

# WELCOME TO THE CROATIAN SOCIETY

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# A BRIEF HISTORY OF THE CROATIAN SOCIETY

The identity of the Republic of Croatia has been conditioned by its geographical position. Croatia is situated in the area of encounter of the cultures of East and West, the Central Europe (so-called Mitteleuropa) and the Mediterranean. Because of its location, Croatia has historically been a part of various empires, republics and states - the Turkish Empire, the Venetian Republic, the Illyrian Provinces (the French Empire under Napoleon), the Hungarian Empire - only to enter the 20th century as a part of the Austro-Hungarian monarchy.

The aftermath of the World War I (1914 - 1918) had led to the disintegration of the Austro - Hungarian Empire and the Ottoman Empire. The South Slavic peoples that resided in these empires moved on to create their own state, which in the year 1929 became the Kingdom of Yugoslavia. An integral part of the Kingdom of Yugoslavia was composed of Serbs, Croats, Slovenes, Montenegrins, Bosnian Muslims (today the Bosnians) and Macedonians. The Kingdom of Yugoslavia ceased to exist with the beginning of the World War II (1941). After the War (1945) Croatia became a part of the Socialist Federal Republic of Yugoslavia (SFRY). SFR Yugoslavia was ruled by the Communist Party under the leadership of Josip Broz Tito.

During Tito's ruling Yugoslavia operated under the politics of the Non-Aligned Movement - the third current opposing both the Western Bloc (NATO) and the Eastern Bloc (the Warsaw Pact). The Non-Aligned Movement was made of countries of the Third and the Second World: the countries of Africa, Latin America and Asia. The Non-Aligned were experiencing their economic and political climax during the period of the Cold War, and Yugoslavia had a leading role in this movement.

The year of 1990 marked a turning point in the geopolitical history of Croatia and some major changes started to develop.

With the fall of the Berlin Wall, the political map of Europe began to change. Communism, as a socio-political system of some countries, was being replaced by parliamentary democracy. On May 19, 1991 a referendum was held in Croatia and Slovenia and the citizens decided to exit the joint state and become independent. On the 8th of October of the same year the Croatian Parliament voted for independence and severed all connections with then the capital of Yugoslavia, Belgrade. The separation of Slovenia and Croatia from the common state marked the beginning of the disintegration of Yugoslavia and the beginning of the so called Homeland War or civil war. The war was fought on the territories of Croatia and Bosnia and Herzegovina and in the late nineties it escalated to the territory of Kosovo as well. Armed struggle in Croatia lasted until August of 1995 but the consequences of integration and reconciliation have persisted to this day.

During the war in the former Yugoslavia that lasted from 1991 to 1999, a large number of people became refugees and/or were forcefully displaced from their homes. Many of them tried to find their refuge in Western Europe, mainly in Austria, Germany and the Scandinavian countries. The majority of them never returned to the areas they have fled from. Today, the area of former Yugoslavia consists of seven independent states: Slovenia, Croatia, Serbia, Bosnia and Herzegovina, Kosovo, Montenegro and Macedonia. Together, they form the Southeast Europe region, a region that is still connected in many different ways.

The foundations for the development of today's non-governmental organizations and the civil society in Croatia were laid during the 90's war. One of the most important non-governmental organizations established during that time was the Anti-War Campaign - ARK. This NGO systematically worked on peace building and reconciliation and continued its

activities after the war as well. Thanks to ARK, today we have a large number of NGOs working in the field of human rights and non institutional culture, and one such organization is CMS - Center for Peace Studies.

At the beginning of the 21st century the Croatian politics was focused upon the European integration and the establishing of good economic and political relations with bordering countries. A specific process of building good relationships is being developed with Serbia and Bosnia and Herzegovina, with the main focus being the establishing of lasting peace and tolerance. Having chosen the path of European integration, Croatia was admitted to NATO in 2009. After a decade-long negotiations and harmonisation of the Croatian legislation to EU standards, on July 1st 2013 Croatia officially became an EU member state. To enter the Schengen Area Croatia still has to harmonize its legislative framework and its system with the EU requirements. Since 2013 all Croatian laws in power have been in accordance with the common laws of the European Union.

# POLITICAL SYSTEM OF THE REPUBLIC OF CROATIA



The Republic of Croatia is a parliamentary democracy implying the division of power into legislative, executive and judicial branches.

The power of legislation is in the hands of the Croatian Parliament which represents Croatian citizens, adopts the Constitution and establishes the basic social and political elements of the state. It consists of one house that has 100-160 members who are elected every four years. The most important roles of the Parliament are approving the State budget, proposing and approving legislation, monitoring the Government, declaring war and peace and calling a referendum. Until 2014 Croatia had 15 parliamentary parties of which two largest ones - SDP (Social Democratic Party of Croatia) and HDZ (Croatian Democratic Union) - alternate in governing the state since the beginning of the Croatian independence. SDP is a centre-left, while HDZ is a centre-right party.

Ombudsman is appointed by the Croatian Parliament and his or her role is to protect the constitutional and legal rights of citizens in their dealings with state administration and public authority institutions. The Ombudsman is elected by the Parliament for a term of 8 years.

