



Proposal:

**THE GOVERNMENT OF THE REPUBLIC OF CROATIA
OFFICE FOR HUMAN RIGHTS
AND THE RIGHTS OF NATIONAL MINORITIES**

**ACTION PLAN FOR INTEGRATION
OF PERSONS WHO HAVE BEEN GRANTED INTERNATIONAL PROTECTION
FOR THE PERIOD FROM 2017 TO 2019**

Zagreb, May 2017

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INTRODUCTION

In order to regulate the movement of migrants in the Republic of Croatia, the Government of Croatia, at a session held on 1 February 2013, adopted *The Migration Policy of the Republic of Croatia for 2013-2015*, which the Croatian Parliament then adopted at a session on 22 February 2013. The purpose of this document was to ensure that the movement of migrants in the Republic of Croatia would be to the benefit of the economic, social and cultural development of the state and society. Like other European Union member countries (hereinafter: the EU), Croatia offers the possibility to foreigners, that is, citizens of EU member states, but also third countries, to be educated, work and reside permanently its territory. In this context, it is necessary to point out that the movements of migrants also include the questions of international protection and persons who have been granted international protection (asylees and persons under subsidiary protection), which certainly must be taken into consideration in the regulation of the status and type of residence of foreign citizens in the territory of the Republic of Croatia.

An integral part of the Croatian Migration Policy is the integration of foreigners into Croatian society, as the dynamic, bilateral process of mutual adjustment of both foreigners and Croatian citizens, as a consequence of the post-migration processes, in line with the *Common Basic Principles for Immigrant Integration Policy* of the Council of the European Union, adopted in 2004. The aim of these integration policies comprises provision by the state of specific rights for foreigners, which primarily relate to the right to work, appropriate accommodation, education and learning the Croatian language, history and culture, internal security, and inter-departmental cooperation, and it is also important to raise awareness of the problems of vulnerable groups of foreigners, and prevent discrimination. On the other hand, foreigners are obliged to participate in the economic, social and cultural development of their new environment, whilst the new environment is obliged to provide foreigners with the possibilities and opportunities they need to be able to actually realise this. This mutuality is only possible if the persons who are granted international protection are included in society, with equal opportunities for a dignified, independent and active life.

Due to the importance of integration for the successful functioning of the community, the Government of the Republic of Croatia, at a session held on 4 April 2013, adopted the *Decision on the Appointment of the Chairperson and Members of the Permanent Commission for Implementation of Integration of Foreigners into Croatian Society* (hereinafter: The Permanent Commission). *The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society* (hereinafter: The Working Group) was appointed on 15 April 2013 by the Head of the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia, whose job is the operative implementation of the planned tasks, and reporting to the Permanent Commission on the course of the implementation and any problems related to the implementation of what was planned. However, the primary goal of the Working Group was to draw up an *Action Plan for removal of barriers to the realization of individual rights in the field of integration of foreigners, for the period from 2013 to 2015*.¹ In view of their particular vulnerability and the specific situation in which asylees and foreigners under subsidiary protection find themselves, the measures from this Action Plan were aimed to a large extent at regulating the position and integrating precisely those categories of foreigners.

¹ The Action Plan was adopted on 25 July 2013.

The members of the Working Group were representatives on an operative level of the departmental bodies represented in the Permanent Commission and civil society organizations.

The Working Group was supplemented over the year with new members as necessary, and it now comprises permanent representatives of the competent ministries, central state offices, the Croatian Employment Service, the Government Office for Cooperation with NGOs, representatives of civil society organizations - the Croatian Red Cross, the Centre for Peace Studies, and many other international and civil society organizations, who are directly involved in work with these categories of foreigners, as follows: UNHCR, IOM, the JRS - the Jesuit Refugee Service, and others as necessary.

Further, in 2015 the obligations of the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia were defined by the *Act on International and Temporary Protection*² which states that the Office is the competent body for coordinating the work of the Permanent Commission for implementation of the integration of foreigners into Croatia society, and it conducts the coordination of the work of all the ministries, NGOs and other bodies participating in the process of inclusion in society of asylees or foreigners under subsidiary protection.

The same Act defines the rights and obligations of asylees and foreigners under subsidiary protection, and states that these categories of persons have the right to:

1. residence in the Republic of Croatia; 2. family reunification; 3. accommodation; 4. work; 5. health care; 6. education; 7. freedom of religion; 8. free legal assistance; 9. social welfare; 10. assistance for integration into society; 11. ownership of real property pursuant to the 1951 Convention;³ and 12. acquisition of Croatian citizenship pursuant to the regulations governing the acquisition of citizenship.

Although the question of the integration of foreigners in some European societies is mainly a field which has been left to the European Union member states individually, the Union has also adopted several Directives related to integration, which the Republic of Croatia has transferred into its own national legislation⁴.

In September 2015, our state was also faced with a large number of refugees who were entering European territory from Serbia, through Croatia. According to the official figures from the Ministry of the Interior, from the beginning of the refugee humanitarian crisis up to 4 March 2016, 658,068 refugees entered Croatia, of whom 558,724 in 2015.

The total number of seekers of international protection in the Republic of Croatia in 2016 was 2234, which is an increase in relation to the previous two years (2014 – 454; 2015 –

² (Official Gazette no. 70/15, Art.76, p.5)

³ The Republic of Croatia is a signatory to the Refugee Convention of 1951 and the Protocol relating to the Status of Refugees from 1967, which in Article 34 places the obligation on the signatory states to facilitate the assimilation of refugees. The European Asylum legislation, especially the Directive (Directive 2011/95/EU of the European Parliament and of the Council), gives content to the rights which persons who have been granted international protection may enjoy in EU member states, and which, pursuant to Article 20, must be aligned with the Convention of 1951.

⁴ Council Directive 2003/109/EC of 25 November 2003 concerning the status of third-country nationals who are long-term residents Council Directive 2003/86/EU of 22 September 2003 on the right to family reunification, Council Directive 2004/114/EU of 13 December 2004, on the conditions of admission of third-country nationals for the purposes of studies, pupil exchange, unremunerated training or voluntary service. Council Directive 2005/71/EU of 12 October 2005, on a specific procedure for admitting third-country nationals for the purposes of scientific research Council Directive 2009/50/EU of 25 May 2009 on the conditions of entry and residence of third-country nationals for the purposes of highly qualified employment and Council Directive 2011/98/EU of the European Parliament and the Council of 13 December 2011 on a single application procedure for a single permit for third-country nationals to reside and work in the territory of a Member State.

