



GUIDE

THROUGH

INTEGRATION

Basic Information for
the Integration of Foreigners
into Croatian Society





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Publisher:

Government of the Republic of Croatia
Office for Human Rights and Rights of National Minorities
Mesnička 23, 10000 Zagreb

For the publisher: Alen Tahiri, univ. spec. pol. sci.

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Prepress and print production: ACT Printlab d.o.o

Creative concept: I TO NIJE SVE!, creative agency

Photo by: Mario Topić

Cover by: Davor Novak

Print run: 300

ISBN: 978-953-7870-11-9

The publication was created by *The Working Group for the Operative Implementation of the Tasks of the Permanent Committee for Implementation of the Integration of Foreigners into Croatian society*. This publication has been prepared as part of the project "Supporting the Integration of Third-Country Nationals in Need of International Protection", co-financed under the National Programme of the Asylum, Migration and Integration Fund.



GOVERNMENT OF THE REPUBLIC OF CROATIA
Office for Human Rights and Rights
of National Minorities



Co-financed by the Asylum,
Migration and Integration
Fund of the European Union

Zagreb, 2019

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ABBREVIATIONS

DIRECTIVE – Besides the regulation, the most important legal act of the European Union. Its purpose is to bring laws of the EU member states closer together, while not harmonizing them fully. A directive sets the objective to be achieved, and the member states, which are required to transpose the directive into their national systems, can choose the form and method of implementation (law, secondary legislation and similar).

EAA – European Economic Area – It was created by the agreement of the member states of the *European Union* and *European Free Trade Association (EFTA)*, with the aim of creating a single common market in which freedom of movement of people, goods, services and capital will be respected. EAA members are the EU member states and Norway, Island and Lichtenstein.

(Croatian acronyms: **EEP** and **EGP**)

EHIC – European Health Insurance Card is a free-of-charge card which allows Croatian citizens to receive urgent health care during their temporary stay in another member state of the European Union (including Iceland, Liechtenstein, Norway and Switzerland), until their return to Croatia.

ENIC / NARIC – European Network of National Information Centres on academic mobility and recognition of foreign higher-education qualifications. The National Office of the Agency for Science and Higher Education of the Republic of Croatia.

EU – European Union

EURES – A cooperation network, whose purpose is to facilitate free movement of workers in the free European labour market, composed of the EEA member states and Switzerland. Its services include provision of information, counselling, guidance and employment mediation in the European labour market.

PD/PS – police directorate / police station

WORDS OF WELCOME

**Let it be heard all over, like a thunder,
For as long as the world shall last:
The glorious and joyful Croatian home!**

(August Šenoa, 1874.)

DEAR FELLOW CITIZENS,
WELCOME TO CROATIA!

The Republic of Croatia is a democratic and social state with the highest level of protection of human rights and fundamental freedoms. The rights and freedoms are guaranteed to everybody, regardless of their race, colour, sex, language, religion, political and other conviction, national and social origin, property, birth, education, social status and other characteristics. Freedom, equality, equal rights, social justice and respect of human rights are some of the highest values of the constitutional order of the Republic of Croatia.

At the same time, the citizens of the Republic of Croatia are expected to fulfil some obligations, such as the respect for the rights and freedoms of others, abiding by the law, self-maintenance, participation in the payment of public expenses through taxes, protection of the nature and human environment, and active involvement in their communities' social life.

This Guide will help you to become acquainted with the Republic of Croatia and learn about its way of life, its long history, and its future. I invite you to find information about your rights pertaining to the regulation of your status and residence, and those pertaining



to the labour and employment systems, accommodation and housing, education and acquisition of the Croatian language, social welfare and health care. You can address competent bodies and services, and civil-society organizations, with confidence, and they will help you get actively involved in Croatian society.

Finally, as the great Croatian poet August Šenoa appealed in his poem written on the occasion of the opening of the Zagreb University, I, too, would like to invite you to contribute your knowledge, work and efforts to the prosperity of Croatia, which, I hope, will become your new home.



Alen Tahiri, univ. spec. pol. sci.

President of the Permanent Committee for the Implementation of the Integration of Foreigners into Croatian Society



ON THE

REPUBLIC OF

CROATIA

BASIC INFORMATION

The Republic of Croatia is situated at the meeting points of the Mediterranean Sea, Central Europe and Southeast Europe. Its land area is 56,594 km² while the surface of the territorial sea is 31,067 km².

Republic of Croatia borders Hungary to the north, Slovenia to the west, Serbia and Bosnia and Herzegovina to the east, Montenegro to the south and with Italy at the sea.

The territory is administratively divided into 428 municipalities, 127 cities and 20 counties and the City of Zagreb, which has a special status of both the city and the county.

The capital is Zagreb, which represents the economic, cultural and political centre. Other major cities are Split, Rijeka and Osijek.

A BRIEF HISTORY

Arrival of the Croats - the Croats arrived to a new country in the 7th century and settled in the area between the Drava river and the Adriatic Sea.

Croatian countries in time of national rulers - in the 9th century the Croats established two principalities, Maritime and Pannonian Republic of Croatia. One of the most famous princes was the prince Trpimir - the first ruler of the Trpimirović family. During the reign of Prince Trpimir, the border of the Croatian principality extended towards the sea and acquired prestige and power. The last prince of the Croatian coast was Tomislav who was crowned king in 925 and who united the Maritime and Pannonian Republic of Croatia. After the King Tomislav, the Croatian royal throne seen a series of kings, among which particularly well-known were King Petar Krešimir IV and King Dmitar Zvonimir. The last Croatian king was Petar Svačić.

Croatian struggle to preserve its independence - after 1097 Croatian kingdom lost its king, so it entered into a union with the Kingdom of Hungary (1102-1526), which began with the crowning of King Coloman for Croatian king, but in that personal union the Republic of Croatia retained its statehood. When the Turkish conquests

threatened Croatian and Hungarian territories, Croats and Hungarians, having lost their king, elected in 1527 as their new king Ferdinand I of Habsburg, who became a joint Austrian-Hungarian-Croatian ruler. This union of Hungary and the Croatian Kingdom and Austrian lands lasted until 1918.

Croatian history in the 20th century - Croatian history after 1918 is divided into three periods: first, Republic of Croatia in the Kingdom of Yugoslavia; second, the Republic of Croatia during the existence of the Independent State of Croatia during World War II; third, the Republic of Croatia in socialist Yugoslavia.

The modern and independent Republic of Croatia - after the dissolution of Yugoslavia, the first assembly of the Croatian Parliament at a sitting of all the three chambers, on 22 December 1990, adopted the Decision on proclamation of the Constitution of the Republic of Croatia, by which it fulfilled its constitutional role. Since the Constitution was adopted just before Christmas, it is also called "Christmas Constitution". Republic of Croatia realized today's independence on 25 June 1991, when the Croatian Parliament proclaimed the independent Republic of Croatia. Along with the declaration of independence, the aggression against Republic of Croatia started. The Homeland War lasted from 1991 to August 1995, and Republic of Croatia, along with numerous victims, defended its territory and its independence. Republic of Croatia was recognized by almost all countries of the world. It is a member of the United Nations from 1992, the North Atlantic Treaty Organisation (NATO) from April 2009, and many other European and international alliances. On July 1st, 2013 Republic of Croatia became a member state of the European Union.

POLITICAL STRUCTURE

The Republic of Croatia is a parliamentary democracy. According to its Constitution, it is defined as a sovereign, unified, democratic and social state.

The Authority in the Republic of Croatia derives from the people and belongs to the people as a community of free and equal citizens, and is based on the principle of division on legislative (Parliament), executive (President, Government) and the judicial power.

STATE SYMBOLS



Flag of the Republic of Croatia



Coat of arms of the Republic of Croatia

Anthem of the Republic of Croatia is called “Our Beautiful Homeland”. It was written by Antun Mihanović and composed by Josip Runjanin. It is the only hymn in the world that has its own monument.

CURRENCY

The Republic of Croatia has its own currency, the Croatian kuna (acronym: HRK). Subunit of one “kuna” is “lipa” (acronym: lp).

POPULATION

4,284,889 inhabitants live in the Republic of Croatia, of which 328,738 inhabitants belong to national minorities: Albanians 17.513 (0.41%), Austrians 297 (0.01%), Bosnians 31.479 (0.73%), Bulgarians 350 (0.01%), Montenegrins 4.517 (0.11%), Czechs 9.641 (0.22%), Hungarians 14.048 (0.33%), Macedonians 4.138 (0.10%), Germans 2.965 (0.07%), Poles 672 (0.02%), Roma 16.975 (0.40%), Romanians 435 (0.01%), Russians, 1.279 (0.03%), Ruthenians 1.936 (0.05%), Slovaks, 4.753 (0.11%), Slovenes 10.517 (0.25%), Serbs 186.633 (4.36%), Italians 17.807 (0.42%), Turks 367 (0.01%), Ukrainians 1.878 (0.04%), Vlachs 29 (0.00) and Jews 509 (0.01%)¹. Croats make up

¹ Source: “2011 Census of Population, Households and Dwellings in the Republic of Croatia”, Croatian Bureau of Statistics, 14 November 2018

90.42% of the population. The Croatian Constitution guarantees freedom to members of all national minorities to express their nationality, freedom to use their language and script and cultural autonomy.

LANGUAGE

The official language is Croatian, spoken by 95.60% of the population as the native language, and the official script is Latin. Members of the immigrant or indigenous national minorities use other languages such as Albanian, Bosnian, Bulgarian, Montenegrin, Czech, Hebrew, Hungarian, Macedonian, German, Polish, Romani, Romanian, Russian, Ruthenian, Slovak, Slovenian, Serbian, Italian, Turkish, Ukrainian and Vlach language.

RELIGION

The most common religion is Catholicism (86.28%). Other most common religions are Orthodox (4.44%) and Islam (1.47%).

CLIMATE

In the inland Croatia the climate is temperate continental, in the mountain region mountainous, in the coast area Mediterranean.

FUNDAMENTAL VALUES AND HUMAN RIGHTS

The Croatian Constitution guarantees the rights and freedoms to everyone in the Republic of Croatia, regardless of race, colour, sex, language, religion, political and other conviction, national and social origin, property, birth, education, social status and other characteristics.

The highest values of the constitutional order of the Republic of Croatia are freedom, equal rights, national equality, peace, social justice, respect for human rights, property rights, rule of law, protection of nature and environment, the rule of democracy and multi-party system. The rights and freedoms of national minorities are additionally protected and guaranteed by the Constitutional Law on the Rights of National Minorities.

The right to form associations, organizations and institutions of civil society and branches of international organizations is also guaranteed by the Constitution.

THE REPUBLIC OF CROATIA ON THE INTERNATIONAL SCENE

The Republic of Croatia is a member of:

- Organization for Security and Co-operation in Europe (since 24 March 1992)
- United Nations (since 22 May 1992)
- Council of Europe (since 6 November 1996)
- World Trade Organization (since 30 November 2000)
- North Atlantic Treaty Organization (since 1 April 2009)
- European Union (since 1 July 2013).

MAP OF CROATIA





STATUS

REGULATION

VISAS

The Ministry of Foreign and European Affairs is the central body of state administration for all issues pertaining to visas.

WHO ISSUES THE VISA?

- **the diplomatic mission** or **consular office** of the Republic of Croatia abroad.
- can be issued by the diplomatic mission or consular office of another country with which the Republic of Croatia signed an agreement on representation in issuing visas.
- EXCEPTIONALLY: **the police station competent for the border crossing control**, if the foreigner has not been able to apply for a visa in advance at the diplomatic mission or consular office of the Republic of Croatia and has provided, if necessary, documents proving unforeseen and urgent reasons to enter the Republic of Croatia.

Foreign nationals who need a visa for the Republic of Croatia can also fill in an online application form available at <https://crovisa.mvep.hr/>. Once filled in, the application form should also be printed out and submitted together with all other required documents to the relevant Croatian embassy/consulate, or a visa centre. Additionally, applications for Croatian visas can be submitted to VFS visa centres. The list of VFS visa centres is available at the public web pages of the Ministry of Foreign and European Affairs.

THE APPLICATION FOR A VISA SHOULD CONTAIN DOCUMENTS PROVING AS FOLLOWS:

- the purpose of stay in the Republic of Croatia,
- secured accommodation,
- sufficient means of subsistence during the stay in the Republic of Croatia and for the return to country of origin or to travel to a third country,

- documentation which proves means of travel and return to the country of origin,
- valid travel medical insurance,
- a valid travel document,
- photos
- a list of documents proving that the requirements for issuing a visa have been met.

WHAT ARE THE CRITERIA FOR DECISIONS ON APPLICATIONS?

- security policy
- migration policy
- the prevention of illegal migration

EXTENSION OF THE VALIDITY OF VISAS

AND / OR DURATION OF RESIDENCE PERMIT BASED ON AN ISSUED VISA

The period of validity of the visa and / or the duration of residence permit based on an issued visa, may be extended if the Ministry believes that the visa holder has submitted evidence of:

- force majeure or humanitarian reasons preventing him to leave the Croatian territory before the expiry date or the duration of residence permit based on an issued visa;
- the existence of serious personal reasons justifying the extension of the validity period of the visa and / or the duration residence permit based on an issued visa.

Request for extension of validity of the visa and / or the duration of residence permit is submitted to the **police directorate or police station** before the expiry of the visa and / or duration of residence permit granted on the basis of the issued visa. Until a decision is made a foreigner may reside on the Croatian territory.

The claimant requesting the extension of the period of validity of the visa and / or the duration of residence permit **is required to:**

- fill out a visa application form and sign it by hand,
- produce a valid travel document in accordance with the Aliens Act,
- submit documents proving the existence of the afore mentioned reasons for the extension,
- provide proof of sufficient means of subsistence for the additional period of stay,
- provide proof of travel health insurance for an additional period of stay.

In case of extension of visa, a foreigner **CANNOT** reside in the Republic of Croatia **more than 90 days in total within a period of 180 days.**

Extended visa will be issued by police directorate or police station which received the request for an extension in the form of a **new visa sticker**. Before the extension of issued visa, the police directorate or police station is required to request the prior approval of the Ministry.

The decision to refuse the extension of the validity period of the visa and / or the duration of residence permit and the reasons on which it is based, shall be delivered to a foreigner on the prescribed form. Against such a decision, a foreigner has the right to lodge an appeal to the competent diplomatic mission or consular office of Republic of Croatia within 15 days of delivery of the decision. A visa may also be cancelled at the request of a foreigner to whom a visa was issued, in which case the appeal is not allowed.

The ministry competent for foreign affairs decides about the complaint. If a party withdraws from the claim to extend the validity of visa and / or duration of residence permit, police directorate or police station shall issue a decision to terminate the proceedings.

PAYMENT OF FEES

An administrative fee of 30 euro shall be charged for applications for visa extension and/or extension of residence permit based on an issued visa, payable in Croatian kuna, according to the midpoint

exchange rate of the Croatian National Bank on the day of payment. The administrative fee can also be paid using online banking services, with payment made to the State Budget (<http://www.mfin.hr/hr/drzavna-riznica>), IBAN: HR1210010051863000160, model HR64, reference number 5002-713-410.

The requirements for an extension of the validity of visa and / or the duration of residence permit granted on the basis of issued visas, due to force majeure or for humanitarian reasons, **are not subject to administrative fees.**

For detailed information on the current visa regime between the Republic of Croatia and other states/entities, see vize@mvep.hr or the web pages of the Ministry of Foreign and European Affairs (www.mvep.hr → Consular information → Visas → Issuance procedure → Fees)

RESIDENCE AND WORK OF THE EEA NATIONALS AND MEMBERS OF THEIR FAMILIES

SHORT-TERM RESIDENCE

EEA nationals have the right of residence in the Republic of Croatia **up to 3 months from the date of entry** with a valid travel document or identity card and it is not required to register short-term residence with a PD/PS.