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The executive branch of the Croatian political system consists of the Government and the President of the state. The President is elected in direct elections for a 5 year period and cannot be elected more than two times. The President has many responsibilities, but in practice those responsibilities are

largely reduced to a ceremonial role and do not have a major impact on the policy-making. The President has most power in the area of security and foreign policy and is, among other things, the Supreme Commander of the armed forces. He also has the power to call a referendum.

The Croatian Government consists of the Prime Minister, one or more Vice Presidents and the Ministers. The Government proposes the state budget and legislation acts to the Parliament and implements the legislation enacted by the Parliament. It runs the foreign and internal politics of the state, monitors the work of the state administration and is in charge of the state economic development.

Judicial power is exercised by the magistrate, municipal, county and commercial courts, the High Magistrates Court, High Commercial Court, the Administrative Court, and the Supreme Court which is the highest ranked court in the Republic of Croatia, and which ensures the standard application of law and the equality of all citizens. The Constitutional Court decides on the constitutionality of laws, supervises the legality of elections and solves conflicts of jurisdiction between the legislative, executive and judicial powers.

THE ADMINISTRATIVE COURT HAS JURISDICTION TO ADDRESS THE PROCESS OF SEEKING ASYLUM IN THE SECOND INSTANCE (IF THE MINISTRY OF INTERIOR ISSUED A NEGATIVE DECISION IN THE PROCESS OF SEEKING ASYLUM).

In Croatia, there are four Administrative Courts:

The Administrative Court in Zagreb, The Administrative Court in Rijeka, The Administrative Court in Osijek and The Administrative Court in Split.

Civil society consists of citizens who actively and freely intervene in all spheres of social action. Civil society organizations are referred to as voluntary, independent, non-profit, non-governmental and the third sector. What they all have in common is the freedom to make alliances and the

freedom to act for the common good. Civil society is a kind of opposition to and the control of the state.

The most common types of civil society organizations are non-governmental organizations (NGOs). They are established by citizens most often with the purpose to solve some social problems that the state is not solving in a satisfactory manner. Majority of NGOs in Croatia today are sports organizations followed by organizations active in the fields of culture, economy, technology, social issues, health, humanitarian causes, ecology and protection of children, youth and family life. There are also organizations of war veterans and the victims of war. The organizations are funded from the state budget, the EU funds, various donations and membership fees. Other types of civil society organizations in Croatia include foundations, trade unions, employers' organizations and religious communities.

When Croatia became an independent state the political elite and the first Croatian President Franjo Tuđman did not consider civil society important for the development of democracy. Consequently, the civil society was marginalized and in the late nineties it had to endure campaigns aimed against a few of leading NGOs and prominent activists. However, civil society played a crucial role during the war in helping to care for the war victims. In the mid nineties the solidary work of the civil society scene weakens due to economic crisis and undemocratic governing. The pressure of the international community and the arrival of the new leftist government in 2000 brought to the improvement of the legal framework regulating the work of the civil society. Still, the process of building a strong civil society is not yet completed. The levels of civic solidarity and the idea of active commitment and struggle for human rights in Croatia have not yet reached the point where they can develop independently of political and social conditions.

# CULTURAL DIFFERENCES - HOW AND WHY DO THEY OCCUR?

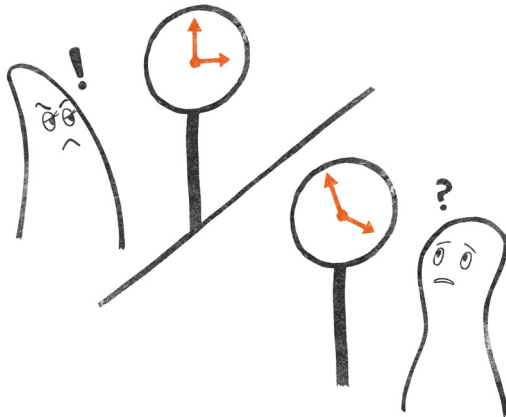
# 1 PERCEPTION OF TIME

## Situation

Biba has been waiting for Edi on the Square for half an hour. As time passes, she becomes more and more agitated because she cannot reach him on his cell phone. Finally, after an hour of waiting and being quite angry, she decides to send an SMS to Edi and then go home.

Arriving to the meeting point an hour later, Eddie looks for Biba and seems confused. Seeing she is not there, he checks his phone. Along with several missed calls, there is Biba's angry message. Eddie gets quite upset by such behavior and goes home pretty certain that Biba is a completely unreasonable person and that he actually doesn't want to see her.

## What actually happened?



## **Meaning**

In Western cultures time is a resource that is carefully managed. It is here to be used, consumed and divided into smaller units. Time is a linear and final category. Cultures in other parts of the world, such as South America and the Middle East, perceive time as elastic and more relative.

## **Perception of time differs in various cultures**

Most Western cultures see time as a final and linear category. Time is segmented and distributed and it is possible for a person do devote themselves to only one thing at a time. Time is almost tangible - it can be saved, spent, lost, and is often compared to money. In this concept of time tasks are more important than relationships. It is more important to get the job done in a given deadline than to develop a close relationship with a colleague.

Examples of cultures with this type of time perception: us, UK, Germany, Switzerland, Turkey, Japan...

On the other hand, most Eastern cultures perceive time as a more elastic category in which it is possible to do several things at once. In these cultures there is always enough time and the relationships are more important than the tasks. So, for example, an average Latin American person will rather finish the conversation with a friend on the street and be late for a meeting than abruptly end the conversation.