210). Most of those people were from Afghanistan (692), Syria (344) and Iraq (341).

Further, in 2016 international protection was granted to 100 persons, which is also an increase in comparison to the previous two years (2014 – 25; 2015 – 43).

In the Republic of Croatia, up to October 2017, international protection was granted to a total of 388 persons (286 asylum, and 102 subsidiary protection).

It is important to point out that the Republic of Croatia participates in the European programme of relocation and resettlement of third country nationals or persons without citizenship, who meet the requirements for approval of international protection, and will provide accommodation for precisely these categories of people⁵. Accordingly, an inter-departmental working group was founded which drew up a draft *Operational Plan for inclusion of the Republic of Croatia in the European Programme for relocation and resettlement of third country nationals or persons without citizenship who meet the requirements for approval of international protection*⁶ so that in the coming period, a significantly larger number of people is expected than was the case in previous years.⁷

Up to October 2017, as part of the relocation and resettlement programme, the Republic of Croatia had relocated 78 persons of the total of 1583 which the state undertook to resettle. Sixteen citizens of Eritrea and two citizens of Yemen were relocated from Italy, and 60 citizens of the Syrian Arab Republic were relocated from Greece.

In the end, the reason for creating the measures in this Action Plan is precisely the particular vulnerability of persons who have been granted international protection, and the aim is to provide assistance and protection so they can more easily overcome their difficult situation during the refugee, humanitarian crisis that has affected not only EU member states, but also our country.

⁵ According to the Conclusions of the European Council of 25/26 June 2015 and the Conclusions and Resolution of the Justice and Home Affairs Council of 20 July 2015, Council Decision (EU) 2015/1523 of 14 September 2015, Council Decision establishing provisional measures in the area of international protection for the benefit of Italy and of Greece, Council Decision (EU) 2015/1601 of 22 September 2015 establishing provisional measures in the area of international protection for the benefit of Italy and Greece, European Council conclusions of 17-18 March 2016, Joint Statement by the EU and Turkey of 18 March 2016, and the Decision by the Government of the RC on relocation and resettlement of third country nationals or persons without citizenship who meet the requirements for approval of international protection of 16 July 2015, and the Decision of the Government of the RC on the relocation of third country nationals or persons without citizenship who meet the requirements for approval of international protection of 5 October 2017.

⁶ The Operational Plan defines the standard operational procedures for all competent state administration bodies, which will take care of these categories of people.

⁷ The number of foreign citizens who have been granted temporary residence in 2010 was 17,704, in 2011 – 16,058, in 2012 – 16,092, and granted permanent residence in 2010 – 13,503, in 2011 – 13,952, in 2012 – 14,606. The rise in the number of asylum seekers in the Republic of Croatia began in 2010 when there were 290 asylum seekers, in 2011 - 807, in 2012 - 1194, and in 2013 - 1089. In the Republic of Croatia in 2010, 1,948 illegal migrants were registered, in 2011 – 3,461, in 2012 – 6,839.

SOCIAL WELFARE AND HEALTH CARE

Exercising rights from the social welfare system

People who have been granted international protection pursuant to the Act on International and Temporary Protection (Official Gazette, no. 70/15) exercise the right to social welfare within the competence of the Ministry of Demographics, the Family, Youth and Social Policy. Further, pursuant to Article 22, paragraph 2 of the Social Welfare Act (Official Gazette, nos.157/13, 152/14, 99/15 and 52/16), asylees and foreigners under subsidiary protection exercise every right within the social welfare system to the same extent as other Croatian citizens resident in Croatia.

Also, pursuant to the Child Benefit Act (Official Gazette, nos. 94/01, 138/06, 107/07, 37/08, 61/11, 112/12 and 82/15), asylees and foreigners under subsidiary protection and members of their families, according to the regulations on asylum, may be beneficiaries of child benefit, whilst rights under the Maternity and Parental Benefits Act (Official Gazette, nos. 85/08, 110/08, 34/11, 54/13 and 152/14) may also be exercised by foreigners who have been granted asylum or subsidiary protection.

Of the rights from the social welfare system, people who have been granted international protection most often exercise the right to the guaranteed minimum benefit, one-off benefits, assistance in payment of housing costs, benefits for assistance and care, and assistance for fuel and meals in meal centres. Apart from monetary rights, persons who have been granted international protection also have the right to social services, through which individuals are provided with information on their rights within the social welfare system (initial social services), and individuals and families are helped to overcome difficulties, develop their personal capacities and have a responsible relationship towards themselves, their family and society (counselling and assistance services).

In exercising the right to social welfare and health care, apart from state bodies, including local and regional self-government, who are obliged to ensure the effective implementation of the relevant legislative and subordinate regulations in this field, the role of civil society organizations is also very important.

In order to provide persons who have been granted international protection with the appropriate assistance and support, and ease the situation in which they find themselves, since they frequently come from countries affected by war, it is necessary to acquaint them in an appropriate manner with the environment and society in which they now live, from a cultural, historical and economic point of view. In this context, it is necessary to overcome all language barriers and acquaint them with all the rights they may exercise on the basis of their status in the Republic of Croatia. It is particularly important to provide them with the appropriate health care and psychological assistance and support, especially for vulnerable groups of foreigners, and this support must be sensitive in terms of cultural and religious aspects.

- 1. Aim: To acquaint people who have been granted international protection with their rights from the social welfare system and traditions, culture and cultural norms in the Republic of Croatia.***

Measure 1.1. Educational presentations in reception centres for asylum seekers on the rights of persons who have been granted international protection, and the traditions, culture and cultural norms of the Republic of Croatia.

Responsible body: The Ministry of the Interior

Co-responsible: The Croatian Red Cross, the Jesuit Refugee Service (JRS), the Centre for Peace Studies and other civil society organizations, international and other organizations.