REGISTRATION OF TEMPORARY RESIDENCE FOR EEA NATIONALS (LONGER THAN 3 MONTHS)

EEA nationals have the right of residence in the Republic of Croatia for more than 3 months and are required to register temporary residence no later than 8 days from the expiration of 3 months

residence with the competent police directorate / police station (hereinafter: the PD/PS) according to place of residence, depending on the purpose of the stay:

- for the purpose of work,
- for the purpose of studies or vocational training,
- for the purpose of family reunification,
- for other purposes.

Pursuant to the Regulation of the Government of the Republic of Croatia on Temporary Application of Labour Rules to the Citizens of the EU Member States dated 1 July 2018, only Austrian citizens still need a residence and work permit in Croatia, or a work-registration certificate, on the basis of reciprocity, since the Republic of Austria still applies restrictions on the employment of Croatian citizens. In the said case, Austrian citizens can obtain a residence and work permit, or a work-registration certificate, above the annual quota.

PERMANENT RESIDENCE

EEA nationals are entitled to **permanent residence after 5 years of continuous legal residence in the Republic of Croatia** and the permanent residence is registered with the competent PD / PS (according to place of residence).

RESIDENCE OF FAMILY MEMBERS OF EEA NATIONALS WHO ARE NOT EEA NATIONALS

SHORT-TERM RESIDENCE

- up to 3 months from the date of entry into the Republic of Croatia with a valid travel document; no registration of short-term stay with a PD/PS is necessary.

TEMPORARY RESIDENCE (LONGER THAN 3 MONTHS)

A family member of an EEA national who is not an EEA national, if accompanied by or is reunifying with an EEA national, can apply for a residence permit for family members of EEA nationals.

The application is submitted with the competent PD / PS according to place of residence, no later than 8 days from the expiration of 3 month residence.

PERMANENT RESIDENCE

A family member who is not an EEA national has the right to permanent residence after 5 years of continuous legal residence with an EEA national in the Republic of Croatia.

The request for the issuance of permanent residence is submitted with the competent PD / PS according to place of residence.

For more information about the registration of temporary and permanent residence and the submission of application for an identity card, contact police directorates, or police stations, or see web pages of the Ministry of the Interior at www.mup.hr → GRAĐANI → OSTALE INFORMACIJE → Stranci

RESIDENCE AND WORK OF THIRD COUNTRY NATIONALS

SHORT-TERM RESIDENCE

- up to 90 days within any period of 180 days on the basis of a visa or without a visa. The accommodation provider is obliged to register the stay of the third-country national within one day with the relevant PD/PS, and if there is no accommodation provider, the third-country national is obliged to register the

stay himself/herself, within 2 days of the entry into the Republic of Croatia.

TEMPORARY RESIDENCE (LONGER THAN 90 DAYS)

Temporary residence may be granted for the purpose of:

- family reunification
- secondary school education and university studies
- scientific research
- humanitarian grounds
- life partnership
- work
- work of posted workers
- for other purposes.

A third-country national should lodge **the application for a temporary residence permit** in person to the competent diplomatic mission or consular office of the Republic of Croatia (if a visa is required for entering the Republic of Croatia), or with the competent PD/PS according to the place of the intended residence, employer's headquarters or the employer's place of residence (if a visa is not required for entering the Republic of Croatia).

EXCEPTIONALLY, third-country nationals who do not need a visa to enter Croatia can also lodge their temporary-residence application in the police directorate/police station, provided that:

- they have come to study as regular students at an institute of higher education at an undergraduate, graduate or postgraduate level, or as members of their immediate family;
- they are researchers who have come on the basis of a foreign-researcher hosting agreement, or as members of their immediate family;
- they have come to perform tasks on the basis of youth mobility programmes, implemented by the Republic of Croatia in cooperation with other states, or a scientific research, or they have been employed at scientific, scientific-teaching and other

research jobs in scientific legal entities, or professors – native speakers of foreign languages, lecturers, and other teachers teaching at Croatian institutes of higher education or registered language schools, who work on the basis of international contracts, except for contracts specified in Art. 79(1)(2) of the Aliens Act, or as members of their immediate family;

- they are members of the immediate family of a Croatian citizen;
- they are life partners or informal life partners of a Croatian citizen.

WORK OF THIRD-COUNTRY NATIONALS

A third-country national can work on the basis of:

- residence and work permits (within the annual quota, or outside of it)
- work-registration certificate (up to 90, 60, and 30 days in a calendar year). For more information, see: www.mup.hr → GRAĐANI → OSTALE INFORMACIJE → Stranci, or www.mup.hr → Aliens)

Residence and work permits may be issued on the basis of the annual quota set in the decision of the Government of the Republic of Croatia, and outside the annual quota for certain professions.

Third-country nationals can work without residence and work permit or without work-registration certificate only if they have granted

- permanent residence, international or temporary protection, or if they are international-protection seekers in keeping with the requirements specified in the International and Temporary Protection Act
- temporary stay for the purpose of family reunification with a Croatian national, third-country national with permanent residence, asylum beneficiary, or a third-country national who was granted subsidiary or temporary protection
- temporary residence on humanitarian grounds,
- temporary residence for the purpose of life partnership with a Croatian citizen, or a third-country national with permanent residence or granted international or temporary protection;

- autonomous residence
- status of a regular student while working through authorised employment intermediaries, with no employment contract
- temporary residence for the purpose of scientific research
- temporary residence for the purpose of studies, as regular students who work or are self-employed for no more than 20 hours per week
- temporary residence for the purpose of family reunification with a researcher under Art. 64 of the Aliens Act

WORK-REGISTRATION CERTIFICATE (WORK UP TO 30, 60 OR 90 DAYS)

It may be granted for specific types of jobs, and a written request is submitted to the PD / PS according to the location of work or employer's headquarters.

RESIDENCE AND WORK OF HIGHLY-QUALIFIED THIRD-COUNTRY NATIONALS - EU BLUE CARD

A highly-qualified third country national lodges the application for residence and work permit with the diplomatic mission or consular office or competent PD / PS, according to then place of residence.

RIGHTS OF THIRD-COUNTRY NATIONALS WITH ISSUED RESIDENCE AND WORK PERMIT AND THOSE WHO CAN WORK WITHOUT RESIDENCE AND WORK PERMIT

To these categories of third-country nationals working conditions at the level of rights set forth by the legislation of the Republic of Croatia and by the applicable collective agreements whose application has been extended to all employers and workers in the sector / industry / field are guaranteed, including: the duration of working time, rest periods and paid annual leave, the minimum wage and payment of overtime, health and safety at work, protection of pregnant women, mothers and nursing mothers and underage workers, prohibition of discrimination, vocational training, education and student scholarships, social welfare, rights from pension scheme and health insurance, the right to children's allowance, maternity and parental

benefits, tax benefits, access goods and services market, freedom of association and linking and membership in organizations representing employees or employers (rights exercised in accordance with special regulations).

POSTED WORKER

A posted worker is an employee whom a foreign employer who is established in another EEA Member State, under the temporary cross-border provision of services, sends to work in the Republic of Croatia for a limited time.

If a third-country national wishes to carry out his/her services for more than 90 days, he is required to regulate his temporary residence for the purpose of employment of a posted worker. If a posted worker from an EEA member state wishes to carry out his/her services for more than 3 months, he/she is obliged to register their temporary residence for the purpose of employment.

Posted workers are guaranteed the working conditions at the level of rights determined by the legislation of the Republic of Croatia and the applicable collective agreements whose application has been extended to all employers and workers in the sector / industry / field, including: the duration of working time, rest periods and paid annual leave, the minimum wage and overtime payments, health and safety at work, protection of pregnant women, mothers and nursing mothers and underage workers and prohibition of discrimination.

Posted workers must have an A1 form issued by the state they were posted from, and the foreign employer must forward a posting declaration to the Ministry of Labour and Pension System (for more information, see www.mrms.hr).

PERMANENT RESIDENCE

- A permanent residence can be issued to a third-country national who, before submitting the application, has five years of continuously legal residence in the Republic of Croatia.

Exceptionally, permanent residence may be granted to the category of persons expressly mentioned in Article 94 of the Aliens Act (returnees, refugees, foreigners covered by the housing or reconstruction programme, minors, etc.).

A third-country national lodges the application for a permanent residence permit in person with the competent PD / PS, according to the place of residence.

RIGHTS OF A FOREIGNER WITH PERMANENT RESIDENCE:

- work and self-employment
- professional training
- education and student scholarships
- social welfare
- rights from pension scheme and health insurance
- right to children's allowance
- maternity and parental benefits
- tax benefits
- access to goods and services market
- freedom of association and linking and membership in organizations representing employees or employers (rights exercised in accordance with special regulations).

For more information about temporary and permanent residence, contact police directorates, or police stations, or see web pages of the Ministry of the Interior at www.mup.hr → GRAĐANI → OSTALE INFORMACIJE → Stranci or www.mup.hr → Aliens

INTERNATIONAL PROTECTION

In the Republic of Croatia a foreigner may be granted **asylum or subsidiary protection** under the *International and Temporary Protection Act*.

ASYLUM will be granted to a foreigner who is outside the country of his nationality or to a stateless person who is outside the country of habitual residence who is, owing to a well-founded fear of being persecuted for reasons of race, religion, nationality, membership of a particular social group or political opinion, unable or, owing to such fear, unwilling to avail himself of the protection of that country.

SUBSIDIARY PROTECTION shall be granted to a foreigner who does not qualify for asylum, and for whom there are substantial grounds to suggest that, if returned to his country of origin, would face a real risk of suffering serious harm and who is unable or, owing to such risk, unwilling to avail himself of the protection of that country.

APPLYING FOR INTERNATIONAL PROTECTION

A foreigner can express **INTENT TO LODGE AN APPLICATION FOR INTERNATIONAL PROTECTION**:

- during border control at the border crossing or
- in the police directorate / police station, and in a reception centre for aliens, if he/she is already on the Croatian territory.

LODGING THE APPLICATION FOR INTERNATIONAL PROTECTION

- in the Reception Centre for Aliens

The Ministry of Interior **DECIDES ABOUT THE APPLICATION**.

DURING THE PROCEDURE FOR GRANTING INTERNATIONAL PROTECTION, THE INTERNATIONAL PROTECTION SEEKER IS ENTITLED TO:

- residence and freedom of movement in the Republic of Croatia
- provision of adequate material conditions of reception
- health care
- elementary and secondary education

- information, legal counselling and free legal aid
- freedom of religion
- employment.

Additional information regarding the international protection procedure and the rights and obligations of international protection seekers, a foreigner can get from the Reception Centre for Asylum Seekers employees and the Department of the Ministry of Interior when lodging the application for asylum.

If an asylum seeker is **granted asylum or subsidiary protection**, Ministry of Interior Integration Officer will introduce him/her to his/her rights and obligations and will assist him/her in the realisation of those rights. In addition, while receiving the decision on granting a protection, a foreign citizen will receive the Guide through Integration – Basic Information for the Integration of Aliens into Croatian Society.

ASYLUM BENEFICIARIES AND FOREIGNERS UNDER SUBSIDIARY PROTECTION ARE ENTITLED TO:

- residence in the Republic of Croatia
- accommodation
- employment
- health care
- education
- freedom of religion
- free legal aid
- social welfare
- family reunification
- assistance for integration into the society
- ownership of property, according to the 1951 Convention,
- acquisition of Croatian citizenship, according to the legislation regulating the acquisition of citizenship.

Additional information regarding the international protection procedure and the rights and obligations, a foreigner can get from the Ministry of Interior, the competent PD / PS or on the web-sites of the Ministry of Interior: www.mup.hr → Dokumenti → Stranci or www.mup.hr → Aliens

ACQUISITION OF CROATIAN CITIZENSHIP

The acquisition and loss of Croatian citizenship is regulated by the *Croatian Citizenship Act*.

The Ministry of Interior is responsible for the implementation of procedures pertaining to the acquisition of Croatian citizenship by naturalization and loss of Croatian citizenship.

ADMISSION INTO CROATIAN CITIZENSHIP BY NATURALIZATION (STANDARD PROCEDURE)

CONDITIONS

- 18 years of age with legal capacity
- renunciation of foreign citizenship or a piece of evidence proving that the foreigner's citizenship will be relinquished if he/she is admitted into Croatian citizenship
- the applicant must live in the Republic of Croatia, with registered residence for eight years continuously prior to the submission of the application and have been granted the status of foreigner with permanent residence,
- knowledge of the Croatian language and Latin script, the Croatian culture and social order, and the applicant's behaviour should allow a conclusion that he/she respects the legal order and customs of the Republic of Croatia.

Note: persons older than 60 years are subject to a presumption of knowledge of the Croatian language and Latin script, the Croatian culture and social order.

A foreigner who, at the time of submission of application for admission into Croatian citizenship, does not have renunciation from foreign citizenship or evidence that he/she will be relinquished if he/she is granted Croatian citizenship, may be issued guarantee of admission to Croatian citizenship, for a period of two years, if he/she meets other legal requirements.

ADMISSION INTO CROATIAN CITIZENSHIP UNDER FAVORABLE CONDITIONS

CONDITIONS

A person who is born on the territory of the Republic of Croatia, lives in the Republic of Croatia and has been granted permanent residence can obtain citizenship if:

- he/she submits a renunciation of foreign citizenship or
- provides a piece of evidence that foreign citizenship will be relinquished if he/she is admitted to Croatian citizenship
- his/her behaviour allows the conclusion that he/she respects the legal order and customs of the Republic of Croatia.

A foreigner who **is married to a Croatian citizen** and who **has been granted permanent residence** and **lives on the Croatian territory** can be admitted into Croatian citizenship if his/her behaviour allows the conclusion that he/she respects the legal order and customs of the Republic of Croatia.

An emigrant, his/her descendants to the third degree of consanguinity in the direct line and their spouses can acquire Croatian citizenship if they:

- know the Croatian language and Latin script, the Croatian culture and social order (not required for persons older than 60 years) and
- if their behaviour shows that they respect the legal order and customs of the Republic of Croatia.

A foreigner **whose admission into Croatian citizenship would be of interest to the Republic of Croatia**, the opinion of which is given by the competent ministry, can acquire Croatian citizenship if their behaviour allows the conclusion that they respect the legal order and customs in the Republic of Croatia.

If the spouse of the foreigner who acquired Croatian citizenship in the aforementioned way meets the requirement of respecting the legal order and customs of the Republic of Croatia, he/she can also acquire Croatian citizenship.

A member of the Croatian nation who has no residence in the Republic of Croatia can acquire Croatian citizenship

- if he/she proves that they belong to the Croatian nation by an earlier declaration of nationality and affiliation used in a legal transaction, by such affiliation being cited in their employment documents, by their protection and promotion of interests of the Croatian nation and their active participation in Croatian cultural, scientific and sporting associations abroad
- if his/her behaviour allows the conclusion that they respect legal order and customs of the Republic of Croatia.

A minor child is admitted into Croatian citizenship by naturalization if:

- both parents are admitted into Croatian citizenship by naturalization,
- only one parent is admitted into citizenship and the child lives in the Republic of Croatia and has been granted residence or
- only one parent is admitted into citizenship and the other parent is stateless or of unknown citizenship, and the child is living abroad.

A Croatian citizen who **was relinquished from the Croatian citizenship** for the purpose of acquiring a foreign citizenship, which was a prerequisite for a profession or activity imposed by the foreign state in which he/she resides, can **be admitted into the Croatian citizenship** if he/she:

- meets the assumption of respect for the legal order and customs of the Republic of Croatia and
- lives in the Republic of Croatia and was granted residence.

It is considered that those who had permanent residence in the Republic of Croatia on 8 October 1991 and who have been granted permanent resident status meet the requirements of necessary residence in the proceedings to be admitted into Croatian citizenship.