Examples of cultures with this perception of time: Saudi Arabia, Pakistan, India, Egypt, Mexico, Hawaii.

### **Conclusion**

If a person was late for an agreed meeting that does not mean that they do not respect your time and effort. It simply means that your priorities differ. Listen to their reasons and explain to them your own time-limited schedule.

Or,

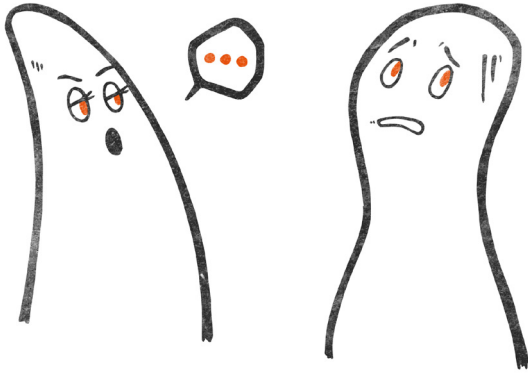
if a person is angry at you because you were late for a meeting it is not because they are rude, but because such behavior is unacceptable in their culture. Explain to them why you were late and how such behavior is perceived in your country.

## 2 NON-VERBAL COMMUNICATION

### Situation

Biba and Edi are talking about climate change. Biba is looking into Edi's eyes while she explains her point of view, but Edi keeps avoiding her gaze. Both parties in the conversation feel uncomfortable and think that the other one is extremely rude.

### What actually happened?



### Meaning

Members of the Western cultures believe that avoiding eye contact during a conversation is an expression of boredom, discomfort and even dishonesty, and is perceived as impolite.

On the other hand Asian cultures, for example, consider not looking into other person's eyes during conversation to be an



expression of respect. This is especially so if the other person is a senior citizen or a person in the position of power.

**NONVERBAL COMMUNICATION** is a form of communication without words, either intentional or unintentional. Non-verbal behavior is used for expressing emotions and attitudes, it reflects personality traits and encourages or modifies verbal communication.

**NONVERBAL SIGNS INCLUDE:**

- facial expressions
- tone of voice
- gestures
- posture or movement
- touch
- sight

**FACIAL EXPRESSIONS** show our emotions and that makes verbal communication easier for us. However, we should remember the cultural differences in this type of communication as well. Smiling during conversation is not an expression of happiness in every culture, but is sometimes used as a way to conceal shame or it may be a sign that the other person does not understand us.

The **TONE OF VOICE** is a powerful tool of communication which manifests itself in: raising or lowering of pitch, rapid or slow speech, emphasizing certain words, inserting pauses, etc. Cultural differences are present here too. Some cultures are simply louder in their expression - for example, by the Poles cultural standards the Italians could be perceived as loud and rude.

GESTURES OR HAND MOVEMENTS also facilitate communication. There are various types of gestures:

**EMBLEMS** - nonverbal gestures that replace a verbal message (can be used by themselves) and have a well-known meaning within a particular culture, but between cultures can cause misunderstandings. For example, a gesture of connecting the thumb and forefinger is a sign of something good in the US, but will offend a person originating from Germany or Brazil. The same goes for the gesture of outstretched thumb, it is a sign of insult in western Africa, Greece and Russia while most Westerners perceive it as a positive sign.

**ILLUSTRATORS** - gestures that we use to illustrate or explain the verbal message and have no meaning if used alone.

**TOUCH** shows affection, closeness, comfort and sometimes domination.

Every culture has unwritten rules on the admissibility of certain ways of touching. Two men holding hands are perceived as good friends in Saudi Arabia, Egypt and Morocco, while in some other countries they will be regarded as lovers.

Also, the frequency of tactile contact depends on the culture. A survey from 2006 conducted at a cafe showed that during an one-hour period, people from Puerto Rico's touched 180 times, French 110 times, Americans twice, and English not once.

### **Conclusion**

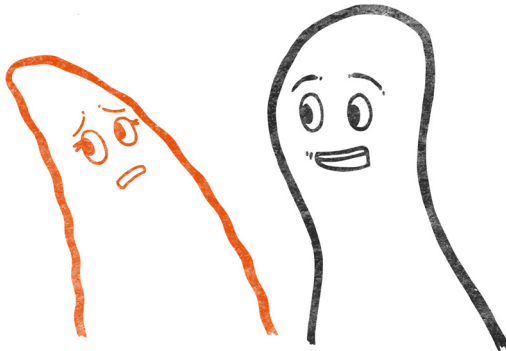
Watch, learn and try to understand and respect other's customs. It is important to create an atmosphere in which these differences can be discussed.

### 3 PERSONAL SPACE

#### Situation

Biba and Edi talk about the movie they have just seen. During the conversation Biba keeps moving away from Edi while Edi keeps moving towards her.

#### What actually happened?



#### Meaning

In every culture, the polite distance, or the distance from the other person where we feel comfortable, is different. Members of the Western cultures prefer to stand within arms length while, for example, people from the Middle East feel comfortable at shorter distances while making conversation.

PERSONAL SPACE is defined as the zone that surrounds a person, and this person sees that zone as psychologically theirs.

We distinguish 4 zones:

INTIMATE ZONE (up to 45 cm / 18 in) is the most important, and a person usually tends to preserve it and allows access only to people he/she is really close to. These people are parents, children, spouses, close friends, relatives, and people the person is in a relationship with.

