due to low capacities of schools and teachers to meet the specific requirements for their education. Students who have finished primary school (grade 1-4) abroad, may continue their education in RoS without additional requirements. To cover the difference in curricula after a student has completed their second part of primary school or the first part of high school abroad, it is necessary to pass an exam. If a student has already finished secondary school abroad, they may continue their studies at a higher education institute. It is also necessary to demonstrate the equivalence between the curricula. If there is a significant difference in curricula, the student has to take exams to bridge the difference.

**Required documents:** Application and international birth certificate; Photocopy of the original certificate of the last grade; Authenticated translation of the certificate of last grade attended abroad (only one copy); Authenticated translation of all certificates relevant to the continuation of education.



### General situation of children and infants

Bosnia and Herzegovina is a signatory to the Convention on Rights of a Child. Although there are still some setbacks, relevant state authorities in BiH are giving an effort to improve the rights of children in accordance to mentioned Convention. Mechanisms to coordinate and follow up the state of children's rights are in place but require further strengthening country wide.

Social background determines the perception of the child's status in society which is resulting in lack of confidence in official institutions. This situation additionally limits the children in their access to basic human rights such as healthcare and education, in particular the children of minority groups which is reflected in the lack of free textbooks and free transport to and from school in the majority of primary and secondary schools, exacerbating the difficulties in access to education for children from low-income families. Traditional norms and gender roles on children's status in the society remain one of the main tools for inequality and influence how children see themselves in relation to institutions and mechanisms for protection of their rights.

Discrimination in the context of education continues to be prevalent, especially with regards to the continued "two-schools-under-one-roof" and mono-ethnic schools policy. Minority returnees, including those of Roma ethnicity, and IDPs frequently experience difficulties in covering the costs relating to education and health care. Regarding the children with disabilities, inclusive education remains severely limited, with

the majority of children with disabilities staying at home or being segregated in special institutions/schools, resulting in stigmatization and compromised access to employment opportunities and social services. Respective centers for social work and health-care are not adequately equipped and prepared to provide services and support necessary for addressing the needs of children.

### (Non-) governmental actors dealing with children's well-being and rights

- "Zdravo da ste", Banja Luka: General implementation measures, civil rights and liberties;
- "Naša djeca", Zenica: Family environment and alternative care for children;
- "Udruženje za pomoć mentalno nedovoljno razvijenim licima", Banja Luka: Health protection;
- "Svjetionik", Prijedor: Social protection;
- "Naša djeca", Sarajevo, Education and free time
- "Zemlja djece", Tuzla; Special needs



### Access for returnees

**Eligibility and requirements:** If the child is born abroad, it is necessary to acquire International birth certificate and vaccination record. All other documents relating to health issues, health insurance documents in CoD and BiH prior to leaving, treatments, education are also a necessity when reintegrating into BiH society.

**Required documents:** All returned should pay special attention to documents required in Bosnia and Herzegovina. If not in possession of documents, the initial step would be to procure identity card in order to further reintegrate into BiH society. Enrollment to kindergartens for the same period is done until mid June of the current year. Enrollment to elementary and secondary schools is done in April of the current year. Enrolment to colleges starts in June of the current year.



## 7 CONTACTS

### Vaša prava BiH

*Legal assistance*

Safeta Hadžića 66a  
71000 Sarajevo  
Tel: +387 33 789 105  
Email: sarajevo@vasaprava.org  
Internet: www.vasaprava.org

### Health Insurance Institute of Republic of Srpska

*Health insurance*

Zdrave Korde 8  
78000 Banja Luka  
Tel: +387 51 249 100  
Email: fzors@zdravstvo-srpske.org  
Internet: https://www.zdravstvo-srpske.org/

### Mreža za snazniji glas za djecu

*Charity, children, umbrella organization for local NGOs*

Mutevelića 73/I, 71000 Sarajevo  
Phone: +387 33 657 012  
Email: info@snaznijiglaszadjecu.ba  
Website: http://snaznijiglaszadjecu.org/

### FBiH Pension and Disability Insurance Institute

*Health insurance, pension*

Dubrovačka Str., 88000 Mostar  
Tel: +387 36 445 600  
Fax: +387 36 445 – 691  
Internet: http://www.fzmiopio.ba/

### Health Insurance Institute of FBiH

*Health insurance, pension*

Trg Heroja 14  
71000 Sarajevo  
Tel: +387 33 728-700  
Fax: +387 33 655-856

### Emmaus Dobo

*Charity, humanitarian and migrant assistance, elderly*

035 726-690  
https://mfs-emmaus.ba/

### Pension and Disability Insurance Institute of University Clinical Centre of the University of Sarajevo

*Health insurance, pension*

Njegoševa 28A  
76300 Bijeljina  
Tel: +387 55 490 950  
Email: info@fondpiors.org  
Internet: http://www.fondpiors.org