APPLYING FOR ADMISSION INTO CROATIAN CITIZENSHIP

The request for admission into Croatian citizenship by naturalization is submitted:

- in person to a police directorate or police station or
- to the diplomatic mission or consular office of Republic of Croatia abroad.

Please note that persons with disabilities can apply through a legal representative or authorized proxy.

ATTACHMENTS:

In addition to the prescribed application form for admission into Croatian citizenship, it is necessary to submit:

- CV
- extract from the birth certificate issued on the prescribed form in accordance with the international treaties and conventions (if between the Republic of Croatia and other countries there is a bilateral or multilateral treaty, which abolishes or simplifies the legalization and the other state is not a signatory to the Hague Convention on Abolishing the Requirement of
- Legalization for Foreign Public Documents, extract from the birth

certificate must be verified in the process of full legalization)

- marriage certificate, not older than six months (for those who are married)
- evidence of citizenship status (citizenship certificate, a certified copy of a valid travel document or identity card)
- a certificate of good conduct from competent foreign authorities of the country of which the applicants are citizens and of country of their permanent residence, not older than six months - valid identity document, a certified copy
- administrative fee
- where the application is lodged in the Republic of Croatia, the administrative fee is paid at the time of receipt of the decision on the admission into Croatian citizenship, or a decision denying the application, and where the application is lodged abroad, the consular fee is paid at the moment of submission of the application;
- if the request is submitted for the minor children too, an extract from the birth certificate and citizenship certificate is submitted.

The documents are **submitted in the original or a duly certified copy**.

Members of the Croatian nation should submit the documents by which they prove a national declaration in legal transactions, evidence of their protecting the rights and promoting the interests of the Croatian nation and their active participation in Croatian cultural, scientific and sporting associations abroad.

Emigrants shall produce evidence of emigration (certified copy of travel or other documents on the basis of which a person has emigrated from Republic of Croatia), while their descendants to the third degree of consanguinity in the direct line need to prove kinship with the emigrant.

A young girl with long dark hair is running across a paved area, possibly a park or playground. She is wearing a light-colored, long-sleeved button-down shirt and dark pants. The background is filled with out-of-focus trees and foliage. The entire image is overlaid with a semi-transparent golden-brown filter. The title text is presented in four white, horizontal, slightly irregular rectangular boxes with a torn-edge effect, stacked vertically on the right side of the image.

EMPLOYMENT

AND WORK

IN THE REPUBLIC

OF CROATIA

WORK PERMIT

Foreign citizens' right to employment is regulated differently, depending on the category of the foreigner in question:

a) third-country national

A third-country citizen can work in the Republic of Croatia on the basis of a residence and work permit or a work-registration certificate. The residence and work permit can be granted on the basis of the annual quota, and outside the annual quota system. The Aliens Act (The Official Gazette *Narodne novine*, nos. 130/11, 74/13, 69/17 and 46/18) prescribes exceptions to this rule, which allow foreigners to work without a residence and work permit, or without a work-registration certificate.

b) person granted international or temporary protection

A person granted international or temporary protection can work in the Republic of Croatia without a residence and work permit, and without a work-registration certificate. An international-protection seeker acquires the right to employment after the expiry of nine months from the date of his/her lodging of an asylum application that is still pending at the Ministry of the Interior, if the asylum seeker has not contributed to the reasons for the decision not having been made by his/her actions.

c) citizens of the EEA member states and citizens of the Swiss Confederation can work and provide services without a residence and work permit, and without a work-registration certificate. An exception to this are citizens of the Republic of Austria, who are subject to the principle of reciprocity, given the work-permit regime applicable to Croatian citizens in Austria until 30 June 2020 at the latest. Austrian citizens can obtain work permits outside the annual quota system. Citizens of Austria can provide services in the Republic of Croatia without a work permit.

The issuing of residence and work permits and work-registration certificates falls within the remit of the Ministry of the Interior (<https://www.mup.hr/>).

JOB SEEKING IN THE REPUBLIC OF CROATIA

In the Republic of Croatia, foreign citizens can seek employment:

- using the services of the Croatian Employment Service (CES – with the assistance of an employment counsellor, or at web portal “Employment Bureau” at <http://burzarada.hzz.hr/>)
- using the services of employment intermediary agencies
- using employment portals
- searching vacancy announcement in the public newspapers.

For information about the opportunities for life and work in the EEA and Switzerland, see the EURES portal at ec.europa.eu/eures/.

ROLE OF THE CROATIAN EMPLOYMENT SERVICE (CES)

When an unemployed person registers with the CES, he/she is assigned an employment counsellor who will help them: identify their employment potential, engage in activities to improve their employability, identify professions with the greatest probability of finding a job, get informed about the situation in the labour market, select education and training programme, drawing up a CV, etc.

REGISTERING WITH THE CES

The documents necessary to register with the CES differ depending on the category of foreign citizens:

a) citizens of the EEA member states and the Swiss Confederation:

- valid identification document issued by the country of origin (ID card, passport)
- certificate of completed education programme and acquired qualification
- certificate of personal identification number (OIB)
- certificate of the address in the Republic of Croatia

b) international-protection seekers and persons granted international protection

International-protection seekers who are entitled to work and persons granted international protection, as well as members of their family, register with the Employment Service in accordance with the place of their residence, that is, their address.

International-protection seekers can register with the Employment Service in person, showing his/her international-protection seeker's card and a certificate of the acquired right to work issued by the Ministry of the Interior.

Persons granted international protection, and members of their family, can register with the Employment Service in person, showing their ID card which contains reference to their status.

c) Registration of unemployed third-country nationals who are entitled to financial allowance after their employment relationship was terminated in the Republic of Croatia

Third-country nationals granted temporary residence in the Republic of Croatia whose employment relationship was terminated through no fault of their own and without their consent, may be entitled to financial support. After the termination of their employment relationship in the Republic of Croatia, they can register with the Employment Service in accordance with the place of their temporary residence with a view to exercising their right to financial support for the unemployed, and the same conditions apply to them and to Croatian citizens.

Documents necessary for registration:

- foreigner ID card or passport
- certificate of residence, in accordance with special regulation on foreign citizens
- evidence of the reason for termination of the employment relationship

- evidence of the average gross wage in the three-month period prior to the termination of the employment (e.g. a certificate issued by the employer, payrolls certified by the employer), and
- copy of the bank current account.

Once the entitlement to financial support has been exhausted, or the temporary residence has expired, the person shall be erased from the Employment Service's records

For more information about employment of foreigners in the Republic of Croatia, see the publication "Living and Working in Croatia", available at www.hzz.hr → EURES → EURES publikacije → <http://www.hzz.hr/UserDocImages/Living&workingCRO.pdf>, or at the web pages of the Croatian Employment Service: www.hzz.hr – Unemployed persons – Foreign nationals

ACTIVE EMPLOYMENT POLICY MEASURES

The Republic of Croatia implements measures of active employment policy for the unemployed registered with the Employment Service, with a view to encouraging their employment, self-employment and professional development. More detailed information can be obtained from employment counsellors of the Employment Service.

More detailed information about current measures can be found, in Croatian, at <http://mjere.hr/>.

Centres for Information and Career Counselling (CISOK) – In CISOK you can obtain advice relating to job seeking with improved job-seeking techniques and assistance in drawing up your CV.

For more information on the services offered by Centres for Information and Career Counselling, see <http://www.cisok.hr/usluge>, and for CISOK centres contact details, see <http://www.cisok.hr/cisok-centri>.

EMPLOYMENT IN THE REPUBLIC OF CROATIA

Employment contract

An employment contract can be concluded:

- for fixed term or open-ended
- for full-time or part-time.

An employment contract must be made **in writing**, and if the employer does not offer to conclude an employment contract, he/she is obliged to issue **a certificate of the concluded employment contract**, before the beginning of employment.

The employment contract should contain information on the following:

- parties and their residence or seat
- place of work
- job title or a short list or description of tasks
- date of inception of employment
- expected term of contract (for fixed-term employment contracts)
- duration of paid annual leave the employee is entitled to
- notice periods
- basic salary, bonuses, and deadlines for the payment of the remuneration the employee is entitled to
- duration of a regular working day or week.

The general act regulating labour relations in the Republic of Croatia is the **Labour Act**. The English version of the Act can be seen at <http://www.mrms.hr/wp-content/uploads/2012/11/labour-act.pdf>.

Who to address in case of problems with the employer?

In case of reasonable doubt that the employer has violated rights and obligations arising from the employment contract, the case can be reported to the Ministry of Labour and Pension System – Labour Inspectorate, at prijave.sredisnjiured@mrms.hr.

CONTACTS

Croatian Employment Service

Head Office

Radnička cesta 1, 10000 Zagreb

Tel: +385 1 612 6000

www.hzz.hr

e-mail: hzz@hzz.hr

Contact details for regional and branch offices can be found at the web pages of the Croatian Employment Service, in Croatian at <http://www.hzz.hr/default.aspx?id=10067> and in English at <http://www.hzz.hr/default.aspx?id=18046>.

Ministry of Labour and Pension System

Ulica grada Vukovara 78, 10000 Zagreb

Tel: +385 1 610 60835

e-mail: info@mrms.hr

www.mrms.hr



HOUSING

OWNERSHIP RIGHTS IN THE REPUBLIC OF CROATIA

Foreign natural and legal persons may, unless otherwise specified, under conditions of reciprocity, acquire ownership of real estate property on the Croatian territory, with the consent of the ministry competent for justice affairs in the Republic of Croatia.

Citizens and companies from the European Union Member States are entitled to ownership of real estate property under the conditions that apply to the acquisition of property to Croatian citizens and legal entities based in the Republic of Croatia, with the exception of real estate in excepted areas (agricultural land under a special law and protected natural areas according to a special law).

Pursuant to the provisions of the *International and Temporary Protection Act, Ownership and Other Proprietary Rights Act* and on the basis of interpretation of the *1951 Refugee Convention* asylum seekers and foreigners under subsidiary protection cannot become owners of real estate property in the Republic of Croatia, but this right may be realized by asylum beneficiaries, who are, according to the *International and Temporary Protection Act*, considered refugees.

APARTMENT PURCHASE

To find a suitable apartment is not always easy. Before purchasing an apartment you need to check your own financial possibilities and compare credit offers in different banks, and check the status of ownership in the land registry.

Prices of apartments in the Republic of Croatia depend on the county or city apartment is located in, affecting also the costs of living.

People who come from another country and want to settle in the Republic of Croatia have access to the available apartments on the free market. For a purchased apartment it is necessary to pay **utility bills**, and if the apartment was purchased by a bank loan - **loan instalments** too.

The same rules also apply when buying a house.

Owned apartment or house may be **rented** or left to **inherit**.

APARTMENT RENTAL

In addition to buying an apartment it is possible to rent an apartment, which can also be found on the free market. The lessor shall be entered into a **lease agreement** and with the monthly utility costs it is necessary to pay a rent too.

The same rules apply when renting a house.

LOOKING FOR APARTMENTS OR HOUSES

Information on real estate property on the **free market** is available:

- in the real estate agencies;
- in the press specialized in advertising;
- in daily newspapers;
- on the Internet sites which advertise apartments for sale and rent.

CONSTRUCTION

If a foreign citizen wants to build a house in the Republic of Croatia first of all he/she needs a **construction plot** which is intended **for construction** by the **spatial plans**. To build a house appropriate **permits** are required. Prior to obtaining the appropriate permits, it is necessary to obtain **project documentation** which is developed by an authorized planner.

For more information about housing in the Republic of Croatia, see the web pages of the Ministry of Construction and Physical Planning at <http://www.mgipu.hr/>.

Search for construction plot

- To find a suitable building land it is best to consult:
- real estate agency;
- specialized advertising newspaper;
- daily newspapers;
- Internet sites, which advertise plots for sale.

Note: before plot purchase it is necessary to check whether it is intended for the construction and a state of ownership.

Selection of an authorised architect

An authorized architect is a person who guides the whole process of preparation of project documentation and obtaining the appropriate permits for a house that is to be built.

A list of authorized architects is kept by **the Croatian Chamber of Architects**.

Croatian Chamber of Architects: <http://www.arhitekti-hka.hr/>

The process of preparation of project documentation and the issuance of appropriate permits takes several months.

ACCOMMODATION OF PERSONS GRANTED INTERNATIONAL PROTECTION

Pursuant to the Act amending the International and Temporary Protection Act, the tasks relating to the provision of accommodation for persons granted international protection are performed by the Central State Office for Reconstruction and Housing. If persons granted asylum and foreign citizens under subsidiary protection are unable to cover the housing costs themselves, using their own means, they will be provided with accommodation.

The accommodation is provided in state-owned apartments available to the Central State Office for Reconstruction and Housing, or in apartments rented from private landlords. The accommodation is provided for a period of 24 months from the date when the decision granting the status was received. The application for accommodation should be lodged with the relevant social-welfare centre (hereinafter: the Centre). The Centre carries out the relevant procedure and if it establishes that the individual/family that has lodged the application has sufficient means to cover their housing costs, it will reject the application. If the individual/family has their own means, but they are insufficient to cover the total of their accommodation costs, the Centre will recognize their right to accommodation with mandatory participation in the accommodation-cost covering, in keeping with the relevant legislation. If the individual/family has no means whereby they could cover their accommodation costs, the Centre will recognize their right to accommodation, and the total cost of accommodation (rent and utilities) will be covered by the state budget.

HOUSING IN THE REPUBLIC OF CROATIA

In the Republic of Croatia, communal housing occurs mainly in apartment blocks. **People who live together have to abide by certain rules in order to be able to live in harmony.** Each apartment block has its house rules which all tenants have to respect. The house rules are usually displayed in a visible place inside the building.



EDUCATION

The **education system** in the Republic of Croatia comprises:

- 1. Preschool education** - includes education, training and care for preschool children, and is realised by programs of education, training, health care, nutrition and social welfare for children from six months to school age
- 2. Primary education** - begins by enrolment in the first grade of primary school, is compulsory for all children, generally from six to fifteen years of age. This applies to all children who reside in the Republic of Croatia, regardless of their nationality
- 3. Secondary education** - allows everyone under the same conditions and according to his/her ability, after the completion of primary education, to acquire knowledge and skills to work and continue his education. High school lasts from one to five years, depending on the type of education (vocational school, gymnasium or art school), and is completed by passing the state graduation exam (gymnasium) or submission and defence of the dissertation (vocational and art schools). For high school students it is possible to stay in students' halls

Secondary education facilities are: **secondary schools and student halls.**

Depending on the type of curriculum that they implement, we differ:

- **gymnasiums** - lasting four years;
- **vocational schools** - lasting from one to five years;
- **art schools** (music, dance, art and other, which is determined by the curriculum) lasting at least four years.

The state graduation exams may also be taken by the other applicants who have at least four years of secondary education in the Republic of Croatia and the applicants who have completed secondary education outside Republic of Croatia, comparable to a four-year secondary education in the Republic of Croatia.

The candidates who have completed their education abroad can take state graduation exams or the purpose of enrolment in institutes of higher education. Unless they pass state graduation exams, they will not receive points gained by the exams. For the candidates who will

complete, or have completed, their secondary education abroad, with a final exam assessed independently, the results of that exam will be recognized as the equivalent state graduation exam. More information about the ways in which various categories of candidates can take state graduation exams is available at the web pages of the National Centre for External Evaluation of Education at www.ncvvo.hr.

HIGHER EDUCATION

The higher education sector is performed by institutions of higher education:

- University
- Faculty and Art Academy as its component
- Polytechnics
- College

Currently, there are 119 institutes of higher education in the Republic of Croatia, with institutional status: 8 public universities, 2 private universities, 68 faculties and academies of art, 1 university centre at public universities, 4 private polytechnics, 11 public polytechnics, 22 private colleges and 3 public colleges.