PERSONAL ZONE (up to 1.2 m / 4 ft) is reserved for family and friends, office colleagues, business partners and the like.

SOCIAL ZONE (from 1.2 m / 4 ft to 3 m / 10 ft) - the distance at which we feel comfortable when it comes to people we do not know best. For example repairmen, merchants, new colleagues...

PUBLIC ZONE (over 3 m / 10 ft) - the distance we keep with strangers and in situations such as public lectures.

### **Conclusion**

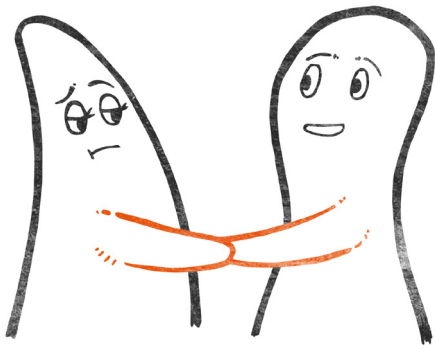
It is necessary to understand that personal space is a consequence of the culture we come from and not a strategy used by the other person to cause our discomfort. Talk openly about your personal preferences.

## 4 GREETINGS

### Situation

Biba and Edi meet for the first time. A mutual friend introduces them. Biba offers her hand for a handshake to Edi, while saying her name. Edi gives his hand to Biba. Biba's grip is tight, and Edi's is gentle. Biba pulls away her hand first, thinking that the handshake lasted too long and interprets Edi's gentle grip as a sign of weak character. On the other hand, Edi is surprised by the strength of Biba's grip and thinks it was extremely rude of Biba to abruptly end the handshake.

### What actually happened?



### Meaning

People around the world greet each other in different ways. Handshaking is one of the common ways of greeting. However, this is also a custom which differs from culture to

culture. Western cultures prefer a sturdy and relatively brief handshake, while people from the Middle East prefer a longer and gentler one. In some countries like Thailand and Saudi Arabia it is unacceptable for a man to touch a woman in this way. On the other hand, members of the female sex in the Western countries could be offended if a man doesn't shake their hand just because they are women.

FORMS OF GREETING ARE DIFFERENT IN DIFFERENT CULTURES. While some cultures prefer physical contact during a greeting, others avoid it.

Greetings can be divided into verbal and nonverbal, although they are usually mixed. Greetings can also be formal or informal, depending whom they are addressed to. We greet our loved ones differently than we greet strangers and less familiar people.

### **Nonverbal greetings**

A HANDSHAKE is a very common form of non-verbal greeting and it is present in many cultures. Why did the most common way of a greeting take the form of a handshake? One explanation says it was a way to show the other person that we are not hiding a weapon in our hand. In Croatia the handshake is used in both formal and informal greetings and it is gender-independent.

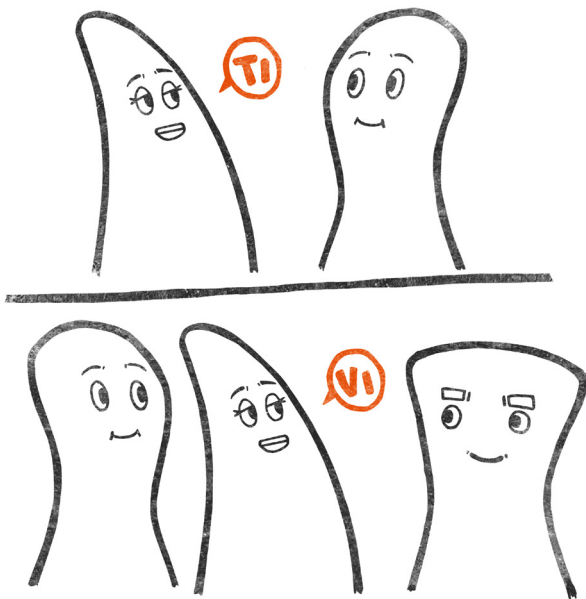
In Croatia, A HUG is used in greetings between close people and during informal greetings. We also often use a kiss on both cheeks to greet our loved ones, but this kind of a greeting will often be left out in members of the male sex.

A HANDWAVE and A PAT ON THE SHOULDER can also be used in non-verbal greeting.

### **Verbal greetings**

Verbal greetings depend on the time of the day, the formality of the occasion we find ourselves in and whether we are arriving or leaving. Also, we often use the greeting as a chance to ask the other person how they feel.

## 5 SHOWING RESPECT



IN CROATIAN LANGUAGE, OUT OF RESPECT FOR CERTAIN PERSONS WE ADDRESS THEM WITH THE WORD VI (YOU IN PLURAL).

We use the form Vi in several situations:

- A) when talking to an unknown person by which we indicate a psychological distance
- B) when talking to a person we have special respect for
- C) when talking to a person who is our superior



If the pronoun Vi is used out of respect i.e. If we address someone in the second person plural the predicate is always in the male plural form.

**EXAMPLES:**

You gave me the book; you told the truth

**WRONG:**

Vi ste mi dala/dao knjigu; Vi ste rekla/rekao istinu  
(the verb is in the singular form)

**CORRECT:**

Vi ste mi dali knjigu; Vi ste rekli istinu  
(the verb is in the plural form)

When the form Vi is used out of respect it is exclusively used to address a single person and it is written with a capital letter. If we address two persons or a larger group of people, we always use a small capital letter.