Time frame: continual

Necessary resources: resources provided by the co-responsible bodies, civil society organizations, who are not beneficiaries of the state budget

Indicators of implementation: the number of thematic workshops organized and implemented in the reception centre for asylum seekers

Measure 1.2. Thematic and educational workshops and counselling on the rights and obligations of persons who have been granted international protection, for the purpose of their integration into the Republic of Croatia

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Croatian Red Cross, the Jesuit Refugee Service (JRS), the Croatian Law Centre, and other civil society organizations

Time frame: continual

Necessary resources: resources provided by the co-responsible bodies, civil society organizations, who are not beneficiaries of the state budget

2. Aim: To ensure the requirements are met for life and co-existence in the local community

Measure 2.1. Appointment of experts responsible for realization of the rights of persons who have been granted international protection in the social welfare system

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy

Co-responsible: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: 2017

Necessary resources: resources provided as part of the regular activities under item A792007 "Administration and Management"

Indication of results: a list drawn up of experts appointed in social welfare centres

Measure 2.2. To undertake activities aimed at raising the quality of life of persons who have been granted international protection

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy

Co-responsible: the competent bodies of state administration, units of local and regional self-government, civil society organizations, international and other organizations

Time frame: continual

Necessary resources: resources provided in item A734189 "NGOs in social welfare" in account 3722 - other benefits for citizens and households in cash, source of financing 41 in the amount of 500,000 HRK a year

Indicators of results: a public tender published, the number of project approved, aimed at raising the quality of life of persons who have been granted international protection

Measure 2.3. To send a recommendation to units of local and regional self-government for their Decisions on Social Welfare to cover persons who have been granted international protection

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy

Co-responsible: units of local and regional self-government

Time frame: 2018 and 2019

Necessary resources: resources provided as part of the regular activities under item A792007 "Administration and Management"

Indication of results: A recommendation drawn up and sent to all units of local and regional self-government in the Republic of Croatia

Measure 2.4. To send a recommendation to meal centres to provide food appropriate for the cultural and religious convictions of foreigners and persons who have been granted international protection

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy

Co-responsible: units of local and regional self-government

Time frame: continual

Necessary resources: resources provided as part of the regular activities under item A792007 "Administration and Management"

Indicator of results: a recommendation is drawn up and sent to meal centres in order to provide appropriate meals, and the number of meal centres where the meals have been adjusted

Exercising rights from the health care system

The right to health care is exercised by persons who have been granted international protection in the Republic of Croatia pursuant to *The Act on Mandatory Health Insurance and the Health Care of Foreigners in the Republic of Croatia* (Official Gazette, no. 80/2013).

Persons who have been granted international protection exercise the right to health care in the same scope as insured persons under mandatory health insurance, at the expense of the state budget.

For the most successful integration possible of persons who have been granted international protection, the Ministry of Health, in cooperation with other bodies of state administration, shall undertake measures to make the best possible health care possible, overcoming certain barriers, which mainly relates to language and cultural barriers, in the provision of health care of these categories of foreigners.

3. Aim: To acquaint people who have been granted international protection with their rights from the health care system

Measure 3.1. Informing people who have been granted international protection about using health care services pursuant to the Act on Mandatory Health Care and Health Care of Foreigners in the Republic of Croatia

Responsible body: The Ministry of Health

Co-responsible: The Croatian Health Insurance Fund (HZZO)

Time frame: continual

Necessary resources: resources provided through the regular work of employees under item A618207 "Administration and Management"

Indicators of results: reports drawn up and adopted by the Ministry of Health and the Croatian Health Insurance Fund on information provided

Measure 3.2. Systematic provision of information (on a monthly basis) to health care workers on the framework of rights under the Act on Mandatory Health Insurance and Health Care of Foreigners in the Republic of Croatia, for persons who have been granted international protection

Responsible body: The Ministry of Health

Co-responsible: The Croatian Health Insurance Fund (HZZO)

Time frame: December 2017

Necessary resources: resources provided in section 096, Chapter 05, activity A793007 - Health Care for Foreigners, expense group 37 - Payments to citizens and households on the basis of insurance and other benefits in the amount of 900,000 HRK a year

Indicators of results: instructions drawn up by the Ministry of Health and information through the Central Health Care Information System of the RC (CEZIH)

4. Aim: To provide access to health care

Measure 4.1. To adjust the IT system (CEZIH) for the more efficient definition of the manner and procedures for exercising rights to health care by persons who have been granted international protection

Responsible body: The Ministry of Health

Time frame: December 2017

Necessary resources: resources provided in section 096 Chapter 05, activity A793007 - Health Care for Foreigners, expense group 37 - Payments to citizens and households on the basis of insurance and other benefits in the amount of 900,000 HRK a year

Indicators of results: The *Act on Amendments and Supplements to the Act on Mandatory Health Insurance and Health Care of Foreigners in the RC*, and subordinate regulations adopted

5. Aim: To improve the system of access to health care

Measure 5.1. Provision of mediation and chaperones in health care institutions for persons who have been granted international protection, to ease their understanding of the scope of their work, and overcome language and cultural barriers

Responsible body: The Ministry of Health

Co-responsible: civil society organizations

Time frame: continual

Necessary resources: resources provided by the co-responsible bodies, civil society organizations (Croatian Red Cross), who are not beneficiaries of the state budget

Indicators of results: the number of mediations and chaperones for persons during visits to health care institutions, the number of volunteers from civil society organizations educated to implement this measure, the number of volunteers from civil service organizations involved as chaperones

Measure 5.2. Monitoring the implementation of the exercise of rights by persons who have been granted international protection prescribed by *the Act on Mandatory Health Insurance and Health Care of Foreigners in the Republic of Croatia*

Responsible body: The Ministry of Health

Co-responsible: The Croatian Health Insurance Fund (HZZO)

Time frame: continual

Necessary resources: resources provided through the regular work of employees under item A618207 "Administration and Management"

Indicators of results: the number of services provided to persons who have been granted international protection and the number of health care institutions who have provided services to this category of people

ACCOMMODATION AND HOUSING

People who have been granted international protection, pursuant to the Act on International and Temporary Protection (Official Gazette, no. 70/15), have the right to accommodation for no more than two years from the day they receive the decision to grant them international protection, if they do not have sufficient financial resources or items of significant value. The procedure for recognition of the right to accommodation is launched by the filing of a request to the competent social welfare centre, and the Ministry of Demographics, the Family, Youth and Social Policy (hereinafter: the MDFYSP) is obliged to provide accommodation. However, the practical application of this Act has thrown light on some problems that arise in providing accommodation for persons to whom the Republic of Croatia has granted international protection, that is, problems finding accommodation units, so work has begun to amend the existing legislation whereby the Central State Office for Reconstruction and Housing (hereinafter: the CSORH) would be responsible for providing facilities for accommodating persons who have been granted international protection, and who have been granted the right to accommodation.