University studies comprise three levels:

- undergraduate
- graduate
- postgraduate study

Higher education institutions organize and conduct:

- university studies but they may also organize and conduct
- professional studies – which provide adequate level of knowledge and skills to perform professional activities and qualify them for immediate employment process.

Polytechnics comprise two levels: professional study and specialist professional graduate study.

ENROLMENT

Enrolment is performed pursuant to a **public call** announced by the university, the polytechnic or the college conducting the study, at least six months before the start of classes.

The call for the enrolment must contain:

- conditions for enrolment
- number of vacancies
- procedure
- details on the documents that are submitted
- closing date for call for enrolment and enrolment.

The procedure for selection of candidates for enrolment guarantees equality to all applicants regardless of race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, social status, disability, sexual orientation and age.

Foreign citizens are enrolled under the same conditions as Croatian citizens, but in accordance with the decision of the competent state authority or institution of higher education they may be required to reimburse a part or the full costs of study (each institution may issue a special decision by which an asylum beneficiary or a foreigner under subsidiary protection is exempted from tuition fees). Students who are citizens of the European Union member states have the same rights under the *Higher Education and Scientific Research Act* and they enrol the study under the same conditions as Croatian citizens. Their enrolment may be restricted or denied if the study refers to military or police education or other studies of interest to national security.

ADULT EDUCATION

Primary education for adults

- established for people older than fifteen years who, for various reasons, have not completed primary school education, with a view to improving literacy and life skills in all areas of education. Primary education of adults is free. Open universities are institutions in charge of the education of adults. To obtain information on how to exercise this right, contact the state-administration office in the county in which you live.

Secondary education for adults

- includes special programs for acquiring secondary school or vocational qualifications, lower qualifications, retraining and training programs. For more information about the access to the secondary education for adults, contact the Agency for Vocational Education and Training and Adult Education.

RECOGNITION OF FOREIGN QUALIFICATIONS

Recognition refers to the formal acknowledgment of the value of a foreign educational qualifications or period of study, issued by the competent authority, for the purpose of access to education or employment.

Croatian citizens, foreign citizens and stateless persons are entitled to the recognition of foreign education qualifications. Considering the type of qualification for which recognition is sought, it is possible to differentiate:

Recognition of primary and secondary school qualifications and period of study:

- recognition of foreign educational qualifications attesting the completion of primary education for the purpose of employment and the completion of secondary education in general, gymnasium and art programs, for the purpose of

employment or continuing education, under the authority of the *Education and Teacher Training Agency*;

- recognition of foreign educational qualification attesting the completion of secondary education in vocational programs for the purpose of employment or continuing education, under the authority of the *Agency for Vocational Education and Adult Education*;
- recognition for the purpose of continuation of primary and secondary education, under the authority of the *educational institution* where the applicant intends to continue education;
- recognition of primary education for the purpose of access to secondary education, under the authority of the *secondary educational activity* where the applicant intends to continue education.

The recognition of higher education qualifications and period of study:

- recognition of foreign educational qualification for the purpose of continuation of education in the Republic of Croatia (academic recognition and recognition of periods and study), under the authority of *universities, polytechnics and colleges*
- recognition for employment purposes in the Republic of Croatia (professional recognition), under the authority of *the Agency for Science and Higher Education, its national ENIC / NARICs office*
- The recognition of specializations and professional examinations – under the authority of the *relevant ministries and professional organizations*

Basic recognition terms

Foreign higher-education qualification - formal term for a particular level or degree of knowledge, skills and competence, which are proved by a foreign degree or another public document issued by a competent authority. In order to foreign qualification be considered as foreign higher education qualification and to be recognized as such in Croatia, it is necessary that it is considered as higher education qualification in country which issued it and that it's obtained upon successful completion of a higher education program

Recognition - formal acknowledgment of the value of a foreign educational qualification and periods of study, issued by a competent authority, for the purpose of access to education or employment.

Professional recognition - recognition of foreign higher education qualifications for the purpose of employment in the Republic of Croatia.

Academic recognition - recognition of foreign higher education qualifications for the purpose of continuing education in the Republic of Croatia.

Recognition of periods of study - recognition of periods of study at foreign higher education institution, for the purpose of continuing higher education in the Republic of Croatia.

Academic Recognition Office - is established at each university, polytechnic and college in order to perform professional and administrative tasks for the academic recognition of higher education qualifications and periods of study, in accordance with the general acts of the university, colleges and polytechnics. The structure, authority and operation of the Office is prescribed by a general act of a university, polytechnic and college in accordance with the Act on Amendments to the Act on Recognition of Foreign Qualifications.

Evaluation of foreign higher education qualification - refers to the assessment of the level or degree of higher education qualification of the individual, based on criteria established by the National ENIC / NARIC office.

CROATIAN LANGUAGE LEARNING

CROATIAN LANGUAGE LEARNING FOR CHILDREN

Teaching and other forms of educational work is performed by school institutions **in the Croatian language and Latin script.**

For successful integration into the educational system, the student needs to pass **the test of knowledge of the Croatian language**, which will be conducted by the professional body of the respective educational institutions. After verification of the Croatian language, student is included in the appropriate type and level of education in an educational institution that is closest to the students' residence.

Depending on the age of students, educational institution should assess whether the student will be paralelly included in the age-corresponding or approximately age-corresponding grade. If the student is paralelly included in lessons, his attendance will not be evaluated by grades, but only followed in terms of socialization and language learning.

Schools are required to provide **special assistance to:**

- children from vulnerable groups (asylum seekers, foreigners under subsidiary protection)
- children of Croatian citizens returning from abroad and who start or continue their education in the Republic of Croatia and have insufficient knowledge of the Croatian language
- children who reside at the territory of the Republic of Croatia and who are members of the families of European Union Member States national who performs or has performed self-employed activity, or who is or has been employed on the Croatian territory.

For the effective integration of students, school organizes **individual and group forms of direct educational work** which enables these students to effectively acquire the Croatian language and to compensate a lack of knowledge in certain subjects.

For refugee children and children with insufficient Croatian language proficiency, Croatian schools are obliged to organize preparatory classes of the Croatian language of no fewer than 70 lessons, supplementary lessons of various school subjects, and make it possible for them to attend in parallel some of the regular school classes. Croatian language courses for children are also organized by civil-society organizations such as the Centre for Peace Studies and Are You Syrious?. Their contacts can be found in the list of contacts for civil-society organizations.

CROATIAN LANGUAGE LEARNING FOR ADULTS

Lessons of the Croatian language, history and culture **for vulnerable groups of adults (asylum beneficiaries, foreigners under subsidiary protection), who are not included in the educational system**, are organized in open universities, primary schools and other institutions that are authorized to perform primary education for adults.

For other groups of foreigners, courses are organized in Croaticum - Centre for Croatian as Foreign and Second Language and Foreign Language at the Department for Croatian Language and Literature at the Faculty of Humanities and Social Sciences of the University of Zagreb, performing educational programs (semester course, one-month courses and summer school) and examinations of Croatian language for non-native speakers. Croatian language courses for adults are also organized by the following civil-society organizations: Croatian Red Cross, Jesuit Refugee Service, Stress and Trauma Rehabilitation Centre, African Society in Croatia, Centre for Peace Studies and Are You Syrious?. Their contacts can be found in the list of contacts for civil-society organizations.

CONTACTS

MINISTARSTVO ZNANOSTI I OBRAZOVANJA /

MINISTRY OF SCIENCE AND
EDUCATION

Address: Donje Svetice 38,
10000 Zagreb

Tel: +385 1 45 69 000

fax: +385 1 45 94 301

E-mail: ured@mzos.hr

<http://public.mzos.hr>

AGENCIJA ZA ODGOJ I OBRAZOVANJE /

EDUCATION AND TEACHER
TRAINING AGENCY

Address: Donje Svetice 38,
10000 Zagreb

Tel: +385 1 27 85 000

Fax: +385 1 27 85 001

E-mail: agencija@azoo.hr

<http://www.azoo.hr>

AGENCIJA ZA STRUKOVNO OBRAZOVANJE I OBRAZOVANJE ODRASLIH /

AGENCY FOR VOCATIONAL
EDUCATION AND TRAINING
AND ADULT EDUCATION

Address: Radnička cesta 37b,
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Tel: +385 1 62 74 666

Fax: +385 1 62 74 606

E-mail: ured@asoo.hr

<http://www.asoo.hr>

AGENCIJA ZA ZNANOST I VISOKO OBRAZOVANJE /

AGENCY FOR SCIENCE AND
HIGHER EDUCATION

NATIONAL ENIC / NARIC OFFICE

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Fax: +385 1 62 74 889

E-mail: enic@azvo.hr

<http://www.azvo.hr>

Office hours for work with
clients:

Tuesday - Friday 9:00 to 12:00

NACIONALNI CENTAR ZA VANJSKO VREDNOVANJE OBRAZOVANJA /

NATIONAL CENTRE FOR
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Gavrana 11, 10020 Zagreb

Tel: +358 1 4501 899

E-mail: info.centar@ncvvo.hr

<https://www.ncvvo.hr/>

PUBLIC UNIVERSITIES

Sveučilište u Zagrebu /

University of Zagreb
Trg Maršala Tita 14, 10 000
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phone: +385 1 4564 111
fax: +385 1 4830 602
E-mail: unizginfo@unizg.hr
<http://www.unizg.hr/>

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Livanjska 5, 21 000 Split
phone: +385 21558222, 558200
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E-mail: rektorat.office@unist.hr
<http://www.unist.hr/>

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University of Rijeka
Trg braće Mažuranića 10, 51
000 Rijeka
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PRIVATE UNIVERSITIES:

Međunarodno sveučilište u Dubrovniku /

Dubrovnik International University
St. Dominica 4,
20 000 Dubrovnik
phone: +385 20414111
E-mail: diu@diu.hr
<http://www.diu.hr/>

CROATICUM /

CROATICUM
Ivana Lučića 3, 10 000 Zagreb
tel: +385 1 6120 067
fax: +385 1 4813 430
E-mail: croaticum@ffzg.hr
<http://croaticum.ffzg.hr/>

DIU LIBERTAS međunarodno sveučilište /

Libertas DIU International University
Market J. F. Kennedy 6b, 10 000 Zagreb
phone: +385 1 54 93 841
fax: +385 1 54 93 840
E-mail: diu.libertas@diu.hr
<http://www.diu.hr/>

Hrvatsko katoličko sveučilište /

Catholic University of Croatia
Ilica 242, 10 000 Zagreb
phone: +385 1 370 66 00
fax: +385 1 370 66 01
E-mail: info@unicath.hr
<http://www.unicath.hr/>

SVEUČILIŠTE SJEVER /

UNIVERSITY NORTH
Trg Dr. Žarka Dolinara 1,
48 000 Koprivnica
phone: +385 48240308
fax: +385 48240295
E-mail: info@unin.hr
<http://www.unin.hr/>



SOCIAL

WELFARE

Foreign citizens exercise their rights within the social-welfare system in accordance with their status recognized in the Republic of Croatia, on the basis of the document granting them their status.

Foreign citizens who find themselves in an adverse situation, and who have been granted one of the following statuses:

- foreign citizens and stateless persons with permanent residence in the Republic of Croatia
- foreign citizens with established status of a victim of human trafficking
- foreign citizens under subsidiary protection, and
- persons granted asylum and members of their family legally residing in the Republic of Croatia,

can enjoy all the rights within the social-welfare system as do Croatian citizens residing in the Republic of Croatia.

All other categories of foreign nationals may be entitled to one-time allowance and temporary accommodation, under conditions stipulated in the Social Welfare Act, if so required by the circumstances in which they found themselves.

Informiranje o dostupnim uslugama i pružateljima usluga, pomoć pri utvrđivanju potreba, početnu procjenu mogućnosti te podršku i pomoć pri izboru prava u sustavu socijalne skrbi pružaju stručni radnici nadležnog centra za socijalnu skrb prema mjestu prebivališta, odnosno boravišta korisnika.

RIGHTS WITHIN THE SOCIAL-WELFARE SYSTEM

- guaranteed minimum allowance,
- housing-costs support,
- fuel-costs support,
- allowance for personal needs of accommodation beneficiaries,
- one-time support,

- allowance relating to education,
- personal disability allowance,
- assistance-and-care support,
- status of a parent-caregiver status or the status of a caregiver,
- unemployment allowance and
- entitlement to services:
 - the first social services (information, identification and initial assessment of needs)
 - counselling and assistance
 - residential care
 - psychosocial support
 - early intervention
 - assistance with the inclusion into regular education programmes (integration)
 - residence
 - accommodation
 - family mediation
 - organized housing
- vulnerable consumer allowance.

The rights from the social-welfare system are recognized by administrative decisions of social-welfare centres. In the Republic of Croatia, there are 81 social-welfare centres and 37 branch offices.

Contact details for social-welfare centres and their branch offices in the Republic of Croatia:

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
1.	BENKOVAC	Ivana Meštrovića 8 23 420 Benkovac	023/681-143 c. 023/684-115 c. 023/684-143 r.	korisnik002@mdomsp.hr
2.	BELI MANASTIR	Kralja Tomislava 37 31300 Beli Manastir	031/705-155 c. 031/701-351 r. 031/702-934 rč.	czssbm@email.t-com.hr
3.	BIOGRAD NA MORU	Trg hrvatskih velikana 20, 23 210 Biograd	023/383-472 c. 023/385-118 rč. 023/386-753 r.	czss.biograd@hi.htnet.hr
4.	BJELOVAR	J. J. Strossmayera 2 43000 Bjelovar	043/ 244-106 r 043/ 247-260 043/247-270 043/247-260	czss@bj.t-com.hr
5.	BRAČ-SUPETAR	M. Vodanovića 18 21 400 Supetar	021/631-314 c. 021/631-031 c.	korisnik005@mdomsp.hr
6.	BUJE (Centro di Assistenza Sociale di Buie)	Rudine 1 52 460 Buje	052/772-036 c. 052/772-024 c.	sebija.calcina@cssbuje.t-com.hr
7.	CRES-LOŠINJ	Ulica braće Ivana i Stjepana Vidulića 8, 51 550 Mali Lošinj	051/231-076 c. extension 103	branka.sepcic@socskrb.hr
	Office on the island of Cres	Creskog statuta 15 51 557 Cres	051/571-527 operational on Wednesday	

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
8.	CRIKVENICA	Gorica-braće Cvetić 2, 51 260 Crikvenica	051/784-270 c. 051/784-281 r.	czss. crikvenica1@ optinet.hr
	1.Rab Branch Office	Biskupa Draga 2 51 280 Rab	051/724-130 c. 051/725-943 pr.	Martina. Horvatic@ SOCSKRB.HR
	ČAKOVEC	J. Gotovca 9 40 000 Čakovec	040/391-920 040/391-937rč 040/391-926 ra	antonija. canjuga@czss- ck.hr
9.	2.Prelog Branch Office	Kralja Zvonimira 9 40323 Prelog	040/646-572 v. 040/646-573 040/645-718	spomenka. dukaric@czss- ck.hr
	3.Mursko Središće Branch Office	Trg bana Jelačića 6 40 315 Mursko Središće	040/543-610 040/543-609	alenkacentar@ gmail.com
10.	ČAZMA	Trg čazmanskog kaptola 6 43 240 Čazma	043/771-433 r. 043/771-020 043/772-242 sr. 043/227-148 sr.	czsscazma@ yahoo.com
11.	DARUVAR	Nikole Tesle 1a 43 500 Daruvar	043/331-868 c. 043/331-083 c. 043/440-840 043/334-307 r.	marina. vulinovic@ socskrb.hr
12.	GRUBIŠNO POLJE	M. A. Reljkovića 26 43 290 G. Polje	043/485-179 c. 043/485-478 043/448-054 043/485-422 rč.	silvija.kancijan@ socskrb.hr
13.	DONJA STUBICA	Starogradska 3 49 240 D. Stubica	049/286-157 c. 049/286-416 rč. 049/286-330	stanislava. erdelja@socskrb. hr