# WHY ARE SOME PEOPLE HELD IN DETENTION?

The word detention, or accommodating migrants into the center for foreigners, in simple language means putting migrants into prison. These and similar phrases are used in different parts of Europe and their purpose is to cover up the reality of detention. Saying someone is “detained during the process of establishing their identity” does not sound as harsh as saying they are “put in prison” just because their identity is not established – but prison is what detention amounts to.

Throughout Europe around 600 000 migrants are detained – put in prison – every year just because they do not have the right kind of papers. They are closed up into rooms and cannot leave the detention centers, they often have very limited access to the closed outdoors facilities and extremely limited communication with the outside world (no mobile phones, no internet, very limited visits). The length of detention ranges between a few months up to infinite detention time.

### **Legal basis of detention**

Detention of migrants is regulated by two laws:

1. the Foreigners Act
2. the Asylum Act

The maximum duration of regular detention can be 18 months.

According to the Article 124 of the Foreigners Act, migrants can be detained for 3 months if their presence is required to ensure their deportation from the territory of Croatia, if they present danger for national security or if they have been convicted of a criminal offense. Further, the Article 125 allows extension of this period to 6 months if further time is needed to organize deportation. Finally, according to the Article 126, a further 12 months prolongation is allowed in cases when migrants refuse to give their personal data, give fake personal

data or in other way try to stop or delay their deportation, or if it is reasonably expected that the documents necessary to organize the deportation will be obtained.

Besides, migrants can be detained as asylum seekers, according to the Article 74 of the Asylum Act, for a maximum of 6 months. Cases in which they can be detained are: if they had tried to leave Croatia before the end of their asylum procedure, if their detention is needed to protect the life or property of other people, if they are a threat to national security, if they had sought asylum during the procedure of deportation with the aim of avoiding deportation, if it is temporarily impossible to take their fingerprints due to having intentionally damaged them.

## DETENTION IN PRACTICE: JEŽEVO

For a long time, the only detention center in Croatia has been situated in Ježevo, about half an hour drive from Zagreb. It has the capacity of just over 100 spaces. There are plans to construct two new detention centers in 2015, one in Tovarnik (close to the border with Serbia) and other in Trilj (close to the border with Bosnia and close to the sea).

Life in Ježevo is life in prison. Migrants sleep in collective rooms, and have access to common areas during the day. They have the right to spend a few hours a day in the outdoors courtyard, but they have no right to leave the center.

Money and personal belongings (such as mobile phones, electronic devices, valuable items) are taken away from people for the duration of their imprisonment in Ježevo and returned on departure. If a person has money upon arrival, they are only allowed to access 300 kn (around 40 euros) per week and with this money they can buy snacks or telephone cards in the small shop inside the detention center. Additionally, if a person has money upon arrival the Center charges them 200 kn for every day (around 26 euros) of their stay in detention and charges them the costs of their deportation.

The detainees have extremely limited contact with the outside world. Upon arrival to the detention center, a person has a right to one free call with the embassy or consular representation of their own country. In addition, they have the right to one more free call in the duration of maximum 3 minutes. While their mobile phones are taken away, there is the possibility to use the phone booth in the center, at

their own expense. The detainees have the right to a visit (maximum one hour, in a specially designated room), if the visit is announced one day in advance.

Migrants usually stay in Ježevo when they do not seek asylum and are considered as “illegal”. However, even asylum seekers, which seek asylum during their deportation or during their stay in Ježevo, are often detained on the basis of a suspicion that they have sought asylum in order to avoid their own deportation.

The practice of detention and its necessity and legitimacy are rarely publicly questioned. Migrants in Croatia can be detained for up to 18 months without having committed any criminal offense. Besides, detention is not a rare exception – a good deal of all migrants in Croatia has experience with it at some point. We can ask ourselves: is putting someone in prison, taking away their freedom and stopping most of their communication with the outside world a justified measure to take against someone who does not have the right documents? Are migrants in Croatia really a threat to anyone?

The stigma of detention is also often internalized by migrants: even though most feel like it is not their fault that they have been put into prison, there is still a sense that people who have been to prison are criminals and that this is something to be ashamed of. It is thus very important to speak up against the practice of detention of migrants and point out that it is unfair, unjustified and disproportionate. Even though it is entirely legal – it is also entirely illegitimate.

There are several initiatives around Europe and the world that speak up against detention of migrants. The group No One Is Illegal wrote a No One Is Illegal Manifesto. It aims to develop and spread discourses critical of the dominant discourses that produce and justify repressive attitudes towards migrants – including discourses critical of the practice of detention.

# PROCEDURE FOR APPROVAL OF ASYLUM IN CROATIA



The procedure for granting asylum regulates ways of assigning international protection to a person that the state cannot or will not provide protection to. Asylum system in Croatia has to ensure that the foreigner will not be deported or returned to the country where their life or freedom is threatened because of their race, religion, national origin or because of membership of a particular social group, political opinion, and in case they could be subjected to torture, inhuman behavior, degrading treatment or punishment in that country. The procedure for granting asylum in Croatia refugees can be assigned either asylum or subsidiary protection.

