



**2incING -
Thinking of integration process
as a two-way inclusion**

How and why to involve refugees and migrants in policy and decision-making processes



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VLADA REPUBLIKE HRVATSKE
Ured za udruge



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Real-life stories of persons targeted by integration measures and policies are **equally valuable** as the knowledge, skills and competencies of those who create such measures and policies.

All of us in Croatia are influenced by many policies and decisions every day. We apply for jobs, make appointments for medical examinations, open bank accounts and undertake various activities regulated by policies and decisions that have been made in order to establish a certain standard of living for all of us.

However, are policymakers and decision-makers familiar with your life – your stories, experiences and your daily struggles with administration and life in Croatia?

The stories of less visible groups, especially refugees and migrants, are rarely heard in the context of policy and decision-making. Lack of such perspectives leads to policies and decisions that do not address problems faced by refugees and migrants in exercising their rights.

If you want to contribute to a greater visibility of the problems and barriers that you, and potentially other foreigners in Croatia, are facing, you can actively get involved in decision-making and policy-making processes! Policies and decisions can become better, more efficient and more practical if your story about life in Croatia and the barriers you encounter in exercising your rights is heard in the process of their adoption.

A white sticky note with a question, pinned to a colorful patterned background. The background features a repeating pattern of stylized human figures in various colors (orange, green, purple, red, blue) and dots, set against a white background with a grid of white lines. The sticky note is white with a slight shadow and is held in place by two blue pushpins. The text on the note is in a bold, black, sans-serif font.

**How can I
get actively
involved in
decision-
making and
policy-making
processes?**

Organise conferences, round tables and other events that address topics that you consider important for your life in Croatia and invite decision makers to organised events.

1.

Did you know that the first [National Conference on the Promotion of the Rights of Migrants and Refugees in Croatia](#) was held in December 2022? The conference was designed, implemented and hosted by migrant and refugee activists, human rights advocates and integration experts, and supported by Centre for Peace Studies. As part of the conference, four world café tables were held around topics identified by the activists as the main advocacy areas in which people face the most barriers: education, employment, health care and status and visa issues. Individual personal stories and recommendations by refugees and migrants were shared through a panel discussion. You can also organise such events!

Attend events involving representatives of the public administration and institutions that you think should hear you out, and tell your stories that can influence the policy and decision-making process.

2.

Such events are organised by various stakeholders, and if you wish to receive invitations to events organised by the Centre for Peace Studies that address topics of access and exercise of the rights of refugees and migrants, please contact us at: cms@cms.hr

Self-organise.

3.

Getting involved in policy and decision-making processes is much easier in a team – by creating initiatives, associations, working groups or any other type of organisation, you create a space within which you can freely discuss topics that you consider important for society and agree and implement activities that can affect policy and decision-making processes.

Join an association or support its activities.

4.

There are numerous associations in Croatia that deal with various topics, including migration, integration, and life of foreigners in Croatia in general. Some of them engage in advocacy work, that is, they actively influence decision-makers by alerting them to shortcomings and problems in certain areas of work, they design recommendations and measures for better policies and decisions, and point out difficulties in practice. By being involved in an association you can make your perspective an integral part of the advocacy work of that association, and by supporting their activities you enable greater visibility of their work!

Participate in public consultation procedures.

5.

Public consultation is a procedure in which citizens can send their comments, recommendations and reviews on laws, ordinances and other regulations adopted by

public authorities in Croatia. At the national level, you can participate in the public consultation process via the [e-Consultation](#) internet portal, while the information on the public consultation process regarding regulations adopted at the local level can be found on the websites of the relevant city or municipality.

In 2023, the [Shadow Report](#) on the implementation of integration measures in Croatia was published, written by the very persons targeted by the integration measures – 8 members of the Coordination Committee with different legal statuses in Croatia. The Shadow Report consists of 8 short papers which put the implementation of integration measures in the context of personal experiences or testimonies of refugees and migrants, followed by a list of recommendations directed towards public authorities, drawn up with the assistance of the Centre for Peace Studies staff. These papers, as well as recommendations, can serve as a useful and relevant source of information for decision and policymaking in the field of integration of refugees and migrants. If you want to know more about the report itself, feel free to contact us by e-mail at: cms@cms.hr

Participate in working and advisory bodies composed of refugees and migrants and support their members in drafting opinions, advice or recommendations on policies and decisions in Croatia.

6.

In Croatia, the [Office for Human Rights and Rights of National Minorities](#) established an advisory group of third-country nationals and persons with a migrant background composed of 15 members. One of the objectives of establishing this group is to strengthen their perspective in the political debate and to provide recommendations to decision-makers at all relevant levels. Also, the [Coordination of the City of Zagreb for the Integration of Persons Granted International Protection](#) was established at the level of the City of Zagreb, which you can contact with your questions about policies and decisions regarding integration at the level of the City of Zagreb.