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
14.	DONJI MIHOLJAC	Vukovarska 7 31540 D. Miholjac	031/631-525 c, 031/632-705	czss.dm@os.t-com.hr
15.	DRNIŠ	Kardinala A. Stepinca 4 22 320 Drniš	022/886-042 c. 022/888-108 c. 022/888-339 r.	gordana. barisic@socskrb. hr
16.	DUBROVNIK	Miha Pracata 11 20 000 Dubrovnik p. p. 90	020/323-899 c. 020/414-711 c. 020/323-964 r.	czs-skrb- dubrovnik@ du.t-com.hr kraic@socskrb. hr
17.	DUGA RESA	Ulica 137 brigade br.3 47 250 Duga Resa	047/844-247 c. 047/844-166 iu. 047/811-029 r.	vesna.seljan@ socskrb.hr
18.	DUGO SELO	Josipa Zorića 3 10 370 Dugo Selo	01/2753-209 c. 01/2753-802 rč. 01/2752-293 rav.	czss.dugo. selo1@zg.t-com. hr
19.	ĐAKOVO	P. Preradovića 2a 31 400 Đakovo	031/813-331 c. 031/812-152 c.	dubravka. petrovic@ socskrb.hr
20.	ĐURĐEVAC	Gajeva 6 48350 Đurđevac	048/812-103 c 048/250-733 r	katarina.birta@ socskrb.hr
21.	GAREŠNICA	Vladimira Nazora 13 43280 Garešnica	043/531-189 c. 043/532-645 r. 043/532-092 rč.	ivancica. choudhury@ socskrb.hr irebrovic@ yahoo.com

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
	GLINA	Trg dr. F. Tuđmana 24, 44 400 Glina	044/811-660 c 044/811-664 sr 044/811-662 r.	branka.kosic2@gmail.com
22.	4.Topusko Branch Office, Officee Gvozd 881-035	Trg bana J. Jelačića 14, 44 415 Topusko	044/885-040 pr. 044/885-043	mira.abramovic@gmail.com
	GOSPIĆ	Vile Velebite 6 53000 Gospić	053/560-241 r. 053/741-111. r 053/741-110 c.	nikolina.devicic@socskrb.hr
23.	5. Korenica Branch Office	Josipa Jovića 16 53 230 Korenica	053/776-583 pr. 053/756-250 sr 053/756-252 sr	tanja.jezerinac@socskrb.hr
	HRVATSKA KOSTAJNICA	Josipa Marića 2 44 430 Hrvatska Kostajnica	044/851-333 r. 044/851-185 c. 044/851-636 rč.	dijana.vukovic@socskrb.hr
24.	6. Dvor Branch Offic	Trg bana J. Jelačića 15, 44 440 Dvor	044/871-325 044/871-130	jelena.radisic@socskrb.hr
25.	IMOTSKI	Bruna Bušića 6 21 260 Imotski	021/841-421 c. 021/842-241 rč.	anamarija.loncar@czss-imotski.hr
26.	IVANEC	Đure Arnolda 11 42 240 Ivanec	042/771-770 c. 042/771-771 r. 042/771-780 sr	jasenka.frisicic@socskrb.hr
27.	IVANIĆ GRAD	Franje Jurinca 6 10 310 Ivanić Grad	01/2882-301 c. 01/2882-302 c. 01/2882-300 rč	jelena.benko@soc.skrb.hr korisnik032@mdomsp.hr
28.	JASTREBARSKO	Trg Ljube Babića 29 10 420 Jastrebarsko	01/6281-482 c. 01/6283-888 c.	snjezana.pavkovic@socskrb.hr

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
29.	KARLOVAC	I. Meštrovića 10 47 000 Karlovac	047/415-459 c. 047/415-462 c. 047/415-461 r.	visnja.malinar@ socskrb.hr
	7. Ozalj Branch Office	Kurilovac 8 47 280 Ozalj	047/731-854 c. 047/631-454 c	czss.podruznica. ozalj@gmail.com
	8. Vojnić Branch Office	Trg Stjepana Radića 1, 47 220 Vojnić	047/883-058 047/883-210	podruznica. vojnic@gmail. com
30.	KNIN	G. Šuška 4 22 300 Knin	022/664-480 c. 022/664-628 r.	josipa. buzdovacic@ socskrb.hr
31.	KOPRIVNICA	Trg E. Kumičića 2 48 000 Koprivnica	048/642-247 c. 048/642-248 c. 048/222-560 c.	racunczss@ gmail.com
32.	KORČULA	Šetalište Frana Kršinića 50 20 260 Korčula	020/715-854 c. 020/715-544 r. 020/715-181 r. 020/711-463 c.	korcula.czss@ gmail.com
33.	KRAPINA	Dragutina Domjanića b.b. 49 230 Krapina p.p. 19	049/370-847 c. 049/371-847 c 049/492-100 r. 049/371-571 rč.	jadranka. vukovic@ socskrb.hr
	9. Pregrada Branch Office	Kostelgradska 3 49 218 Pregrada	049/376-029 c 049/376-099 r 049/301-767	nevenka.zajec@ socskrb.hr
34.	KRIŽEVCI	Bana J. Jelačića 5 48 260 Križevci	048/711-710 c. 048/682-946 r. 048/711-730	kristina.frtalic@ socskrb.hr
35.	KRK	Vršanska 21a 51 500 Krk	051/880-700 c. 051/880-709 r	centar.krk@ri.t- com.hr
36.	KUTINA	Stjepana Radića 7a 44 320 Kutina	044/683-603 c. 044/683-596 r. 044/683-591	rosana.stanko@ socskrb.hr

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
37.	LABIN	Istarska 1 52 220 Labin	052/856-522 c. 052/856-464 c. 052/855-573 r.	blazenka. butorac@ socskrb.hr
38.	LUDBREG	Kardinala Franje Kuharića 12 42 230 Ludbreg	042/332-840 c 042/332-844 r 042/332-859 c	anica.zember@ socskrb.hr
39.	MAKARSKA	PTC "Sv. Nikola", Ul kipara Meštrovića 2a, p.p. 80 21300 Makarska	021/611-544 c. 021/616-755 rč. 021/678-356 r	czss-makarska@ st.t-com.hr
	10. Vrgorac Branch Office	Ul. A. G. Matoša 1 21 276 Vrgorac	021/674-077 021/674-343	nadja.grljusic@ gmail.com
40.	METKOVIĆ	Ante Starčevića 25 20 350 Metković	020 / 690-999 c 020/ 690-990 rav. 020/ 690-981, 82...89	vatroslav. vugdelija@ socskrb.hr
41.	NAŠICE	Antuna Mihanovića bb, 31 500 Našice	031/615-533 c. 031/613-411 c.	czssnasice@ gmail.com
42.	NOVA GRADIŠKA	Karla Dieneša 4/1 35 400 N. Gradiška	035/362-611 c. 035/361-564 r. 035/361-134 c.	vesna.latinovic@ cssng.hr
43.	NOVI MAROF	Zagorska 28 42 220 Novi Marof	042/613-600 c 042/613-602 r.	antonija. maltar@socskrb. hr
44.	NOVSKA	Tina Ujevića 1/a 44 330 Novska	044/600-672 c. 044/608-130 r.	ljiljanka.zunic@ socskrb.hr
45.	OGULIN	Vijenac Ive Marinkovića 1, 47 300 Ogulin	047/522-042 c. 047/525-991 r.	korisnik056@ mdomsp.hr

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
46.	OMIŠ	Četvrt Ribnjak bb 21 310 Omiš	021/864-470 c. 021/864-420 rč.	soc.skrb.omis@gmail.com
47.	OPATIJA	Stubište Baredine 10/1 51410 Opatija	051/703-057 c. 051/703-058 c. 051/701-493 c. 051/703-056 r.	sanja.misovic@ socskrb.hr
48.	OSIJEK	Gundulićeva 22 31 000 Osijek	031/212-400 c. 031/212-417 r.	jelka.klobucar@ socskrb.hr
49.	PAKRAC	Petra Preradovića 1 34550 Pakrac	034/411-546 c. 034/313-799 r. 034/412-537 rč.	dubravka.sebic@ socskrb.hr
50.	PAZIN	Prolaz Otokara Keršovanija 2 52 000 Pazin	052/624-433 c. 052/624-497 c. 052/622-210 r.	pavita.jelincic@ socskrb.hr
	11. Buzet Branch Office	II. Istarske brigade 11 , 52 420 Buzet	052/662-523	gordana.bauer@ socskrb.hr
51.	PETRINJA	Turkulinova 35 44 250 Petrinja	044/815-272 c. 044/815-448 r.	marija.czss. petrinja@gmail. com
52.	PLOČE	Dalmatinska 40 20 340 Ploče	020/679-071 c. 020/676-543 r. 020/414-466 rč.	jelena.medak@ socskrb.hr
53.	POREČ (Social-Welfare Centre Poreč- Parenzo)	dr. Maura Gioseffia 2b, 52 440 Poreč	052/451-657 c. 052/433-632	css.porec@ optinet.hr
54.	POŽEGA	Filipa Potrebiće 2 34 000 Požega	034/273-807 c. 034/313-484 r. 034/273-675 rč	ravnatelj@czss- pozega.hr

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
55.	PULA (Centar za socijalnu skrb Pula-Pola)	Sergijevaca 2 52100 Pula	052/212-181 r. 052/212-458 c. 052/214-307 rč.	soc.skrb-pula@ pu.t-com.hr
56.	RIJEKA	Laginjina 11/a 51 000 Rijeka	051/499-101 c. 051/499-103 r. 051/499-102 t. 051/499-105 rč	karlo.balenovic@ css-ri.hr
	12. Delnice Branch Office	Trg 138. brigade hrv. vojske br. 4 51 300 Delnice	051/811-402 c. 051/811-634 c.	silvana.cindric@ css-ri.hr
	13. Čabar Branch Office	Trg K. Tomislava 9 51 306 Čabar	051/821-084	nera.peranic. celic@css-ri.hr
57.	14. Vrbovsko Branch Office	Dobra 6 51 326 Vrbovsko	051/875-520 051/875-554	dinka.briski@ css-ri.hr
	ROVINJ (Centro di Assistenza Sociale Rovigno)	Carera 21/II 52 210 Rovinj	052/813-245 c. 052/812-544 c. 052/816-250 c.	eda.rajko@ socskrb.hr
	58.	SAMOBOR	Zagorska 1 10 430 Samobor	01/3362-702 c. 01/3384-434 c. 01/3362-890 r. 01/3366-895 rč.
59.	SENJ	V. Novaka 4 53 270 Senj	053/882-929 c. 053/882-930 c. 053/884-826 r.	czss.senj@hi.t- com.hr
	15. Otočac Branch Office	Trg dr. Franje Tuđmana 4 53 220 Otočac	053/773-022 053/773-306 053/746-267	czss.senj@hi.t- com.hr
60.	SINJ	Zankova glavica 2 21 230 Sinj	021/821-446 c. 021/821-450 r. 021/821-622 rč	aleksandar. stojanac@ socskrb.hr

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
61.	SISAK	Ivana Meštrovića 21 44 000 Sisak	044/515-700 c. 044/515-755 r 044/515-750 rč 044/515-730	mirna.marcec@ socskrb.hr
62.	SLATINA	V. Nazora 5/1 33 520 Slatina	033/551-158 c. 033/553-342 r. 033/401-385 c	ljiljana.randelj@ socskrb.hr
	16.Orahovica Branch Office	K. Zvonimira 53 33 515 Orahovica	033/673-735 c. 033/674-495 pr	ivanka.kufner@ socskrb.hr
63.	SLAVONSKI BROD	Naselje Slavonija I, bb 35 000 Sl. Brod	035/213-700 c. 035/213-749 r. 035/213-717 rč	slavica.niksic@ czsssb.hr
64.	SLUNJ	Ulica braće Radića 1 47 240 Slunj	047/777-107 c. 047/777-779 r. 047/777-091 rč.	predraga.stipic@ socskrb.hr
	SPLIT	Gundulićeva 25 21 000 Split	021/350-600 c. 021/350-602 r. 021/350-604 rč. 021/350-601 t.	tatjana. vukman5@ email.t-com.hr
	17. Kaštela Branch Office	Fuležina 1 21 216 Kaštel Stari	021/230-944 c. 021/232-436 pr.	janja.granic@ socskrb.hr
65.	18. Solin Branch Offic	Hektorovićeve 38 21 210 Solin	021/244-106 021/244-960	bozenka.skare@ socskrb.hr
	19. Hvar Branch Office	Fabrika 34 21 450 Hvar	021/742-411 pr. 021/743-015 c.	podruznica. hvar@gmail.com
	20. Vis Branch Office	Trg 30. svibnja 92. Br. 2, 21 480 Vis	021/711-875 021/711-998	ured.vis@gmail. com

No.	SOCIAL-WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
66.	SV. IVAN ZELINA	Braće Radića 2 10 380 Sv. Ivan Zelina	01/2060-114 c. 01/2060-617 c. 01/2049-960 c	alma.masic@ socskrb.hr
67.	ŠIBENIK	Petra Grubišića 3 22 000 Šibenik	022/201-222 c. 022/216-861 r. 022/201-220 r.	davorka.grbac@ socskrb.hr
68.	TROGIR	Hrvatskih mučenika 6 21 220 Trogir	021/881-988 c. 021/797-333 021/797-386 rč 091/277-18-19	ankica.borcic@ socskrb.hr
69.	VALPOVO	Matije Gupca 11 31 550 Valpovo	031/651-123 c. 031/651-920 c. 031/650-625 r.	czssvalpovo@ gmail.com
70.	VARAŽDIN	Nazorova 22 42 000 Varaždin	042/303-900 c. 042/303-908 r. 042/303-911 RK 042/331-963 rč.	scesicentarvz@ gmail.com
71.	VELIKA GORICA	Trg kralja Tomislava 35 10410 Velika Gorica	01/6222-666 c. 01/6222-216 c. 01/6235-981 c. 01/6221-227 r. 01/6222-971 rč 01/6221-084 pup	stefica.pirsa@ socskrb.hr korisnik0087@ mdomsp.hr
72.	VINKOVCI	Glagoljaška 31e 32 100 Vinkovci	032/332-315 c. 032/331-161 c. 032/332-478 c. 032/340-060 r.	korisnik088@ mdomsp.hr

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
73.	VIROVITICA	v. Nazora 2 33 000 Virovitica	033/721-530 c. 033/722-834 c. 033/721-307 r 033/722-833 rč	czss.virovitica@ hi.t-com.hr marija.bajan- prokl@socskrb. hr
	21. Pitomača Branch Office	Trg kralja Tomislava bb	033/783-045 033/783-734 pr.	dragica. smiljanec@ socskrb.hr
74.	VRBOVEC	Trg Petra Zrinskog 23 10 340 Vrbovec	01/2791-886 r. 01/2791-807 rč. 01/2791-259 c	marijana. dumancic@ socskrb.hr
75.	VUKOVAR	Županijska 13 32000 Vukovar P.P. 77	032/450-920 c. 032/450-944 c 032/450-926 r.	ljubica.mudri@ socskrb.hr
	22. Ilok Branch Office	Strossmayerova 49 32236 Ilok	032/590-098 032/590-244	branislav. ladjevic@ socskrb.hr
76.	ZABOK	Matije Gupca 53 49 210 Zabok	049/221-346 c. 049/223-392 c. 049/221-955 r.	mira.jadan@ socskrb.hr
	23. Klanjec Branch Office	Trg mira 11 49 290 Klanjec	049/550-031 049/502-651 049/550-360	lidija.bogovic@ socskrb.hr