People who have been granted international protection will be accommodated pursuant to the Relocation Plan (and the current possibilities) which will be adopted by the *Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society*. On the basis of the pace of decision-making by the Ministry of the Interior granting international protection, the Central State Office for Reconstruction and Housing shall provide housing facilities according to one of these models:

- a) Using the available, habitable and furnished housing units in state ownership in the locations defined by the relocation plan.
- b) Collecting offers on the free market according to a Public Call for Tenders for lease of housing pursuant to the relocation plan, if there is not a sufficient number of habitable and furnished housing units in state ownership in the locations from the relocation plan.
- c) Using offers for housing units advertised in the press and electronic media, and from agencies who deal in leasing accommodation, in cases when there are no habitable and furnished housing units in state ownership in some of the locations in the relocation plan and an insufficient number of tenders for lease of housing units was collected through the Public Call for Tenders.

Provision of housing for persons who have been granted international protection in the later phases shall be ensured by the allocation of housing units in state ownership available to the **Ministry of State Property** (hereinafter: the MSP), and the **Central State Office for Reconstruction and Housing** (hereinafter the CSORH), bearing in mind the fact that this property must be first modified and equipped, that is, adapted for housing purposes. These bodies shall cooperate, in the sense of finding accommodation which can be adapted for housing purposes for people who have been granted international protection.

Since the possibilities for using housing units in state ownership are limited, they will mostly be provided through the public call for tenders, according to the relocation plan, or using offers in the press and electronic media, in cases when it is not possible to provide housing in any other way.

In the part regarding provision of housing units on the free market, the CSORH, in the public call for tenders, shall request habitable and furnished housing units, and will conclude a lease contract with the owners.

In order to provide appropriate accommodation for people who have been granted international protection, it is extremely important to continually develop and strengthen the cooperation of all competent bodies, especially the Ministry of Demographics, the Family, Youth and Social Policy, the Ministry of the Interior and the Ministry of Health, with particular emphasis on vulnerable groups and acceptance of people with serious health problems.

Most of the accommodation units will be provided from state property which will be made available by the Ministry of State Property, and, due to the adaptation and equipping of these properties, it is extremely important to have sufficient time from the time of learning about the number of families and family members who will be granted international protection until the actual provision of the housing units.

In view of these forms of provision of housing units, the CSORH will keep records of vacant and available housing units.

6. Aim: To improve the legislation related to the field of housing

Measure 6.1. The adoption of the *Act on Amendments and Supplements to the Act on International and Temporary Protection*, which will define the competence of the Central State Office for Reconstruction and Housing, and this also relates to provision of housing units to persons who have been granted international protection

Responsible body: The Ministry of the Interior

Co-responsible: The Central State Office for Reconstruction and Housing

Time frame: 2017

Necessary resources: resources provided as part of the regular work of the existing staff under item A553131 "Administration and Management"

Indicators of results: the adoption of the Act on Amendments and Supplements to the Act on International and Temporary Protection

7. Aim: To improve coordination between the competent bodies in the field of housing, in order to provide accommodation urgently for persons who have been granted international protection

Measure 7.1. Active cooperation between the Ministry of Demographics, the Family, Youth and Social Policy and the Central State Office for Reconstruction and Housing, in order to provide housing urgently to accommodate persons who have been granted international protection

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy, in cooperation with the Central State Office for Reconstruction and Housing

Co-responsible: The Ministry of the Interior

Time frame: continual

Necessary resources: some resources provided as part of regular work under item A792007 "Administration and Management" of the Ministry of Demographics, the Family, Youth and Social Policy and some from the regular activities under item A761057 "Administration and Management" of the Central State Office for Reconstruction and Housing

Indicators of results: the number of joint meetings held

Measure 7.2. Active cooperation with the Ministry of State Property in order to continue to provide accommodation owned by the Republic of Croatia (activities related to equipping and adaptation of flats owned by the Republic of Croatia)

Responsible body: The Central State Office for Reconstruction and Housing

Co-responsible: The Ministry of State Property

Time frame: continual

Necessary resources: resources provided as part of the regular work under item A761057 "Administration and Management"

Indicators of results: the number of housing units owned by the RC which the Ministry of State Property will make available to the Central State Office for Reconstruction and Housing

8. Aim: To ensure the implementation and monitoring of the Relocation Plan

Measure 8.1. Publication of a Public Call for Tenders for Lease of furnished flats or houses pursuant to the Relocation Plan and pursuant to decisions by the Ministry of the Interior to grant international protection, or by making use of offers in the press and electronic media in cases when there is an insufficient number of housing units

Responsible body: The Central State Office for Reconstruction and Housing

Co-responsible: The Ministry of Demographics, the Family, Youth and Social Policy, the Ministry of the Interior, the Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: continual

Necessary resources: resources for implementation of measures within the competence of the Central State Office are provided under item A761073 "Provision of Housing for Persons granted international protection" in the amount of 6,183,000 HRK for 2017, 6,719,000 for 2018 and 6,719,000 for 2019.

Indicators of results: the number of public calls for tenders published

Measure 8.2. Drawing up and keeping records of persons who are exercising the right to accommodation

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy, in cooperation with the Central State Office for Reconstruction and Housing

Time frame: continual

Necessary resources: some of the resources are provided as part of the regular work under item A792007 "Administration and Management", of the Ministry of Demographics, the Family, Youth and Social Policy; resources for implementation of measures within the competence of the Central State Office are provided under item A761073 "Provision of Housing for persons granted international protection, in the amount of 6,183,000 HRK for 2017, 6,719,000 for 2018 and 6,719,000 for 2019.

Indicators of results: records created of persons who are exercising the right to accommodation, the number of persons who are exercising the right to accommodation

Measure 8.3. Employment of the optimum number of staff in the Central State Office for Reconstruction and Housing to work on providing accommodation for persons who have been granted international protection

Responsible body: The Central State Office for Reconstruction and Housing

Time frame: continual

Necessary resources: resources provided under item A761073 "Provision of Housing for Persons granted international protection" in the amount of 232,000 HRK for 2017, 696,000 for 2018 and 696,000 for 2019.