Asylum can be granted to a person outside their country, provided that there is a well-founded fear of them being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, and that the person is unable or unwilling to subject themselves to the protection of their country out of fear of those threats. If the person does not meet the conditions for being granted asylum, but there are good reasons to believe that, if returned to their country they will face high risk of suffering serious harm, if a person does not want to face that risk or is unable to subject themselves to the protection of their country, they will be granted subsidiary protection.

### **You applied for asylum - now what?**

The Ministry of Interior has the authority to decide on the outcome of the procedure for granting asylum, and that decision can be questioned before the Administrative court. Within 3 days of submitting the request, the asylum seeker receives a card which serves as a residence permit in the Republic of Croatia until the end of the procedure.

### **What does the procedure look like?**

The process takes 6 months from the date of filing an application for asylum, and during this period the Ministry of the Interior shall decide on the request, and if it is not able to make a decision, the Ministry must inform the asylum seeker in what period it can be expected. During these six months the asylum seeker will be interviewed several times (usually two) and if the seeker has any documentation they must enclose it to ensure the best possible quality of assessment of their case.

At the end of the hearing its record is supposed to be read and the asylum seeker should testify with his signature if his statements are accurately transferred. However, in case of any ambiguities they need to be explained to the seeker along with records of all objections in the official record.

The procedure must be conducted in a language that the asylum seeker understands and, if necessary, it must be ensured that a translator is present during the entire procedure. The asylum seeker may request to be provided with a translator of the same sex. The translator may never disclose information acquired during the asylum procedure. The Ministry of Interior must not inform the country of origin or any other body involved in the process of the personal data of the seeker.

If, in the end, asylum is denied to the asylum seeker, the seeker can file a complaint and initiate legal action before the Administrative Court.

### **What rights do you have in Croatia as an asylum seeker?**

- residence and freedom of movement in Croatia
- ensured appropriate financial conditions for living and accommodation
- health care
- primary and secondary education
- free legal aid
- humanitarian aid
- freedom of religion and religious education of children
- right to work after the expiry of one year from the date of application if the procedure is not completed

### **In what conditions the asylum status will not be approved?**

- if the person committed crimes against peace, war crimes, crimes against humanity, serious crimes or acts that are contrary to the purposes and principles of the United Nations
- if the person is a danger to legal order and national security of the Republic of Croatia
- if a person had received protection based on wrongly presented or omitted facts, misrepresentation of important facts or circumstances or by using forged documents

**What rights do you have in Croatia as an asylee or a person under subsidiary protection?**

- a residence permit in the Republic of Croatia for a period of 5 years for asylees and 3 years for persons under subsidiary protection
- accommodation provided by RH for a two year period
- work
- health care
- education
- freedom of religion and religious education of children
- free legal aid
- social welfare
- family reunification
- maintenance of family unity
- assistance with integration into society

**In what conditions does the status end?**

- if the person is voluntarily placed under the protection of the country of their original citizenship
- if the person acquires citizenship of the country whose protection they are able to use
- if the person voluntarily returns and settles into the country they fled from or outside of which they stayed for fear of persecution
- if the circumstances based on which the asylum was granted change in the country of origin
- if a person voluntarily regains their citizenship which they lost



# CONTACT PERSONS IN THE STATE ADMINISTRATION FOR INTEGRATION OF FOREIGNERS

## INSTITUTION

## NAME AND SURNAME

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**OFFICE FOR HUMAN RIGHTS AND  
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OF THE CROATIAN GOVERNMENT -  
COORDINATING BODY**

Mr. sc. Branko Sočanac  
National contact-point  
for Integration

Lana Velimirović Vukalović,  
prof.

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**MINISTRY OF SOCIAL  
POLICY AND YOUTH**

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problems and Asylum seekers)

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The supervisor of the interior and Officer  
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and Asylum, Department for Asylum)

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## NAME AND SURNAME

---

**MINISTRY OF SCIENCE,  
EDUCATION AND SPORTS**

Ana-Maria Pavić, prof.

---

**MINISTRY OF LABOUR  
AND PENSION SYSTEM**

Ivana Guberović

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Božica Šarić, dipl.iur.

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**MINISTRY OF REGIONAL  
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Anna Maria Radić

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**CENTER FOR PEACE STUDIES**

Julija Kranjec

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**CROATIAN RED CROSS**

Maja Kadoić

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**STATE OFFICE FOR RECONSTRUCTION  
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Maja Radočaj

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## FUNCTION

## CONTACT

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Service for the Protection of Migrants

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**CIVIL SOCIETY  
ORGANIZATIONS  
ACTIVE IN THE FIELD  
OF THE INTEGRATION  
OF MIGRANTS -  
COORDINATION  
FOR INTEGRATION**

The civil society of Croatia is represented by citizens that live in Croatia and take active interest in social action. Citizens can get socially engaged as individuals or in groups. They usually gather in civil initiative groups when they are interested in the same social problem or phenomenon. In Croatia there are many civil society organizations that are centered around different issues: environment, human rights, animal rights, etc. Civil society organizations are not part of government institutions, but because of their goal to change society for the better they collaborate with the institutions of government. Civil society organizations very often include volunteers in their work. Volunteers are citizens that are engaged in a certain activity without receiving monetary compensation for their work. Anything that a volunteer does is carried out in their free time and from their own motivation.