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
	ZADAR	Andrije Hebranga 1 23 000 Zadar	023/ 230-392 c. 023/ 230-394 r. 023/211-199 sr	sanja.paleka@ socskrb.hr
77.	24. Gračac Branch Office	Školska ul. bb 23 440 Gračac	023/773-446 023/773-076 023/775-078	ljiljana.fabac@ socskrb.hr
	25. Obrovac Branch Office	Ante Starčevića 8 23 450 Obrovac	023/689-060 023/689-859 023//689-860	kristina.tolo@ socskrb.hr
	26. Pag Branch Office	Ul. Grada Zanea 1, 23 250 Pag	023/611-320	czss.pag@zd.t- com.hr
78.	ZAPREŠIĆ	Drage Kodmana 3a 10 290 Zaprešić	01/3310-399 c. 01/3310-450 c. 01/3310-422 r. 01/3310-811 rč 01/3319-273	djurdjica. poduska@ socskrb.hr
79.	ZLATAR BISTRICA	S. Radića 2 49247 Zlatar Bistrica	049/461-805 c. 049/462-197 r.	CZSS- zlatarbistrica@ kr.t-com.hr vsugnetic@ socskrb.hr
80.	ŽUPANJA	dr. Franje Račkog 30c 32 270 Županja	032/831-328 c. 032/832-160 c. 032/832-159 r.	sasa.uzarevic@ socskrb.hr

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
81.	ZAGREB	Eugena Kumičića 5 10 000 Zagreb Emergency phone 098/9036-393 098/783-587	01/4550-849 c. 01/4550-813 c. 01/4550-220 c. 01/4550-644 c. 01/4550-671 c. 01/4550-907 r.	ravnateljica@ czss-zagreb.hr
	27. Donji Grad Branch Office	Haulikova 6/II	01/4577-211 c. 01/4577-342 v.	donjigrad@czss- zagreb.hr esma. cvijetic@socskrb. hr
	28. Črnomerec Branch Office	Ilica 259	01/3777-150 c. 01/3750-010 c. 01/3774-797v.	crnomerec@ czss-zagreb.hr
	29. Dubrava Branch Office	Dubrava 49	01/2916-981 c. 01/2916-980 v. 01/2988-501 c. 01/2988-502 c. 01/2988-503 c.	aida.handzic@ socskrb.hr
	30. Maksimir Branch Office	Maksimirska 51/1	01/2332-792 c. 01/2335-883 c. 01/2342-306 c. 01/2342-307 c. 01/2321-336 v.	maksimir@czss- zagreb.hr
	31. Gornji Grad – Medveščak Branch Office	Trg hrv. velikana 2	01/4810-481 c. 01/4810-475 c. 01/4923-142 01/4810-497 v.	olga.maljcov@ socskrb.hr
	32. Novi Zagreb Branch Office	Av. Dubrovnik 12	01/6522-937 c. 01/6585-511 v. 01/ 6585-538 sr	novizagreb@ czss-zagreb.hr
	33. Peščenica Branch Office	Zapoljska 1	01/6100-221 v. 01/6100-215 c. 01/2333-777	marijaknezovic@ hotmail.com

No.	SOCIAL- WELFARE CENTRE/ BRANCH	ADDRESS	TELEPHONE	E-MAIL
	34. Sesvete Branch Office	Trg D.Domjanića 6 10360 Sesvete	01/2003-103 c. 01/2002-068 c. 01/2004-486 v.	jasna.cesarec@ socskrb.hr
	35. Susedgrad Branch Office	Aleja Bologne 2 Susedgrad	01/3454-038 c. 01/3454-039 c. 01/3454-021 v.	susedgrad@ czss-zagreb.hr
	36. Trešnjevka Branch Office	Vitezićeva 57	01/3639-717 c. 01/3639-733 c. 01/3639-723 c. 01/3639-785 c. 01/3639-785 01/3640-035 v	tatjana.stritof@ socskrb.hr
	37. Trnje Branch Office	Cvijete Zuzorić 53	01/6112-284 c. 01/6150-186 c. 01/6150-185 c. 01/6116-686 v.	trnje@czss- zagreb.hr



HEALTH

CARE

HEALTH CARE IN THE REPUBLIC OF CROATIA

In the Republic of Croatia, the right to health is guaranteed to all the citizens by the Croatian Constitution, and the right to health care is exercised on the principles of humanity, equality and accessibility.

Everybody who has permanent or temporary residence in the Republic of Croatia is obliged to have a health insurance, unless specified otherwise in an international contract or special legislation, and the high-quality and comprehensive set of health services, financed by compulsory contributions and budget, must be equally available to all citizens where special attention is paid to the vulnerable age group, children, women and the elderly, and persons with special needs.

In the Republic of Croatia, health-care services are provided at the primary, secondary and tertiary levels, and at the level of health institutes.

- Persons insured by the Croatian Health Insurance Fund (CHIF) can obtain primary health care within the scope of compulsory health insurance from the medical doctor and dentist of their choice, usually selected on the basis of one's address, and in line with the provisions of CHIF's general acts
- **Persons insured** by the CHIF can obtain secondary and tertiary health care within the scope of compulsory health insurance **on the basis of a referral issued by their selected primary health-care doctor.**
- The secondary health care includes specialist health care, consultation of hospital doctors, and hospital health care. The tertiary health care includes the most complex forms of health care within the scope of specialist activities, consultations and hospital activities.

EXERCISING THE RIGHT TO HEALTH CARE

Foreigners in the Republic of Croatia are entitled to health care in accordance with the regulations of the Directive 2011/24/EU of the European Parliament and the Council on the application of patients' rights in cross-border healthcare (hereinafter: Directive 2011/24/EU), the Mandatory Health Insurance Act, Act on Mandatory Health Insurance and Health Care of Aliens in the Republic of Croatia and international treaty.

Foreigners, who are covered by health insurance abroad, during their stay in the Republic of Croatia, have the right to use emergency health care. The health care utilisation and the scope of rights depend on the country from which the person comes, that is, whether Republic of Croatia has entered into a treaty on social insurance or such a contract has not been entered with the State of residence of foreigners, or he comes from the European Economic Area or the Swiss Confederation.

During their temporary or permanent residence in the Republic of Croatia, persons insured in an EEA member state or the Swiss Confederation can enjoy their right to health care in accordance with Croatian legislation, but at the expense of their insurance company. This means that, in keeping with the EU regulations, they can obtain health-care services only from contractual health-care providers within the **system of social health insurance**, and **not from private parties**.

European Health Insurance Card (EHIC)

Insured persons who are nationals of the European Economic Area or the Swiss Confederation, and are in possession of EHIC (European Health Insurance Card) issued to them by the competent institution of their health insurance, may use the same card in all contracting healthcare institutions and contracting private clinics of the Croatian Health Insurance Fund (hereinafter: HZZO) during their temporary stay in the Croatian territory.

EHIC is used directly in contracting healthcare institutions and contracting private clinics and it is not previously required to replace it with the patient's record at HZZO.

On the basis of EHIC, all insured persons from other EU Member States obtain health services under the same conditions as persons insured in Croatia, to the extent specified by European legislation. Therefore, they are required, for certain health services, to participate in health care costs, in the case when it would also be required from the persons insured by HZZO.

On the basis of EHIC, foreign insured persons are entitled to health care services that **are necessary from a medical point of view, taking into account the nature of the benefits and the expected length of stay**. The emergency health care includes the benefits in nature which are necessary from a medical point of view, so the insured person would not be forced to return to the competent Member State before the end of the planned stay, for submission to necessary medical treatment.

Health care for insured persons from countries with which the Republic of Croatia has signed an international treaty on social insurance (Bosnia and Herzegovina, Macedonia, Serbia, Montenegro and Turkey)

Foreigners - insured persons coming from countries with which Republic of Croatia has a social insurance treaty governing the use of health care during their stay in the Republic of Croatia obtain health care based on the confirmation of the right to health care, issued by foreign insurance institution. In order to smoothly use health services if necessary, it is recommended that upon arrival in the place of residence at the regional office or branch office of HZZO, to replace the certificate of entitlement to health care with the patient's record. Upon the presentation of the patient's record, health services in each of the contracting doctor and any contractual healthcare facilities of the Fund, can be used to the extent provided in the international treaty, with the obligation to pay the costs of participation, if it is required for the persons insured in Croatia.

Exceptionally, it is possible to use health services on the basis of confirmation of the right of foreign holders of insurance, which is in this case handed to the doctor or is replaced during the treatment

by the patient's record. In case the beneficiary of health services does not have a certificate of entitlement to health care, health care institution, through its competent regional office, should request a subsequent issue of the certificate. In the event that a certificate of entitlement to health care in the Republic of Croatia is not obtained until the end of treatment, health care provider can charge the cost to the beneficiary directly, and apply different rates of price treatment from persons insured in Croatia.

Health care in the Republic of Croatia for people who come from countries with which Republic of Croatia has not concluded an international treaty on social insurance and which are not member states of the European Economic Area nor the Swiss Confederation

To foreigners residing in the Republic of Croatia and coming from countries with which Republic of Croatia has not concluded a treaty on social insurance, or the treaty does not regulate the use of health care, health care costs are settled personally, while the prices of services even at the HZZO contractual doctors may differ from the prices which apply for the persons insured in Croatia.

MANDATORY HEALTH INSURANCE OF FOREIGNERS IN THE REPUBLIC OF CROATIA

The health insurance in the Republic of Croatia is mandatory for:

- foreigners with permanent residence in the Republic of Croatia
- nationals of other EU Member States who have a temporary residence permit in the Republic of Croatia and are not insured in a Member State
- nationals of a non-EU Member State with temporary residence permit in the Republic of Croatia on the basis of employment with an employer based in the Republic of Croatia as well as

on the basis of an economic or professional activity, if the conditions of the special regulations governing the issue of residence and work of foreigners in the Republic of Croatia are fulfilled and if it is not provided otherwise by EU legislation and international treaty

A foreigner with permanent residence in the Republic of Croatia

- mandatory health insurance is ensured according to one of the bases of insurance established by the *Act on Mandatory Health Insurance*
- *A foreigner - family member* - who legally resides in the Republic of Croatia and does not have permanent residence permit, but the temporary residence, is insured in compliance with the Act on Mandatory Health Insurance and Health Care of Aliens in the Republic of Croatia, if not otherwise specified according to the EU legislation and international treaty, and submits his/her application to the compulsory health insurance regional HZZO office, competent according to the place of his/her residence, *within eight days from the day of the enforceability of the decision on approved temporary residence in the Republic of Croatia.*

A foreigner with temporary residence in the Republic of Croatia

- regardless of the type of temporary residence permit, and if the right to compulsory health insurance or health care is not insured on any other basis, is required to submit an application to the compulsory health insurance regional HZZO office, competent according to the place of his residence, *within eight days from the day the decision enforceability on approved temporary residence in the Republic of Croatia*, and is obliged to pay contributions for compulsory health insurance in accordance with a special law (*Statutory Insurance Contributions Act*).
- *Foreigner - child up to the age of 18 with temporary residence* – a person obliged to pay contributions is a parent, child's caregiver, or a person at whose invitation the child resides in the Republic of Croatia.

EXEMPTIONS FROM THE OBLIGATION TO MANDATORY ENSURANCE are applicable to:

- a child of foreign nationality who has been granted temporary residence in the Republic of Croatia for humanitarian reasons, and who is a victim of human trafficking, or an abandoned minor, or a minor who is a victim of organized crime, or a minor who has been deprived of parental and guardian care, or accompaniment, for other reasons
- A foreigner with temporary residence in the Republic of Croatia who is visiting Republic of Croatia for the purpose of secondary education and study, who has proof of risk insurance of using health care during his stay in the Republic of Croatia, ***is not obliged to submit an application to the compulsory health insurance***, but is obliged to bear costs of health care in a medical institution or health care professional with a private practice or other implementers of health care
- A foreigner whose temporary residence in the Republic of Croatia is approved for the purpose of secondary education, studying, specialization or the scientific research as a scholar of Croatian state authorities scholarship, bodies of local and regional (regional) governments, associations or other legal or natural person, ***the application is submitted by the provider of scholarships who is also a taxpayer of contributions for compulsory health insurance, unless the scholarship provides otherwise.***
- A foreigner with temporary residence in the Republic of Croatia for the purpose of study, if he comes on the basis of the mobility program of youth framework programs on student inter-university education and science exchange, if the health insurance is covered by the said programs, ***is not obliged to submit an application to the mandatory health insurance.***

The Ministry of Health provides funds **in the state budget** for the health care of special categories of foreigners, such as:

- international-protection seeker
- foreigner under temporary protection,
- asylum beneficiary

- foreigner - family member of an asylum beneficiary, if a compulsory health insurance or health care are not insured on any other basis
- foreigner under subsidiary protection
- foreigner - family member of a foreigner under subsidiary protection, if a compulsory health insurance or health care is not insured on any other basis
- foreigners who are victims of human trafficking, abandoned minor foreign nationals, or minors who are victims of organized crime, or minors who have been deprived of parental and guardian care, or accompaniment, for other reasons
- foreigner who resides in the Republic of Croatia at the invitation of its government bodies
- foreigner who suffered from cholera, plague, viral hemorrhagic fever or typhoid
- foreigner who illegally resides in the Republic of Croatia and for whom a decision on his/her return has been adopted.

Exceptionally, the means to pay the costs of emergency medical assistance from the state budget are provided to a foreigner who had been required to pay costs for health care, and from whom it is not possible to charge the costs in the legal time limits, or they cannot be charged at all.

The scope of the rights to health care for special categories of foreigners

- **INTERNATIONAL-PROTECTION SEEKER:** the right to emergency medical care and essential treatment of illnesses and serious mental disorders
- **FOREIGNER UNDER TEMPORARY HEALTH CARE:** the right to emergency medical care, and for vulnerable groups the right to suitable medical and other care
- **ASYLUM BENEFICIARY:** the same scope as the insured person of compulsory health insurance, that is, the compulsory and supplementary health care financed by the Ministry of Health
- **FOREIGNER UNDER SUBSIDIARY PROTECTION:** the same scope as the insured person of compulsory health insurance,

that is, the compulsory and supplementary health care financed by the Ministry of Health

- **UNACCOMPANIED MINOR:** the same scope of health care as persons insured by the compulsory health insurance
- **FOREIGNER WHO IS A VICTIM OF HUMAN TRAFFICKING:** the same scope of health care as persons insured by the compulsory health insurance
- **FOREIGNER WHO RESIDES ILLEGALLY IN THE REPUBLIC OF CROATIA:** the right to emergency medical care, *health care costs should be paid by a foreigner, unless he cannot be charged*, than it will be charged from the state budget
- **FOREIGNER WHO RESIDES IN THE REPUBLIC OF CROATIA AT THE INVITATION OF ITS GOVERNMENT BODIES:** health care costs shall be borne by the body which invited the foreigner, unless the foreigner realizes the right to health care in accordance with EU legislation or international agreements

International-protection seekers and foreign citizens residing illegally in the Republic of Croatia do not have health-insurance cards and they can exercise their right to emergency medical care in the Reception Centre for Asylum Seekers and Reception Centre for Foreigners.

In addition to a duty medical doctor, Doctors of the World (Médecins du Monde) are also present in reception centres for asylum seekers, and, if needed, they offer free-of-charge assistance in seeking health-care services, such as the accompaniment and interpreting during the visit to a health-care institution. The NGO Croatian Baptist Aid provides the service of accompaniment during visits to the dentist, and participation in costs.

Persons granted international protection are not insured, although they are entitled to the full scope of health-care services, just like insured persons. When visiting a doctor, they should show their residence permit, and their treatment will be financed by the Ministry of Health.

CONTACTS

MINISTARSTVO ZDRAVLJA / MINISTRY OF HEALTH

Ksaver 200 A

10000 Zagreb

tel.: (01) 46 07 555

fax: (01) 46 77 076

*Ask a question, make a suggestion or criticism on the phone number:
White Phone 0800 7999*

*We want to communicate with citizens. We will help you and direct you
to the right address: pitajtenas@miz.hr*

For contact details of health-care institutions, see the web pages of the Ministry of Health at <https://zdravlje.gov.hr/kontakti/kontakti-zdravstvenih-ustanova/1478>.

