

## Legislative Update

Update on Displacement-related Legislation | May 2025



### Adopted Legislation

- Amendments to the Law on Social Services
- Reimbursement of utility costs for entities accommodating IDPs
- Assisted living and facility-based care for IDPs amendments



### Other developments

- Status of a War-Affected Child

## Adopted Legislation

### Amendments to the Law on Social Services

The President has signed the amendments to the [Law on Social Services](#), adopted by the Verkhovna Rada in March 2025. The changes will be introduced gradually, in four main stages. The core provisions come into force in June 2025, while subsequent stages will introduce minor amendments.

The law introduces new approaches to the organisation of social service provision, including:

- Case management is introduced as a structured method for delivering social services. It involves assessing whether a person or family is experiencing, or at risk of, difficult life circumstances and, if so, coordinating targeted support to overcome those. The process is based on close collaboration between a social manager, social work specialist, social worker, a service recipient, and other professionals as needed. It ensures personalised and timely assistance, tailored to the needs of the individual or family. Responsibility for case management lies with social managers appointed by local administrations or councils (where applicable). In the absence of a designated social manager, an authorised official assumes this role. Procedural details, including the number and responsibilities of social managers, will be further defined by upcoming government resolutions.
- Multidisciplinary team model means a functionally separate team of professionals to ensure a holistic, person-centred approach to service provision. Depending on the nature of support required, the team may include a social manager, social workers, a psychologist, medical professionals, rehabilitation specialists, an ergotherapist, and other experts. The team is tasked with assessing needs, defining goals and tasks, developing and adjusting an individual service plan, and ensuring coordinated delivery of support. By facilitating professional collaboration and monitoring progress, the multidisciplinary team helps preventing negative outcomes and supports recovery or stability for people in situations of particular vulnerability. Social service providers are granted the right to establish such teams.
- Social services of nationwide importance are high-quality, comprehensive, and accessible services delivered across Ukraine to address matters of public interest. Developed through experimental projects, they target specific groups of individuals facing difficult life circumstances and help mitigate the consequences of such situations. The list of such services will be approved by the Government of Ukraine.

The law also strengthens protection for individuals at risk of gender-based violence by expanding the list of situations in which social services cannot be denied. In addition to threats to life or health, domestic violence, and violence

against children, the amendments now explicitly cover risks of gender-based violence and conflict-related sexual violence.

The law introduces a simplified legal pathway for social service providers that currently operate as state or communal institutions to change their legal status and become communal non-profit enterprises. This transition is voluntary but enables providers to operate with greater institutional autonomy – including flexibility in management, financial operations, and staffing – while remaining part of the public system. As non-profits, these enterprises are established to deliver social services with a social purpose rather than for profit. Any generated profit is to be reinvested into their implementation and operations.

The law provides that contracts for social services may be both paper-based and digital. The process of providing social services is recorded in the recipient's (person's or family's) digital personal case. This ensures that complete information on the person or family is preserved, preventing data loss when a service provider changes or when the recipient moves, and supporting a smooth transition between providers.

To ensure consistency with legislation, the law adds a reference to the Law on Administrative Procedure, which governs the adoption, entry into force, appeal in administrative order, enforcement, and termination of administrative acts.

The amendments introduce stronger accountability of state and local authorities, as well as social service providers, specifically for cases of deliberate failure to organise or deliver services to individuals in difficult life circumstances, or otherwise intentionally neglect their responsibilities. Accountability also applies to the provision of services without registration in the official Register; submission of false information about compliance with service provider criteria; delivery of services without meeting those criteria; obstruction of supervisory bodies during inspections; and failure to comply with lawful instructions issued by the central executive body responsible for oversight in the social services sector.

The amendments, to be enacted in September, will refine the requirement for the attestation of social service providers. The attestation programme will be developed by the MoSP in agreement with the Ministry of Education. Training and professional development for social service professionals will be provided by licensed educational institutions, with possible involvement of NGOs and other organisations experienced in working with relevant vulnerable groups. Further details on attestation and qualification procedures will be set out in the forthcoming bylaws.

### **Reimbursement of utility costs for entities accommodating IDPs**

On 27 May 2025, the Government adopted [Resolution #616](#), introducing a new procedure for reimbursing the cost of utilities to legal entities regardless of ownership and individual entrepreneurs (entities) that temporarily accommodate IDPs free-of-charge in their buildings and premises.

The act defines who counts as an eligible IDP for these payments:

- persons displaced from territories affected by hostilities and does not own housing outside those territories with more than 13.65 m<sup>2</sup> of living space per person;
- the person's home is destroyed or damaged to the point of being uninhabitable, confirmed in relevant registries or inspection documents.

For compensation in 2025, the IDP certificate must indicate the address of the legal entity at which the person is accommodated.