Indicators of results: the number of staff employed in the Central State Office for Reconstruction and Housing

LANGUAGE LEARNING AND EDUCATION

Pursuant to the Elementary and High School Education Act (Official Gazette, nos. 87/2008, 86/2009, 92/2010, 105/2010-correction, 90/2011, 16/2012, 86/2012, 94/2013, 152/2014) and the Regulations on Elements and Criteria for Selection of Candidates for Enrolment in the First Grade of High School (Official Gazette, no. 49/2015), asylees, asylum seekers, foreigners under subsidiary protection, foreigners under temporary protection, and foreigners residing unlawfully in the Republic of Croatia, have the right to elementary and high school education. In order for their integration into the school system to be as successful as possible, the same Act prescribes that schools are obliged to provide special assistance to children who have the right to education in the Republic of Croatia, and do not speak Croatian or do not speak it sufficiently well.

For the sake of the most effective integration of these pupils, schools are obliged to organize individual and group forms of teaching work, to enable these students to master the Croatian language efficiently and catch up on the knowledge they lack in each school subject.

Regarding inclusion in higher and further education, Article 70 of the Act on International and Temporary Protection (Official Gazette, no. 70/15) prescribes that asylees and foreigners under subsidiary protection have the right to higher education under the same conditions as Croatian citizens, pursuant to separate regulations. Also, pursuant to the Act on International and Temporary Protection (Official Gazette, no. 70/15) asylees and foreigners under subsidiary protection have the right to recognition of their foreign education qualifications under the same conditions as Croatian citizens.

Up to 2015, the Ministry of Science and Education, pursuant to the Elementary and High School Education Act, the Aliens Act, and the Asylum Act, adopted a series of regulations whereby asylum seekers, asylees, foreigners under temporary protection and foreigners under subsidiary protection were enabled to learn the Croatian language, history and culture, for the sake of inclusion in the educational system of the RC or inclusion in Croatian society.

- 1) The Regulations on running the programmes and verification of the knowledge of asylum seekers, asylees and foreigners under temporary protection and foreigners under subsidiary protection, for access to the educational system of the Republic of Croatia (Official Gazette, no. 89/2008)
- 2) The curriculum for courses in Croatian language, history and culture for asylum seekers and asylees (Official Gazette, no. 129/2009)
- 3) The curriculum for courses in Croatian language for preparation for classes for pupils of elementary and high school, who do not speak Croatian or do not speak it sufficiently well. 151/2011)
- 4) The curriculum and schedule for a Croatian language course for asylum seekers, asylees and foreigners under subsidiary Protection older than 15 years, for the sake of access to the high school education system and the adult education system (Official Gazette, no. 100/2012)
- 5) The Regulations on conducting preparatory and supplementary courses for pupils who do not speak Croatian or do not speak it sufficiently well, and classes in their mother tongue and the culture of the country of origin of pupils (Official Gazette, no. 15/2013)
- 6) The curriculum for studying Croatian language, history and culture for asylees and foreigners under subsidiary protection for their inclusion in Croatian society (Official Gazette no. 154/14) - programme for adults.

In order to integrate these categories of people as well as possible into the education system and Croatian society, it is especially important to provide support and professional training to educational workers, to continually promote education and training in tolerance of people who have been granted international protection, to conduct civic education and training, and to encourage cooperation with civil associations who run a variety of projects for inter-cultural education and education in civic and human values. With that aim in mind, the Ministry of Science and Education, in the coming period, will use resources from European Funds in order to provide the best opportunities to people who have been granted international protection, and for further training of teaching staff.

Language learning and education

9. Aim: To conduct classes in Croatian language for all age groups as the first prerequisite of successful integration

Measure 9.1. To provide classes in Croatian language, history and culture in all cities where persons who have been granted international protection are accommodated immediately after receiving international protection

Responsible bodies: The Ministry of Science and Education

Co-responsible: state administration offices, educational establishments, the founders of educational establishments, establishments for adult education

Time frame: continual

Necessary resources: funds provided for activity A767042 in the amount of 200,000.00 HRK for 2017, 220,000.00 HRK for 2018 and 230,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: reports by the competent institutions on students of Croatian language

Measure 9.2. To ensure the implementation of preparatory and supplementary classes for elementary and high school pupils who do not speak Croatian or who do not speak it sufficiently well

Responsible bodies: The Ministry of Science and Education

Co-responsible: state administration offices, educational establishments, the founders of educational establishments

Time frame: continual

Necessary resources: funds provided for activity A767042 in the amount of 200,000.00 HRK for 2017, 220,000.00 HRK for 2018 and 230,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: the number of children and young people included in the educational system

10. Aim: To improve access to education for all age groups leading to the continuation of education and employability

Measure 10.1. In the shortest time period to include children and young people in the education system at all levels (pre-school, elementary and high school, higher education)

Responsible body: The Ministry of Science and Education

Co-responsible: state administration offices, educational establishments, institutions of higher and further education, the founders of educational establishments

Time frame: continual

Necessary resources: resources provided within the job description of the existing staff under item A577000 "Administration and Management"

Indicators of results: the number of children and young people included in the educational system

Measure 10.2. To enable people who have been granted international protection, and who have enrolled in institutions of higher education in the RC, to apply for student accommodation and state scholarships for students with lower social and economic status, under the same conditions that apply to citizens of the RC

Responsible bodies: The Ministry of Science and Education

Time frame: continual

Necessary resources: funds provided for activity A679067 in the amount of 36,000.00 HRK for 2017, 108,000.00 HRK for 2018 and 108,000.00 HRK for 2019 (OG 119/2016), for activity A621021 in the amount of 3,000.00 HRK for 2017, 9,000.00 HRK for 2018 and 9,000.00 HRK for 2019 (OG 119/2016) and for activity A621022 in the amount of 3,000.00 HRK for 2017, 9,000.00 HRK for 2018 and 9,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: the number of students with scholarships, the number of students provided with student accommodation

Measure 10.3. Adjust the IT system for enrolment in institutions of higher education for persons who have been granted international protection

Responsible body: The Ministry of Science and Education

Co-responsible: The Agency for Science and Higher Education

Time frame: December 2017.