HRVATSKI ZAVOD ZA ZDRAVSTVENO OSIGURANJE (Direkcija) /

(CROATIAN HEALTH INSURANCE FUND) (Directorate)

Margaretska 3

10000 Zagreb

HZZO is, in accordance with the provisions of the Mandatory Health Insurance Act, a **National Contact Point** (NCP) to provide information on the rights of the insured persons to health care in another Member State in accordance with European Union regulations, and Directive 2011/24 / EC, or on all essential aspects of **cross-borderhealthcare**.

Contact:

Tel: + 385 1 644 90 90

E-mail: ncp-Republic of Croatia@hzzo.hr

DOCTORS OF THE WORLD - Belgium /

Médecins du Monde - Belgique

Pavla Hatza 11

10000 Zagreb

MdM-BE provides its services in the Zagreb Reception Centre for Asylum Seekers

Sarajevska cesta 41, 10000 Zagreb

E-mail: fieldco.croatia@medecinsdumonde.be

CROATIAN BAPTIST AID

Ruke nade

Radićeva 30

10000 Zagreb



CIVIL

SOCIETY

ORGANIZATIONS

Civil society of the Republic of Croatia is represented by the Croatian citizens living in the Republic of Croatia who are actively interested in social activities. So, citizens can be **engaged individually or in groups**.

Civil society organizations working on the integration of persons in need of international protection have joined forces in the **Coordination of Civil Society Organizations for the Integration of Refugees into Croatian Society**, which was founded in 2011 by the Centre for Peace Studies and the Office of the United Nations High Commissioner for Refugees (UNHCR). Coordination brings together civil society organizations that have the capacity to provide various social services to international-protection seekers, asylum beneficiaries and foreigners under subsidiary protection.

The aim of coordination is to establish a network of future providers of social services for international-protection seekers, asylum beneficiaries and foreigners under subsidiary protection.

Here below you can find contact details for the Coordination members and a brief description of their activities.

CPS	Centre for Peace Studies
	Contact person: Sara Kekuš Selska cesta 112 a 10 000 Zagreb Tel: 01 4820 098 Mob: 091 2400 185 E-mail: cms@cms.hr <ul style="list-style-type: none">• support for refugees and foreign citizens in their integration• intercultural workshops• Intercultural Mediation programme, for persons in an intercultural environment who mediate between different cultures on a daily basis• support for teachers and schools

<p>CRC</p>	<p>Croatian Red Cross, the Migrants Protection Office Contact person: Maja Kadoić</p> <p>Crvenog križa 14 Tel: +385 1 4655 814 Mob: +385 99 2496705</p> <ul style="list-style-type: none"> • psychosocial and humanitarian support, counselling and support in exercising social and other rights, solving the administrative and other procedures during the integration and thereafter, material/ financial support • educational activities - learning assistance for school children, possibility of additional lessons of the Croatian language, various thematic and informative workshops, participation in sporting and cultural activities • social support and counselling in towns across Croatia via municipal branches of the Red Cross
<p>JRS</p>	<p>Jesuit Refugee Service Contact person: Dražen Klarić</p> <p>Maksimirska Cesta 286 (Centar za integraciju SOL) 10 000 Zagreb Tel: +385 98 99 35 863 E-mail: info@jrs.hr</p> <p>Activities in the Reception Centre for Asylum Seekers: support and activities for women, dance workshop, playgroup for children, IT classroom, “Info Room” with relevant information about the stay in the Reception Centre for Asylum Seekers, legal information relating to the asylum-application process and psychosocial support and empowerment, dance and music workshop</p> <p>Integration activities – Centre for Refugee Integration “SOL”: Croatian language workshops, IT workshops, encounters of refugees and employers, workshop for journalists</p>

<p>AYS</p>	<p>Zemljani - Are You Syrious? association Contact persons: Tajana Tadić, Asja Korbar</p> <p>Brune Bušića 42 10000 Zagreb Tel: +385 99 6600 688 E-mail: areyousyrious@gmail.com</p>
<p>CLC</p>	<p>Croatian Law Centre Contact person: Tatjana Holjevac</p> <p>Andrije Hebranga 21 10000 Zagreb Tel: +385 (1) 4854-934</p> <ul style="list-style-type: none"> • legal aid for international-protection seekers and persons granted international protection in the Republic of Croatia (by phone, email, in the office, in the field) • participation in public policies and training of stakeholders in the asylum system

<p>STRC Zagreb</p>	<p>Stress and Trauma Rehabilitation Centre Contact persons: Valentina Zeljak Božović, Dragana Knezić</p> <p>Kvaternikov trg 12 10000 Zagreb Tel: +385 (0)1 4641 342 E-mail: info@rctzg.hr</p> <p>Psychosocial work with persons who are stressed, traumatized and victims of torture; prevention and early identification of person with psychosocial needs, with emphasis on traumatized persons and victims of torture; dissemination of knowledge and raising public awareness about the issues pertaining to stress, trauma and torture; psychosocial support and enhancement of the quality of life of vulnerable groups (children, youth, women, elderly, persons with disabilities, minorities, displaced, refugees, returnees to the RoC, persons granted asylum)</p>
<p>SPA</p>	<p>Society for Psychological Assistance Contact person: Martina Čarija</p> <p>Ulica kneza Mislava 11 10000 Zagreb Phone: +385 4826 111 Email: martina@dpp.hr</p> <ul style="list-style-type: none"> • Psychological support for children, youth and adults: individual and group • Providing psychotherapy • Research and recommendations in the area of psychological support

<p>MdM - BE</p>	<p>Médecins du Monde - Belgique (Doctors of the World, Belgium) Contact person: Juliette Delescluse</p> <p>Pavla Hatza 11 10000 Zagreb MdM-BE offers its services in the Reception Centre for Asylum Seekers in Zagreb, Sarajevska cesta 41, 10000 Zagreb E-mail: fieldco.croatia@medecinsdumonde.be</p> <ul style="list-style-type: none"> • health-care services and psychological support for international-protection seekers in the Reception Centre for Asylum Seekers in Zagreb and Kutina • facilitation of access to public health-care institutions for specialist examinations and treatment
<p>CMEC</p>	<p>Centre for Missing and Exploited Abused Children Contact person: Tomislav Ramljak</p> <p>Josipa Jurja Strossmayera 1/I 31000 Osijek Tel: +385 31 272 943 E-mail: info@cnzd.org</p> <p>The Centre implements activities in these four areas:</p> <ul style="list-style-type: none"> • half-day care for children and youth with behavioural issues • Centre for a Safer Internet • missing children, trafficking in children, unaccompanied minors, asylee children • counselling for children, youth and families

<p>FFE</p>	<p>Forum for Freedom in Education Contact person: Filip Gospodnetić</p> <p>Đorđićeva 8 10000 Zagreb Tel: +385 1 4663 503 E-mail: forum@fso.hr</p> <p>Analysis of public policies and drafting reports for the preparation of teachers who will work with refugees, organization of round-tables focusing on empowering teachers who work with refugees, collecting teachers' preparations that can be used in classrooms and are directly or indirectly related to refugees</p>
<p>CBA</p>	<p>Croatian Baptist Aid</p> <p>Radićeva 30 10 000 Zagreb Tel: +385 1 4813 167 E-mail: integracija@cbaid.org</p> <ul style="list-style-type: none"> • training and language, social integration, inclusion and active citizenship, assistance in job seeking, accommodation
<p>CECR</p>	<p>Centre for Education, Counselling and Research Contact person: Natasa Bijelić</p> <p>Nova cesta 4 10 000 Zagreb Tel: +385 1 24 22 800</p> <ul style="list-style-type: none"> • Work with young people and women • Educational activities and information (prevention of violence in relationships, sexual and reproductive rights and health) • Work on the empowerment of women for employment and active participation in society

<p style="writing-mode: vertical-rl; transform: rotate(180deg);">UDRUGA MI / ASSOCIATION US</p>	<p>Udruga MI / Association US Contact person: Nives Ivelja</p> <p>Sinjska 7 21 000 Split Tel: +385 21 329 130 Fax: 021/329-131</p> <p>maintains the IRH (Integration in the Republic of Croatia) web page, www.irh.hr</p>
<p>ZAGREB PRIDE</p>	<p>Queer-feminist and anti-fascist association Contact person: Daniel Martinović</p> <p>Andrije Žaje 43a 10 000 Zagreb Tel: +385 1 5806 560; +385 95 9021 445 E-mail: info@zagreb-pride.net</p> <p>Through education, research, advocacy, empowerment and direct action of the Zagreb Pride fights for LGBTIQ people and communities, non-normative family and society as a whole and for the cessation of all forms of discrimination with the full promotion, respect and protection of human rights</p>

<p>STATUS M</p>	<p>Centre for Advancement of Professional Work with Young People Contact person: Leila Younis</p> <p>Petrova 69 10000 Zagreb Phone: +38512300447 Mob: +385981838781</p> <ul style="list-style-type: none"> • The inclusion of men and boys in achieving a society based on equality • Raising public awareness about the importance of support and positive role models to young people personality • The emphasis in the development of strategies and action plans to the specificities of working with young men and resources that they represent
<p>PANK ASSOCIATION</p>	<p>PANK Association –Active Independent Creatives’ Platform Contact person: Iva Brajković</p> <p>Selo 124 Tel: 099 820 7368 E-mail: udruga.pank@gmail.com</p> <p>PANK Association advocates a vision of the society whose citizens are motivated to make positive changes in their community and thus contribute to the overall improvement of the quality of life. The association’s aim is to develop a tolerant and democratic society, through cooperation with local, national and international partners. PANK Association is structurally divided into four segments: the media group, training, migration and integration, and socially engaged arts.</p>

<p>ATTACK</p>	<p>Autonomous Cultural Centre Contact person: Sanja Burlović</p> <p>Pierottieva 11 (Club Medika) 10 000 Zagreb Tel: 016197223</p> <ul style="list-style-type: none"> • Organization of cultural content: concerts, exhibitions, talks • The inclusion of refugees in the cultural programs of the club • Intercultural activities that promote the integration of refugees
<p>LIVING ATELIER</p>	<p>Living Atelier Contact person: Cyrille Cartier</p> <p>Ilica 110 10000 Zagreb E-mail: cyrille@ziviateljje.dk, projekti@ziviateljje.dk</p> <p>No Borders programme includes several projects involving refugees, asylum seekers, and the local community, so that they can work together on developing the community, exploring the identity and healing through arts.</p> <p>Two main components: No Borders Cooperative – integration of art – art of integration is a project which includes a touring exhibition of participants from Zagreb, and a workshop held in various localities across Croatia Women for Women – gathering of women for whom Croatia is their home, and those who wish Croatia were their home, weekly activities and workshops</p>

ANNEX 1.

ACCESS TO ADDITIONAL INFORMATION

INFORMATION AVAILABLE ON THE INTERNET

- **Danube Compass** – An Internet platform with abundance of information relating to the rights and duties of foreign nationals in the Republic of Croatia, whose goal is to facilitate their economic and social integration. The platform is available in Croatian, English, Arabic, Farsi and Urdu, at **danubecompass.org**
- **Welcome to Kindergarten/School** – Brochures for parents of preschool or school children, containing the most important information about the education system. The brochures are available at:

"Welcome to Kindergarten"	<p>Croatian: http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-HRV-vrtic.pdf</p> <p>English: http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-ENG-vrtic.pdf</p> <p>Arabic: http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-ARAPSKI-vrtic.pdf</p> <p>Farsi: http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-FARSI-vrtic.pdf</p>
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<p>“Welcome to School”</p>	<p>Croatian: http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-HRV-skola.pdf</p> <p>English: http://28.korakpokorak.hr/wp-content/uploads/2018/07/Korak-po-korak-dizajn-brosura-ENG-skola.pdf</p> <p>Arabic: http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-ARAPSKI-skola.pdf</p> <p>Farsi: http://28.korakpokorak.hr/wp-content/uploads/2018/09/Korak-po-korak-dizajn-brosura-FARSI-skola.pdf</p>
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- **Croatian Health System Navigation Guide** – Brochure and a leaflet containing information on how to exercise the right to health care for international-protection seekers, persons granted asylum and foreigners under subsidiary protection.

They are available at:

<p>“Croatian Health System Navigation Guide, for international-protection seekers, persons granted asylum and foreigners under subsidiary protection” brochure</p>	<p>Croatian: https://www.hzjz.hr/wp-content/uploads/2017/12/CARE-brosura-HR.pdf</p> <p>English: https://www.hzjz.hr/wp-content/uploads/2017/12/CARE-brosura-EN.pdf</p>
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“Croatian Health System Navigation Guide, for international-protection seekers”
leaflet

Croatian: <https://www.hzjz.hr/wp-content/uploads/2016/09/CARE-Letak-hrvatski.pdf>

English: <https://www.hzjz.hr/wp-content/uploads/2016/09/CARE-Letak-engleski.pdf>

Arabic: <https://www.hzjz.hr/wp-content/uploads/2016/09/CARE-Letak-arapski.pdf>

Farsi: <https://www.hzjz.hr/wp-content/uploads/2016/09/CARE-Letak-farsi.pdf>

OPORTUNITIES FOR USING COMPUTERS AND ACCESSING THE INTERNET

For an annual membership fee of HRK 50.00, Zagreb City Libraries allow their members to use computers free of charge, and access the Internet for 30 minutes a day. Each additional 30 minutes is charged HRK 2.50.

In addition, a number of Internet cafés offer the use of computers and Internet access at affordable prices, together with printing and scanning services.