In 2011, the Center for Peace Studies (CMS) founded the Coordination for Integration which has gathered civil society organizations that have capacity for providing various social services to asylees, asylum seekers and foreigners under subsidiary protection. The goal of the coordination is to establish a network of future providers of social services to asylum seekers, asylees and foreigners under subsidiary protection.

Each member of the coordination is engaged in a different area or topic.

## ORGANIZATION

## CONTACT

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**HCK** - HRVATSKI CRVENI KRIŽ  
(ODJEL ZA AZIL I MIGRACIJE)

**CROATIAN RED CROSS**  
**(DEPARTMENT FOR ASYLUM**  
**AND MIGRATIONS)**

Contact person: Maja Kadoić

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**UNHCR** - URED VISOKOG POVJERENIKA  
UJEDINJENIH NARODA ZA IZBJEGLICE  
**UNITED NATIONS HIGH COMMISSIONER**  
**FOR REFUGEES**

Contact person: Borka Vukelić

Radnička cesta 41/7

10 000 Zagreb

Tel: +385 1 3713 555

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**HPC** - HRVATSKI PRAVNI CENTAR  
**CROATIAN LEGAL CENTER**

Contact persons: Lana Tučkorić  
Tatjana Holjevac

Andrije Hebranga 21

10 000 Zagreb

Tel: +385 1 4854 934

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**IZAZOV** - UDRUGA ZA PROMICANJE  
PRAVA I SOCIJALIZACIJE DJECE I MLADIH  
**ASSOCIATION FOR THE PROMOTION**  
**OF THE RIGHTS AND SOCIALIZATION**  
**OF CHILDREN AND YOUTH**

Contact person: Spomenka Oblak

A. G. Matoša 64

44 320 Kutina

Tel: +385 44 681 333

Mob: +385 98 750 248

+385 98 886 283

## ACTIVITIES

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- Help with studying, purchase of books, clothes, medicine, food, membership in libraries, clubs, money for travel expenses, housing equipment, public kitchen, free transportation, etc.
  - Cooperation with the Red Cross associations from other cities (eg. Kutina, Bjelovar)
  - Inclusion of children and women
- 

- Direct financial assistance from the fund (eg. Payment of temporary residence)
  - Support for НРС, НСК and СМС projects – legal and psycho-social assistance, assistance in integration
- 

- Legal assistance to asylum seekers and persons under subsidiary protection, if necessary, at their request
  - The inclusion of asylum seekers and persons under subsidiary protection in psychological counseling programs, as part of the “Protection of victims of torture among vulnerable migrants” project
- 

- Creative workshops and activities in public with children and women (the population of children under age 5 with parents, regular users ranging between 5 and 18 years of age, open for older teens as well)
-

## ORGANIZATION

## CONTACT

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**MMH - MREŽA MLADIH HRVATSKE**  
**CROATIAN YOUTH NETWORK**  
Contact person: Monika Rajković

Vladimira Nazora 22  
10 000 Zagreb  
Tel: +385 1 4573 937

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**STATUS M - CENTAR ZA UNAPREĐENJE**  
**PROFESIONALNOG RADA S MLADIMA**  
**CENTER FOR THE ADVANCEMENT OF**  
**PROFESSIONAL WORK WITH YOUTH**  
Contact person: Natko Gereš

Petrova 69  
10 000 Zagreb  
Tel: +385 1 2300 447  
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**ISKRA - CENTAR ZA EDUKACIJU**  
**I SAVJETOVANJE**  
**CENTER FOR COUNSELING**  
**AND EDUCATION**  
Contact person: Željka Mazzi

Krešimira Kovačevića 4  
10 360 Zagreb  
Mob: +385 98 322 289

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**CESI - CENTAR ZA EDUKACIJU,**  
**SAVJETOVANJE I ISTRAŽIVANJE**  
**CENTER FOR EDUCATION,**  
**COUNSELING AND RESEARCH**  
Contact person: Nataša Bijelić

Nova cesta 4  
10 000 Zagreb  
Tel: +385 1 2422 800

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## ACTIVITIES

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- Education for young people with fewer opportunities (training and workshops)
  - Involving young people in the work of youth organizations throughout Croatia
- 
- Involvement of men and boys in creating society based on equality
  - Raising public awareness about the importance of support and positive role models to young people
  - The emphasis to the peculiarities and potentials of working with young men and potentials during the development of strategies and action plans
- 
- Psycho-social work with children and parents
  - Population: Children ages 3-7 and 7-12, youth clubs, workshops for parents
  - Counseling: unemployed women, people with disabilities
  - Supervision
- 
- Working with young people and women
  - Educational activities and information (prevention of teen dating violence, sexual and reproductive rights and health)
  - Work on the empowerment of women for employment and active participation in society
-

## ORGANIZATION

## CONTACT

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**ŽENSKA SOBA - CENTAR ZA**  
SEKSUALNA PRAVA  
**CENTER FOR SEXUAL RIGHTS**  
Contact person: Paula Zore

Maksimirska cesta 51 A  
10 000 Zagreb  
Tel: +385 1 6119 174

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**B.A.B.E. – BUDI AKTIVNA. BUDI**  
**EMANCIPIRAN.** - UDRUGA ZA PROMICANJE  
I ZAŠTITU ŽENSKIH LJUDSKIH PRAVA  
**ORGANIZATION FOR PROMOTING AND**  
**PROTECTING WOMEN'S HUMAN RIGHTS**  
Contact person: Senka Sekulić-Rebić