The resolution also sets a list of exclusions when compensation is not granted:

- the address in the IDP certificate coincides with a dwelling whose owner is already receiving compensation under [Res#333/2022](#);
- an IDP receives a rental subsidy under [Res#1225/2024](#);
- an IDP receives a housing subsidy or benefits for utilities at another address under [Res#848/1995](#) or [Res#373/2019](#);
- starting from May 2025, an IDP is confirmed to have stayed abroad for more than 30 consecutive days (subject to limited documented exceptions), or the Pension Fund receives information that an IDP has not resided at the accommodation address for more than 30 consecutive days.

Payments are made for each eligible household member. If one person ceases to meet the eligibility criteria, payments continue for the remaining eligible members of the household.

There is a retroactive component for January to April 2025, entities that hosted IDPs in that period can receive reimbursement. In such cases, entities must submit applications to the oblast-level Department of Social Protection (DoSP) by 8 June 2025. The oblast-level authorities consolidate and forward a single set of requests to the Ministry of Social Policy by 11 June 2025. The Ministry transfers funds to the DoSPs, which pay the entities within three days of receipt, with a short window for clarifications.

For reimbursement from May 2025 onward, applications should be filled digitally through the Pension Fund's online cabinet, starting in July 2025. The Fund appoints and pays compensation each month, with unpaid amounts for May and June 2025 in the nearest payment period starting in August 2025.

When reviewing applications, the Pension Fund verifies the accuracy of submitted data. This verification is carried out through cross-checking data via electronic information exchange with other state-owned registers. In particular, the Fund draws information from the State Register of Damaged or Destroyed Property, the State Register of Property Rights to Immovable Property, the information system of the SMS, the State Register of Civil Status Acts, and the Unified Information Database on Internally Displaced Persons.

Compensation is calculated per person within established norms, including the 13.65 square meter housing norm and government energy norms, and is granted for six months from the month an application is filed, with the Pension Fund able to continue it for a second six-month period after checks. Funds must be used to pay utility costs for accommodated IDPs, while budgetary institutions may additionally use the compensation for their own maintenance under budget rules

The Pension Fund verifies data through interagency electronic exchange and may request of the National Social Service to conduct on-site verification of IDPs residence at the address within one month. Refusal to allow inspection is grounds to suspend payment.

#### **Assisted living and facility-based care for IDPs (amendments)**

On 30 May 2025, the Government adopted [Resolution #626](#), amending [Resolution #888](#), which regulates the pilot project on assisted living and facility-based care for older IDPs, IDPs with low mobility and disabilities. The amendments introduce a new mechanism of control and monitoring by the National Social Service.

This state authority is responsible for ensuring compliance with legal requirements and monitoring the quality of social services provided under the project. According to the amendment, local branches of the National Social Service will conduct state control or monitoring of each social service provider within the first 90 calendar days from their

registration in the system. The procedure for such monitoring follows the existing framework already applied to the monitoring of the provision of other social services, including those for children.

Following the inspection, the National Social Service issues an act (form of report) outlining the provider's compliance with legal standards in the provision of social support. This act, together with any supporting materials, must be transmitted within two business days to the Fund for the Social Protection of Persons with Disabilities, which is responsible for maintaining the list of eligible service providers under the resolution. If violations are identified and reported, the National Social Service may set a deadline for their elimination, giving the provider up to 60 calendar days to address them. Should the provider fail to resolve the identified shortcomings within this period, the National Social Service notifies the provider, the Fund, and local authorities that the provider will be removed from the list of eligible providers within 30 days. A similar decision is taken if monitoring cannot be carried out because the provider refuses to grant access to the monitoring authorities.

The project operates on the principle of "money follows the person," meaning payments are transferred directly to the IDP, who then pays the service provider under a signed contract. However, if a social service provider is removed from the list of participants under this resolution, payments to the IDP for those services will cease, as there will no longer be a contractual counterpart.

Local authorities play a crucial role in this transition. Within two business days of the provider's removal, they must inform the individuals concerned that their provider is no longer a participant in the program. Furthermore, within five days, they are required to support these individuals in arranging services with another eligible provider, ensuring continuity of care and avoiding disruption for those relying on the pilot project.

## Other developments

### Status of a War-Affected Child

On 14 May 2025, the Parliament adopted Law [4440-IX](#) to resolve inconsistencies in how the status of a war-affected child was applied across regions. Ambiguous wording of the law in practice led some authorities to interpret this as limiting eligibility only to internally displaced children, while authorities in other regions extended it to all children affected by the war. The amendments clarified that the status is not restricted to IDPs, ensuring uniform application regardless of a child's registration or displacement situation.

## More on Legislative Updates via the links:

[MONTHLY LEGISLATIVE UPDATES](#) | [THEMATIC LEGISLATIVE UPDATES](#)

### → Contacts

- Email: [UKRKI@unhcr.org](mailto:UKRKI@unhcr.org)
- Phone: +38 044 288-9710

### → More information

- UNHCR Ukraine:
- X: [UNHCR Ukraine \(@UNHCRUkraine\)](#) / X
- Facebook: [www.facebook.com/UNHCRKyiv](https://www.facebook.com/UNHCRKyiv)
- Instagram: [www.instagram.com/unhcr\\_ukraine](https://www.instagram.com/unhcr_ukraine)