ANNEX 2: CONTACT DETAILS FOR BODIES OF STATE ADMINISTRATION

INSTITUTION/ ORGANIZATION	DESCRIPTION	CONTACT
<p>Ministarstvo unutarnjih poslova (MUP) Odjel za azil</p> <p>/The Ministry of Interior (MUP) Department for Asylum/</p>	<p>Performs administrative procedures and carries out activities related to the procedure concerning the request for international protection. Provides information on the rights and obligations of persons who were granted international protection and assist them in exercising their rights. It collects information on countries of origin and performs tasks relating to the integration of persons granted asylum and foreign citizens under subsidiary protection. It cooperates with other organizational units of the Ministry, government bodies, international and non-governmental organizations in the asylum procedure.</p>	<p>Sarajevska cesta 41, 10 000 Zagreb</p> <p>Tel: 01/3788 193</p> <p>Fax: 01/3788 612</p> <p>www.mup.hr / pitanja@mup.hr</p>

<p>Ministarstvo unutarnjih poslova (MUP) Prijhvatište za tražitelje azila</p> <p>/The Ministry of Interior (MUP) Reception Centre for asylum seekers/</p>	<p>It performs tasks of reception and accommodation of asylum seekers, takes requests, fingerprints and photographs of international-protection seekers, makes cards for international-protection seekers, takes part in the identification of foreigners accommodated in the Reception Centre; Takes care of and assists international-protection (medical care); ensures basic living conditions of international-protection (food, toiletries, clothing / footwear); contacts and coordinates with the competent authorities and institutions in the exercise of the rights and provides the necessary care to international-protection; participates in the development and monitors the implementation of regulations in the area of work of the refuge centre.</p>	<p>Sarajevska cesta 41, 10 000 Zagreb</p> <p>Tel: 01/3788 193</p> <p>Fax: 01/3788 612</p> <p>www.mup.hr pitanja@mup.hr hr</p> <p>or</p> <p>Sisačka 3, 44 320, Kutina</p> <p>Tel: 044/560 370</p>
<p>Ministarstvo znanosti i obrazovanja (MZO)</p> <p>/The Ministry of Science and Education (MZO)</p>	<p>MZO performs administrative and other tasks pertaining to the system of preschool education, primary school and secondary school education in Croatia and abroad. It performs tasks relating to the coordination of Croatian language learning by adults granted international and temporary protection, and the integration of children granted international and temporary protection into the education system.</p>	<p>Donje Svetice 38, 10 000 Zagreb</p> <p>Tel: 01/4569 000</p> <p>Fax: 01/4594 301</p> <p>www.mzohr</p>

<p>Ministarstvo zdravstva (MIZ)</p> <p>/The Ministry of Health/ (MIZ)</p>	<p>The health-care system of the Republic of Croatia implements measures for protection and improvement of health and the treatment and rehabilitation of patients. Persons granted asylum and foreign citizens under subsidiary protection, as well as members of their families, are entitled to health care services of the same scope as those provided to persons with compulsory health insurance. Asylum seekers and foreign citizens under temporary protection are entitled to emergency medical assistance. The funding for health care of these beneficiary categories is allocated from the state budget of the Republic of Croatia.</p>	<p>Ksaver 200a, 10 000 Zagreb</p> <p>Tel: 01/4607 555</p> <p>Fax: 01/4677 076</p> <p>www.zdravlje.hr</p> <p>pitajtenas@miz.hr</p>
<p>Ministarstvo za demografiju, obitelj, mlade i socijalnu politiku (MDOMSP)</p> <p>/Ministry for Demography, Family, Youth and Social Policy/ (MDOMSP)</p>	<p>MDOMSP performs administrative, professional and other tasks related to: the promotion of inter-generational solidarity and cooperation; improvement and enhancement of the quality of life of young people and building a complete, comprehensive and inter-sectoral youth policy which it covers. Asylum beneficiaries and foreigners under subsidiary protection under the Ministry have the right to housing and the right to social welfare in accordance with the regulations governing social welfare of Croatian citizens. The Ministry pays special attention to the integration of asylum seekers in the community life.</p>	<p>Trg Nevenke Topalušić 1, 10 000 Zagreb</p> <p>Tel: 01/555 7111</p> <p>Fax: 01/555 7222</p> <p>www.mdomsp.gov.hr</p> <p>ministarstvo@mdomsp.hr</p>

<p>Ministarstvo rada i mirovinskoga sustava (MRMS)</p> <p>/The Ministry of Labour and Pension System</p>	<p>MRMS performs analytical, administrative and other professional tasks related to: labour relations, collective agreements, labour, pension system, labour market, employment and rights during unemployment.</p>	<p>Ulica grada Vukovara 78, 10 000 Zagreb</p> <p>Tel: 01/6106 835</p> <p>Fax: 01/6109 638</p> <p>www.mrms.hr info@mrms.hr</p>
<p>Ministarstvo gospodarstva, poduzetništva i obrta (MINGO)</p> <p>/The Ministry of the Economy, Entrepreneurship and Crafts</p>	<p>MINGO performs administrative and other tasks pertaining to the development and improvement of competitiveness of the Croatian economy; economic-policy instruments and measures ; development of micro, small and medium enterprises; industrial policy and innovation-application and new-technology-application policy; management of industry-promotion guarantee fund; tasks relating to the application and use of intellectual and industrial property rights; and stimulating creativity in industry and trade, with the aim of promoting competitiveness of the Croatian economy; quarrying; investment and export facilitation and promotion strategy. It encourages the entrepreneurial culture in the society and development of a positive stance on the life-long learning in enterprises, with a view to develop entrepreneurship and increase the self-employment and employment rates.</p>	<p>Ulica grada Vukovara 78, 10 000 Zagreb</p> <p>Tel: 01/610 6111</p> <p>www.mingo.hr info@mingo.hr</p>

<p>Ministarstvo kulture (MIN-KULTURE)</p> <p>/The Ministry of Culture</p>	<p>The Ministry of Culture performs administrative and other tasks in the field of culture, pertaining to the development and promotion of culture, cultural and artistic creativity, cultural life and cultural activities, and securing financial, material and other conditions for implementation and development of cultural activities, including support for cultural activities of civil-society organizations relating to the promotion of diversity of cultural expression.</p>	<p>Runjaninova 2, 10 000 Zagreb</p> <p>Tel: 01/4866 666</p> <p>www.min-kulture.hr</p>
<p>Središnji državni ured za obnovu i stambeno zbrinjavanje (SDUOSZ)</p> <p>/ Central State Office for Reconstruction and Housing (CSORH)</p>	<p>Pursuant to the Act amending the International and Temporary Protection Act, tasks pertaining to the provision of accommodation to persons granted international protection fall within the remit of the Central State Office for Reconstruction and Housing. The housing is secured either in state-owned apartments managed by the CSORH or in apartments rented from private landlords. If the beneficiary has insufficient means, the total housing costs are covered by the state budget. The housing is provided for a period of 24 months from the date when the decision granting asylum or subsidiary protection became effective, adopted by the competent social-welfare centre.</p>	<p>Savska cesta 28 10000 Zagreb</p> <p>Tel: 01/6172 524</p> <p>Fax: 01/6184 707</p> <p>https://www.sduosz.hr</p> <p>sduosz@sduosz.hr</p>

<p>Ured za ljudska prava i prava nacionalnih manjina Vlade Republike Hrvatske (ULJPPNM VRH)</p> <p>/ Office for Human Rights and Rights of National Minorities of the Government of the Republic of Croatia (GOHRRNM)</p>	<p>GOHRRNM performs professional tasks pertaining to the implementation of set policy of protecting and promoting human rights and rights of national minorities in the Republic of Croatia and monitors its effectiveness. It is in charge of coordinating the implementation of integration of foreigners into Croatian society, and coordinates the operation of bodies of state administration, civil-society organizations and other stakeholders in the process of integration of persons granted international protection into Croatian society.</p>	<p>Mesnička 23, 10 000 Zagreb</p> <p>Tel: 01/4569 358</p> <p>Fax: 01/4569 324</p> <p>www.uljppnm.vlada.hr</p> <p>ured@uljppnm.vlada.hr</p>
<p>Upravni sud Republike Hrvatske</p> <p>/The Administrative Court of the Republic of Croatia</p>	<p>Administrative courts are second-instance bodies in proceedings relating to the application for international protection. An administrative dispute can be instigated before the competent administrative court against the decision of the Ministry of the Interior (the first-instance proceedings). There are four administrative courts in the Republic of Croatia, in Zagreb, Osijek, Rijeka and Split, respectively. The proceedings before an administrative court end with a judgement.. Asylum seekers who do not have sufficient financial means are entitled to free legal aid in the second-instance proceedings.</p>	<p>Frankopanska 16, 10 000 Zagreb</p> <p>Tel: 01/4807 800</p> <p>Fax: 01/ 4810 041</p> <p>www.upravnisudrh.hr</p> <p>kontakt@vusrh.pravosudje.hr</p>

<p>Hrvatski zavod za zapošljavanje</p> <p>/The Croatian Employment Service</p>	<p>Pursuant to the International and Temporary Protection Act, persons granted asylum or subsidiary protection, members of their families, and persons granted temporary protection are entitled to work in the Republic of Croatia. The same right is enjoyed by international-protection seekers if the ministry in charge of the interior affairs has not decided on their application for international protection within nine months from the date of lodging of an orderly application, and if the applicant has not contributed to the reasons for the decision not having been made by his/her actions. Pursuant to the Employment Mediation and Unemployment Rights Act, the above categories have the right to register as unemployed with the Croatian Employment Service, and are entitled to all the rights and obligations stemming from this status, as applicable to Croatian citizens, including the use of active employment policy measures.</p>	<p>Radnička cesta 1, 10000 Zagreb</p> <p>Telephone: 01/612 6000</p> <p>Fax: +385 1 612 6038</p> <p>www.hzz.hr</p> <p>hzz@hzz.hr</p>
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<p>Ured pučkog pravobranitelja Republike Hrvatske</p> <p>/The Office of the Ombudsperson of the Republic of Croatia</p>	<p>Ombudsperson promotes and protects human rights, freedom and the rule of law; it acts as a central body for combating discrimination, and as the institution performing the tasks of the National Preventive Mechanism for the Protection of Persons Deprived of their Liberty. It considers complaints about illegalities and irregularities in the operation of government bodies, bodies of local and regional self-government units, and legal entities vested with public authority, in keeping with special legislation, and complaints pertaining to the operation of legal and natural persons. If it acts upon complaints, ombudsman can make recommendations, opinions, suggestions and alerts to authorities to which the complaint relates</p>	<p>Trg hrvatskih velikana 6, 10 000 Zagreb</p> <p>Tel: 01/4851 855 01/4851 853</p> <p>Fax: 01/ 6431 628</p> <p>www. ombudsman.hr</p> <p>info@ ombudsman.hr</p>
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<p>Pravobraniteljica za djecu</p> <p>/The Ombudsperson for Children</p>	<p>Everybody who wants to draw attention to cases of violation of children's rights may contact the Ombudsperson for children. Applications may relate to violations of the rights of the individual child or the general appearance of violating the rights and interests of children. The Ombudsperson can provide assistance of experts and institutions whose scope covers the protection, care, development and rights of children. He/she is authorized to issue warnings, suggestions and recommendations. State-administration bodies, units of local and regional self-government, and legal entities are obliged to cooperate with the Ombudsperson for Children, and produce reports on request.</p>	<p>Teslina 10, 10 000 Zagreb</p> <p>Tel: 01/4929 669 01/4921 278</p> <p>Fax: 01/4921 277</p> <p>www.dijete.hr info@dijete.hr</p>
<p>Pravobraniteljica za ravnopravnost spolova</p> <p>/The Ombudsperson for Gender Equality)</p>	<p>Gender Equality Ombudsperson acts upon complaints about discrimination on grounds of sex, marital or family status and sexual orientation. The Gender Equality Ombudsperson considers cases of violation of the principle of gender equality, cases of discrimination of individuals or groups of individuals committed by state-administration bodies, units of local and regional self-government and other bodies vested with public authority, employees of such bodies and other legal and natural persons. He/she is authorised to issue warnings, suggestions and recommendations.</p>	<p>Preobraženska 4/1, 10 000 Zagreb</p> <p>Tel: 01/4848 100</p> <p>Fax: 01/4844 600</p> <p>www.prs.hr ravnopravnost@prs.hr</p>

<p>Pravobraniteljica za osobe s invaliditetom</p> <p>/The Ombudsperson for Persons with Disabilities</p>	<p>The Office of the Ombudsperson for Persons with Disabilities receives individual complaints of persons with disabilities and those acting on their behalf, considers cases of alleged violations of the rights of persons with disabilities, and endeavours to find the most favourable solution through contacts with institutions in charge of solving such issues. State-administration bodies, units of local and regional self-government, legal and natural persons are obliged to cooperate with the Ombudsperson for Persons with Disabilities and produce reports on request.</p> <p>He/she is authorised to issue warnings, suggestions and recommendations.</p>	<p>Savska cesta 41/3 10 000 Zagreb</p> <p>Tel: 01 / 6102 170</p> <p>Fax: 01 / 6177 901</p> <p>ured@posi.hr</p>
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<p>UNHCR Agencija UN-a za izbjeglice</p> <p>/ UNHCR UN agency for refugees</p>	<p>The agency operates on the basis of the mandate for managing and coordinating international operations aimed at protecting refugees and resolving refugee issues around the world. Its main purpose is to protect the rights and well-being of refugees. UNHCR endeavours to secure possibility of exercising the right to asylum to everybody who needs it, and to find safe refuge in another state, with the options of voluntary return home, local integration or resettlement to a third country. The UNHCR's mandate also includes provision of assistance to stateless persons. UNHCR supports state institutions, civil-society organizations and local authorities in the integration of persons under international protection in Croatia, in the fields of education, health care, social welfare, and employment, which are the bases of a successful integration.</p>	<p>Heinzelova 44/II, 10 000 Zagreb</p> <p>Tel: 01/3713 445</p> <p>Fax: 01/3713 484</p> <p>www.unhcr.hr</p> <p>hrvza@unhcr.org</p>
<p>Međunarodna organizacija za migracije (IOM)</p> <p>/ The International Organization for Migration (IOM)</p>	<p>International Organization for Migration is a humanitarian organization that deals with all aspects of modern migration (strategies and policies), and aims to find practical solutions to the problems of migrants. It also helps with the voluntary return of forcibly displaced persons and foreigners to their countries of origin</p>	<p>Radnička cesta 41, 10 000 Zagreb</p> <p>Tel: 01/4816 774</p> <p>Fax: 01/4816 879</p> <p>www.iom.int</p> <p>iomzagreb@iom.int</p>

ANNEX 3: IMPORTANT TELEPHONE NUMBERS IN THE REPUBLIC OF CROATIA

SERVICE	NUMBER
International dialling code for Republic of Croatia	+385
A unique number for all emergency situations (Emergency)	+385 112
Police	+385 192
Fire department	+385 193
Emergency	+385 194
National centre for search and rescue at sea	+385 195
Road Assistance	+385 1987
Weather and road conditions	+385 18166
General information	+385 18981
Telephone Directory (Information on local and long-distance calls)	+385 11888
(International Phone Directory)	+385 11802
Croatian Automobile Club (HAK)	+385 1987
Bus Station in Zagreb	060 313 333
Railway station in Zagreb	060 333 444
Zagreb Airport (Pleso Airport)	+385 4562 222

ANNEX 4: THE MOST FREQUENT WORDS, TERMS AND PHRASES IN CROATIAN

Da	Yes
Ne	No
Hvala	Thank you
Bok	Hi/Bye
Dobro jutro	Good morning
Dobra večer	Good evening
Doviđenja	Goodbye
Molim	Please
Kada?	When?
Gdje	Where?
Koji?	Which?
Čiji?	Whose?
Kako?	How?
Koliko?	How much?
U kojem smjeru?	In which direction?
Lijevo	Left
Desno	Right
Sjever	North
Jug	South
Istok	East
Zapad	West
Ljudi	People
Obitelj	Family
Ovo je moja obitelj	This is my family

Majka	Mother
Otac	Father
Brat	Brother
Sestra	Sister
Suprug	Husband
Supruga	Wife
Kćer	Daughter
Sin	Son
Baka	Grandmother
Djed	Grandfather
Gospodin	Mr.
Gospođa	Mrs.
Zovem se...	My name is...
Imam ... godina	I am old
Dolazim iz...	I come from...
Po nacionalnosti sam...	My nationality is...
Bolestan sam	I am ill
Trebam doktora	I need a doctor
Trudna sam	I am pregnant
Možete li mi pomoći?	Can you help me?
Možete li mi reći...	Could you tell me
Mogu li nazvati svoju obitelj?	Can I call my family?
Koliko je sati?	What time is it?
Koji je dan danas/mjesec/ godina?	What day/month/year is it today?
Broj	Number
Jedan (1)	One
Dva (2)	Two
Tri (3)	Three
Četiri (4)	Four

Pet (5)	Five
Šest (6)	Six
Sedam (7)	Seven
Osam (8)	Eight
Devet (9)	Nine
Deset (10)	Ten
Jedanaest (11)	Eleven
Dvanaest (12)	Twelve
Trinaest (13)	Thirteen
Četrnaest (14)	Fourteen
Petnaest (15)	Fifteen
Šesnaest (16)	Sixteen
Sedamnaest (17)	Seventeen
Osamnaest (18)	Eighteen
Devetnaest (19)	Nineteen
Dvadeset (20)	Twenty
Dvadesetjedan (21)	Twenty-one
Dvadesetdva (22)...	Twenty-two
Trideset (30)	Thirty
Četrdeset (40)	Forty
Pedeset (50)	Fifty
Šezdeset (60)	Sixty
Sedamdeset (70)	Seventy
Osamdeset (80)	Eighty
Devedeset (90)	Ninety
Sto (100)	Hundred
Petsto (500)	Five hundred
Tisuću (1000)	Thousand
Milijun (1000000)	Million