*Medical services*

Bolnička 25  
71000 Sarajevo  
Tel: + 387 33 29 70 00  
Fax: + 387 33 26 59 10  
Email: info@kcus.ba  
Internet: http://www.kcus.ba

### Medica Zenica

*Psychosocial support, women, children, post-war and conflict*

032 463-920  
Website: https://medicazeni-ca.org  
Contacts to different departments:

### Employment Bureau of the Federation of BiH

*Employment*

Đoke Mazalića 3  
71000 Sarajevo  
Tel: 033 562-900  
Email: info@fzzz.ba  
Internet: http://www.fzzz.ba

### SOS Children's Villages International

*Charity, children*

Ahmeda Muradbegovića bb  
7100, Sarajevo  
Tel/Fax: + 387 33 465 218  
+ 387 33 465 323  
+ 387 33 465 053  
Email: info@sos-ds.ba;  
Internet: http://sos-ds.ba/

### Foundation Lara Bijeljina

*Charity*

066 810-800  
Website: http://fondacijalara.com/

### Employment Bureau of the Republic of Srpska

*Employment*

Save Mrkalja 14  
Banja Luka 78000  
Tel: 051 216-523  
Email: kabinet@zzzrs.net  
Internet: http://www.zzzrs.net/

### Women Network of BiH

*Charity, women*

Čekaluša 16  
Address: 71000 Sarajevo  
Tel/Fax: +387 33 207 561  
Email: koordinacioniodbor@zenskamreza.ba  
info@zenskamreza.ba

### Foundation for Local Democracy Sarajevo

*Charity, civil rights*

033 237-240  
Website: https://www.fld.ba/  
stranica/home\_eng

## 7 CONTACTS

### Novi put Mostar

*Human trafficking, family violence*

062 329-994  
Website: http://newroadbih.org/

### "Svjetionik", Prijedor

*Charity, social protection*

+387 52 243-151  
Address: Prote Matije Nenadovića bb (Dom penzionera I sprat) 79101 Prijedor  
Email: info@nvo-svjetionik.org  
Website: http://www.nvo-svjetionik.org/

### "Naša djeca", Sarajevo

*Family care, children*

n.djeca@bih.net.ba  
Website: www.nasadjeca.ba/

### "Zdravo da ste", Banja Luka

*Human rights*

Cara Lazara 1, Banja Luka 78000  
Phone: 051 218-363  
Website: https://www.facebook.com/zds.centar/

### "Zemlja djece", Tuzla

*Charity, children, minority groups*

+387 35 257-390  
Email: hug.zemd@bih.net.ba  
Website: https://www.facebook.com/zemljadjece

### "Naša djeca", Zenica:

*Education*

+387 32 247-277  
Email: ndjecaze@yahoo.com  
Family environment and alternative care for children;  
Website: https://www.facebook.com/NasaDjecaZenica

### Žene sa Une» Bihać:

*Family care, protection*

Krupska 26  
Phone: +387 37 220-855  
Email: zena-una@bih.net.ba  
Website: https://www.facebook.com/Zene-Sa-Une-Bihac

## 8 AT A GLANCE

### Measures to be undertaken before return

- **Documents:** Request documents from the German authorities that might be needed upon return (medical, identity, education). If children were born in Germany, it is obligatory to bring an international certificate of birth.
- **Movement:** Acquire information concerning the arrival at the airport and the onward transport. Upon arrival at airport, the returnees can use several bus lines which carry passengers to all parts of Bosnia and Herzegovina (BiH).
- **Health:** Check vaccinations (especially for children).

### Measures to be undertaken immediately upon arrival

- **Documents:** Acquire/reissue BiH personal documents/register with relevant authorities: Personal documents are acquired in the municipalities of residence. If displaced person, returnees have to be registered by following agencies: The Federal Ministry of Displaced Persons and Refugees and the Ministry for Refugees and Displaced Persons of Republic of Srpska.
- **Health:** (Re-)register for the health insurance and the pension insurance system (it would be best to turn to the organization «YOUR RIGHTS – VAŠA PRAVA» that provide free legal aid to assist returnees to realize their rights).
- **Social Welfare:** Apply for social welfare if necessary.
- **Employment:** Contact institutions and services assisting with the search for jobs and housing.
- **Education:** Apply for child care, schools or other educational institutions. If the returnee's child was born abroad, parents are obliged to enroll the child in the register of citizens in the municipality of residence (with the necessary international certificate of birth of the child).

### Migrant assistance in BiH

The Virtual Counselling project is implemented by the International Organization for Migration (IOM) in Germany. Migrants living in Germany who are considering a return are offered return and reintegration counselling by IOM staff in BiH. Local IOM staff can be contacted in local languages and English through online messengers.

This service aims to empower migrants to return in dignity by informing them about various return and reintegration options and assistance programmes.

#### Contact Ismar at IOM BiH

WhatsApp: +387 611 714 88