Necessary resources: resources provided within the job description of the existing staff under item A577000 "Administration and Management"

Indicators of results: the number of people who have been granted international protection who have registered for under-graduate and integrated study programmes (www.postani-student.hr) and graduate studies (www.studij.hr)

Measure 10.4. Ensure recognition of educational qualifications and competences acquired previously by persons who (due to the crisis and unsafe situation in their country of origin) are not able to obtain their diplomas and other documents to confirm their previous level of education

Responsible bodies: The Ministry of Science and Education

Co-responsible: the competent agencies, educational establishments, institutions of higher education, institutions of adult education

Time frame: continual

Necessary resources: funds provided for activity A767042 in the amount of 70,000.00 HRK for 2017, 70,000.00 HRK for 2018 and 70,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: the adoption of a new Act on the Recognition of Foreign Educational Qualifications, to replace the old ARFEQ, Official Gazette, nos. 158/03, 198/03, 45/11; the number of people whose previously acquired educational qualifications have been recognized without evidence, and whose previous level of education has been confirmed

Measure 10.5. To enable persons older than 15 years who did not have the opportunity to complete their education in their own countries, to finish elementary or high school education free of charge within the adult education system

Responsible bodies: The Ministry of Science and Education

Co-responsible: adult education institutions

Time frame: continual

Necessary resources: funds provided for activity A767042 in the amount of 100,000.00 HRK for 2017, 110,000.00 HRK for 2018 and 120,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: the number of people who have made use of the opportunity to complete elementary or high school education free of charge within the adult education system

Measure 10.6. To provide persons older than 15 year with free retraining and training to improve their social inclusion and entry onto the labour market

Responsible bodies: The Ministry of Science and Education

Co-responsible: adult education institutions

Time frame: continual

Necessary resources: funds provided for activity A767042 in the amount of 80,000.00 HRK for 2017, 80,000.00 HRK for 2018 and 80,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: the number of people who have made use of the opportunity for free re-training and training, without the necessity of possessing a certificate of citizenship or proof of completion of elementary school

Measure 10.7 To inform educational establishments, institutions of higher education and adult education of the rights and obligations of persons who have been granted international protection

Responsible body: The Ministry of Science and Education

Co-responsible: state administration offices, founders of educational establishments, civil society organizations and the competent agencies within the education system

Time frame: continual

Necessary resources: resources provided within the job description of the existing staff from item A577000 "Administration and Management"

Indicators of results: reports by agencies and the competent educational establishments, institutions of higher education and adult education who have been informed of the rights and obligations of persons who have been granted international protection

11. Aim: To strengthen capacities and implement integrated activities in the education system

Measure 11.1. To conduct professional training and provide support to educational and adult education staff for inclusion of children and young people in the education system, and adults in the adult education system

Responsible bodies: The Ministry of Science and Education

Co-responsible: The Education and Teacher Training Agency, the Agency for Vocational Education and Training and Adult Education, civil society organizations

Time frame: continual

Necessary resources: funds provided for activity A767042 in the amount of 55,000.00 HRK for 2017, 55,000.00 HRK for 2018 and 55,000.00 HRK for 2019 (OG 119/2016)

Indicators of results: the number of vocational training courses held for education workers

Measure 11.2. To strengthen the partnership of civil society organizations and educational and training establishments in implementation of projects for intercultural education and education in civic and human values

Responsible body: The Ministry of Science and Education

Co-responsible: educational and training establishments, civil society organizations, units of local and regional self-government

Time frame: continual

Necessary resources: funds provided for activity A577130 in the amount of 6,108,519.00 HRK for 2017, 6,108,519.00 HRK for 2018 and 6,108,519.00 HRK for 2019 (OG 119/2016)

Indicators of results: the number of projects financed through calls for applications by the Ministry of Science and Education in the field of extra-institutional education and training

EMPLOYMENT

The successful integration of persons who have been granted international protection is only possible if they are enabled to become active members of their new society. This primarily presumes the right to work and employment, and provision of the opportunity to find work in line with their qualifications, work experience and interests.

The first step is to establish the level of knowledge of the Croatian language the unemployed person needs for the position they are applying for, that is, for which they have the appropriate qualifications, in order to prepare them as quickly as possible to join the labour market. In that context, the Croatian Employment Service will cooperate with the

Ministry of Science and Education in order to select language learning programmes according to the needs of the job the person who has been granted international protection is looking for on the Croatian labour market.

For people who have been granted international protection and who are job-seekers, it is necessary to identify the barriers to their integration into the labour market, and encourage them to focus on the competences which will most quickly lead to employment. This primarily includes drawing up a job profile through an interview and counselling, and a job-seeking plan, the realization of which should be monitored by the appointed employment counsellor.

After successful preparation for employment, the person who has been granted international protection must be directed to the mediation process. If they do not succeed in finding work through the usual procedures, this is followed by inclusion in active employment policy measures, pursuant to the Guidelines for the Development and Implementation of Active Labour Market Policy in the Republic of Croatia for the period 2015-2017, in order to facilitate the employment of all those who have difficulties finding employment.

12. Aim: To contribute to facilitating the exercise of the right to work

Measure 12.1. During individual counselling in the Croatian Employment Service (CES) to activate, motivate and guide people who have been granted international protection to take a Croatian language course

Responsible body: The Croatian Employment Service

Co-responsible: The Ministry of Science and Education

Time frame: continual

Necessary resources: the measure is conducted by the existing employees as part of their regular work, for which funding is planned under item A689013 "Administration and Management"

2017: employee salaries: 9000 HRK, material costs 4000 HRK; total 13,000 HRK

2018: employee salaries: 140,000 HRK, material costs 50,000 HRK; total 190,000 HRK

2019: employee salaries: 139,000 HRK, material costs 50,000 HRK; total 189,000 HRK

Indicators of results: the number of unemployed persons who have been informed about Croatian language courses (113 in 2017; 625 in 2018, 618 in 2019, in the records of the CES)

13. Aim: To acquaint persons who have been granted international protection with their rights and obligations within the employment system

Measure 13.1. To inform persons who have been granted international protection about their rights and obligations within the employment system