Selska cesta 112 A  
10 000 Zagreb  
Tel: +385 1 4663 666

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**CMS - CENTAR ZA MIROVNE STUDIJE**  
**CENTER FOR PEACE STUDIES**  
Contact person: Tea Vidović

Selska cesta 112 A  
10 000 Zagreb  
Tel: +385 1 4820 098

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**FADE IN - FANTASTIČNO**  
DOBRA INSTITUCIJA  
**FANTASTICALLY GOOD INSTITUTION**  
Contact person: Martina Globočnik

Nova Ves 18, 2nd floor  
10 000 Zagreb  
Tel: +385 1 4667 817

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## ACTIVITIES

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- Medical, legal and psychological counseling, support and preparation for trial for survivors of sexual violence and their family members
  - Information on sexual health and sexual rights
  - Prevention of sexual harassment among young people through educational activities
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- Gender equality
  - Preventing and combating all forms of gender-based violence
  - Providing existential protection and psychosocial support to women - victims of violence and their children in Vukovar - Srijem County
- 

- Support to refugees and foreigners in the process of integration
  - Legal assistance for refugees and foreigners
  - Intercultural workshops
  - Advocacy in the field of asylum and migration
- 

- A platform for young artists with an affinity toward socially engaged film and video
  - Production of documentary series and films
  - Education on socially engaged films
-

## ORGANIZATION

## CONTACT

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**ZAGREB PRIDE - QUEER-FEMINISTIČKA  
I ANTIFAŠISTIČKA UDRUGA**

**QUEER-FEMINIST AND ANTIFASCIST  
ORGANIZATION**

Contact person: Daniel Martinović

Pierottijeva 11 (club Medika)

10 000 Zagreb

Tel: +385 95 9021 445

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**CNI - CENTAR ZA NOVE INICIJATIVE  
CENTER FOR NEW INITIATIVES**

Contact person: Lovorka Marinović

Iblerov trg 9

10 000 Zagreb

Tel: +385 98 384 655

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**DPP - DRUŠTVO ZA PSIHOLOŠKU POMOĆ  
ASSOCIATION FOR PSYCHOLOGICAL  
HELP**

Contact person: Martina Čarija

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10 000 Zagreb

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**KLJP - KUĆA LJUDSKIH PRAVA  
HUMAN RIGHTS HOUSE**

Contact person: Milana Romić

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10 000 Zagreb

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**KUD - KOORDINACIJA UDRUGA ZA DJECU  
COORDINATION OF ORGANIZATIONS  
FOR CHILDREN**

Contact person: Krešimir Makvić

Prilaz Gjure Deželića 30

10 000 Zagreb

Tel: +385 1 4846 306

## ACTIVITIES

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- Through education, research, advocacy, empowerment and direct action, Zagreb Pride fights for LGBT people and the community, non-normative families and society as a whole and works on the elimination of all forms of discrimination and full promotion, respect and protection of human rights.
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- Work focus: unaccompanied children in the asylum system and migration
  - Education and research
- 

- Psychological support for children, youth and adults - individual and group support
  - Providing Psychotherapy
  - Research and recommendations in the area of psychological support
- 

- Legal assistance to victims of human rights violations
  - Use of the library
  - Use of KLJP halls for meetings and education
- 

- Coordination of organizations for Children advocates and promotes the interests and welfare of children, guided by the principles of tolerance, understanding and respect for their rights and needs. The aim is to create a society where all children's rights will be effectively protected in accordance with the Convention on the Rights of the Child, and persistent act to ensure the best possible quality of life for all children, especially those that are, for any reason, socially deprived or marginalized.
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## ORGANIZATION

## CONTACT

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**IRMO - INSTITUT ZA RAZVOJ  
I MEĐUNARODNE ODRNOSE  
INSTITUTE FOR DEVELOPMENT AND  
INTERNATIONAL RELATIONS**  
Contact person: Senada Šelo-Šabić

Ulica Ljudevita  
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P.P. 303, 10 000 Zagreb  
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**NESST CROATIA  
NONPROFIT ENTERPRISE AND  
SELF-SUSTAINABILITY TEAM**  
Contact person: Andreja Rosandić

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10 000 Zagreb  
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**CEDRA - CLUSTER ZA EKO-DRUŠTVENI  
RAZVOJ I INOVACIJE  
CLUSTER FOR ECO-SOCIAL  
DEVELOPMENT AND INOVATIONS**  
Contact person: Vera Djokaj

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10 000 Zagreb  
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**ATTACK! - AUTONOMNI  
KULTURNI CENTAR  
AUTONOMOUS CULTURAL CENTRE**  
Contact person: Sanja Burlović

Pierottijeva 11 (club Medika)  
10 000 Zagreb  
Tel: +385 1 6197 223

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## ACTIVITIES

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- Research in the field of asylum and migration
- Publication of scientific articles in the field of asylum and migration

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- Advising in the development of social entrepreneurship ideas
  - Creation of business plans

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- Advice on establishing social cooperatives
  - Education

- 
- Organization of cultural content: concerts, exhibitions, talks
  - Inclusion of refugees in the cultural programs of the club
  - Intercultural activities that encourage integration of refugees
-