Responsible body: The Croatian Employment Service

Time frame: continual

Necessary resources: this measure is conducted by the existing employees as part of their regular work, for which funding is planned in item A689013 "Administration and Management"

2017: employee salaries: 3,000 HRK, material costs 2,000 HRK; total 5,000 HRK

2018: employee salaries: 47,000 HRK, material costs 17,000 HRK; total 64,000 HRK

2019: employee salaries: 47,000 HRK, material costs 17,000 HRK; total 64,000 HRK

Indicators of results: the number of informed, unemployed persons who have been granted international protection (113 in 2017; 625 in 2018, 618 in 2019, in the records of the CES)

Measure 13.2. Counselling and professional orientation of persons who have been granted international protection

Responsible body: The Croatian Employment Service

Time frame: continual

Necessary resources: the measure is conducted by the existing employees as part of their regular work, for which funding is planned under item A689013 "Administration and Management"

2017: employee salaries: 6,000 HRK, material costs 3,000 HRK; total 9,000 HRK

2018: employee salaries: 94,000 HRK, material costs 34,000 HRK; total 128,000 HRK

2019: employee salaries: 93,000 HRK, material costs 33,000 HRK; total 126,000 HRK

Indicators of results: the number of unemployed persons included in counselling and professional orientation (113 in 2017; 625 in 2018, 618 in 2019, in the records of the CES)

14. Aim: To strengthen the capacities of employees in the employment service for work with persons who have been granted international protection

Measure 14.1. To educate the staff of the Croatian Employment Service, as part of their regular training, about the needs and rights of persons who have been granted international protection

Responsible body: The Croatian Employment Service

Co-responsible: The Office for Human Rights and the Rights of National Minorities of the Government of the RC, the Ministry of Labour and the Pension System, the Ministry of the Interior, the Ministry of Demographics, the Family, Youth and Social Policy, the Ministry of Science and Education, civil society organizations

Time frame: continual

Necessary resources: the measure is conducted by the existing employees as part of their regular work, for which funding is planned in item A689013 "Administration and Management" (to educate 40 CES employees)

Indicators of results: workshops organized and held, the number of CES staff included in training

15. Aim: To implement active employment policy measures for persons who have been granted international protection

Measure 15.1. Inclusion of persons who have been granted international protection in active employment policies

Responsible body: The Croatian Employment Service

Time frame: continual

Necessary resources: funds provided under items T813036 "For inclusion of persons who have been granted international protection", and A689036, "Payment to beneficiaries of active employment policies" for 2017, 860,010 HRK, for 2018 5,958,000 HRK, and for 2019, 6,388,000 HRK

Indicators of results: the number of unemployed persons included in active employment policy measures (2017: 32 people; 2018: 233 people; 2019: 237 people)

16. Aim: Improving the system of access to employment of persons who have been granted international protection

Measure 16.1. To draw up a professional plan of work, taking into consideration the person's qualifications and their previous work experience, and the needs of the labour market, and plan possible further education of the person who has been granted international protection

Responsible body: The Croatian Employment Service

Time frame: continual

Necessary resources: this measure is conducted by the existing employees as part of their regular work, for which funding is planned in item A689013 "Administration and Management"

2017: employee salaries: 12,000 HRK, material costs 5,000 HRK; total 17,000 HRK

2018: employee salaries: 187,000 HRK, material costs 67,000 HRK; total 254,000 HRK

2019: employee salaries: 185,000 HRK, material costs 66,000 HRK; total 251,000 HRK

Indicators of results: the number of professional plans drawn up

Measure 16.2. On the basis of the established needs for education, to finance the education of unemployed persons who have been granted international protection

Responsible body: The Croatian Employment Service

Time frame: continual

Necessary resources: funds provided in items T813036 "for inclusion of persons who have been granted international protection", and A689036, "Payment to beneficiaries of active employment policies" 21,000 HRK for 2017, (3 persons x 7000 HRK), 280,000 HRK for 2018, (40 persons x 7000 HRK) and 189,000 HRK for 2019 (27 persons x 7000 HRK)

Note regarding the calculation: The financing of education is included in the active employment policy measures and **the amounts for measure 16.2 are already included in the plan for measure 15.1**

Indicators of results: the number of unemployed persons included in financing for education

INTERNATIONAL COOPERATION

Despite the fact that persons who have been granted international protection are an

especially vulnerable category, the Republic of Croatia has been working over the past four years to establish an effective system of assistance to precisely this category of people by modifying the national legislation, being led in by the latest trends and European standards.

Bearing this in mind, it is extremely important for all the competent institutions in the Republic of Croatia to be actively involved on a regional and international level in integration policies, and in the further improvement of the bilateral and multilateral cooperation already established.

The new Action Plan foresees the continuation of the system of cooperation between the Republic of Croatia and other states and international organizations, and participation by representatives of state administration bodies and civil society organizations in international initiatives in the field of the integration of persons who have been granted international protection.

17. Aim: To ensure the transfer and exchange of experience in facing the problems of integration of persons who have been granted international protection between EU members

Measure 17.1. Cooperation and participation in meetings as part of the European Network for Integration Development and Transnationalism

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: continual

Necessary resources: funds provided under item A513039 "Implementation of migration policies 2013-2015" in the amount of 20,000 HRK a year

Indicators of results: the number of meetings held of the European Network for Integration

Measure 17.2. Cooperation with state administration bodies, civil society organizations and international organizations in regional and international projects and initiatives for integration of persons who have been granted international protection

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: all other state administration bodies, civil society organizations, international and other organizations

Time frame: continual

Necessary resources: resources provided as part of the regular activities under item A681000 "Administration and Management"

Indicators of results: participation of representatives of state administration bodies, civil society organizations and international organizations in regional and international initiatives

INTER-DEPARTMENTAL COOPERATION

The integration of persons who have been granted international protection is a process that requires the active involvement of all the competent bodies of state administration, but

also bodies of units of local and regional self-government, in provision of support and assistance to all people in the field of employment, health care, housing, education, learning the Croatian language, and all the other rights all the other citizens of this country exercise. Here it is of great importance to establish and systematically strengthen cooperation between all these bodies, and civil society organizations, international organizations and religious institutions, who regularly work in the field of protection and promotion of the rights of person who have been granted international protection.

18. Aim: To monitor the implementation of integration of persons who have been granted international protection into Croatian society

Measure 18.1. Monitoring the implementation of the Action Plan for integration of persons who have been granted international protection through the activities of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society, and its associated Working Group

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: continual

Co-responsible: all other state administration bodies, civil society organizations, international and other organizations

Necessary resources: resources provided as part of the regular activities under item A681000 "Administration and Management"

Indicators of results: at least two sessions held of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society in one calendar year and the number of meetings of the Working Group

Measure 18.2. Adoption of a Relocation Plan once a year, in line with the established needs of persons who have been granted international protection

Responsible bodies: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society

Time frame: continual

Necessary resources: resources provided as part of the regular activities under item A681000 "Administration and Management"

Indicators of implementation: criteria and relocation plan drawn up

Measure 18.3. Establishment of a network of contact persons for realization of the rights of persons who have been granted international protection on a local level

Responsible bodies: The Ministry of Demographics, the Family, Youth and Social Policy, the Croatian Employment Service, the Ministry of Health, the Ministry of Science and Education and other competent bodies of state administration

Co-responsible: units of local and regional self-government, civil society organizations, international and other organizations

Time frame: 2018 or 2019

Necessary resources: some of the funds provided as part of the regular work under item A792007 "Administration and Management", of the Ministry of Demographics, the Family, Youth and Social Policy; some funding provided as part of the regular activities of the CES under item A689013 "Administration and Management of the CSE", some funds provided by the co-responsible bodies - civil society organizations, who are not beneficiaries of the state budget; some funding provided as part of the work of the existing employees under item A577000 "Administration and Management" of the Ministry of Science and Education

Indicators of implementation: appointment of a contact person on a local level

Measure 18.4. Submission of regular annual reports to the Government of the Republic of Croatia on the implementation of the Action Plan for Integration of Persons who have been granted International Protection for the period 2017- – 2019.

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for the Integration of Foreigners into Croatian society

Time frame: continual

Necessary resources: resources provided as part of the regular activities under item A681000 "Administration and Management"

Indicators of results: acceptance of reports on the implementation of the Action Plan, for integration of persons who have been granted international protection for each year separately

Measure 18.5. Establishment of an on-line system for monitoring the Action Plan for Integration of Persons who have been granted International Protection

Responsible bodies: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: 2018

Necessary resources: funds within the IPA project (Support to the Implementation of Policies for Integration of Migrants) under item A681053, "IPA 2012 FFRAC - support to implementation of integration of migrants"

Indicators of results: establishment of an on-line monitoring system

Measure 18.6. Training for trainers in the use of the on-line system for monitoring the Action Plan for Integration of Persons who have been granted International Protection

Responsible bodies: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: bodies responsible for measures under the Action Plan for Integration of Persons who have been granted International Protection

Time frame: 2018

Necessary resources: funds provided within the IPA project (Support to the Implementation of Policies for Integration of Migrants) under item A681053, "IPA 2012 FFRAC - support to implementation of integration of migrants"

Indicators of results: training held for trainers

Measure 18.7. Reporting on a monthly basis to the Office for Human Rights and the Rights of National Minorities of the Government of the Republic of Croatia, as the coordinating body for integration on the latest insights regarding persons who have been granted international protection

Responsible body: The Office For Human Rights And The Rights Of National Minorities

Co-responsible: Members of the Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society

Time frame: continual

Necessary resources: resources provided as part of the regular activities under item A681000 "Administration and Management"

Indicators of results: data sent by e-mail to the contact person of the Office for Human Rights and the Rights of National Minorities of the Government of the RC on the number of persons who have been granted international protection and all the rights they have exercised

19. Aim: Improvement of the existing procedures of conduct and the integration framework

Measure 19.1. Creation of a Protocol on procedures in relation to persons who have been granted international protection

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Working Group for Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society

Time frame: 2019

Necessary resources: funds provided under item A513039 "Implementation of migration policies 2013-2015" in the amount of 6000 HRK for 2019

Indicators of results: Protocol on procedures in relation to persons who have been granted international protection drawn up and adopted

Measure 19.2. Evaluation of the Action Plan for Integration of Persons who have been granted International Protection

Responsible bodies: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: 2018

Co-responsible: the competent ministries, civil society organizations, international and other organizations, units of local and regional self-government

Necessary resources: funds provided within the IPA project (Support to the Implementation of Policies for Integration of Migrants) under item A681053, "IPA 2012 FFRAC - support to implementation of integration of migrants"

Indicators of results: evaluation conducted

Measure 19.3. Creation of a new implementation framework for integration policies on a local level

Responsible bodies: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society

Time frame: 2018 and 2019

Necessary resources: funds provided within the IPA project (Support to the Implementation of Policies for Integration of Migrants) under item A681053, "IPA 2012 FFRAC - support to implementation of integration of migrants"

Indicators of results: Creation of a new Action Plan for Integration of Persons who have been granted International Protection

Measure 19.4. Creation and printing of a publication on the evaluation of the Action Plan for Integration of Persons who have been granted International Protection and the new framework for a future integration document

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: 2018.

Necessary resources: funds provided within the IPA project (Support to the Implementation of Policies for Integration of Migrants) under item A681053, "IPA 2012 FFRAC - support to implementation of integration of migrants"

Indicators of results: the evaluation is drawn up and printed, the new framework of a future integration document created and printed

Measure 19.5. Creation, printing and design of a visual identity for the Action Plan for Integration of Persons who have been granted International Protection for 2017 – 2019.

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Time frame: 2018

Necessary resources: funds provided under item A513039 "Implementation of migration policies 2013-2015" in the amount of 10,000 HRK for 2018

Indicators of results: the creation, printing and design of a visual identity for the Action Plan for Integration of Persons who have been granted International Protection for 2017 – 2019.

20. Aim: Complete information provided to persons who have been granted international protection about their rights and obligations

Measure 20.1. Creation, printing and translation of a catalogue of rights and services prescribed for persons who have been granted international protection

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society

Time frame: 2018 and 2019

Necessary resources: funds provided under item A513039 "Implementation of migration policies 2013-2015" in the amount of 10,000 HRK for 2018, and 10,000 HRK for 2019

Indicators of results: a catalogue of rights and services (flier) created, printed and translated

Measure 20.2. Amendments and supplements to and printing of a Guide for the Integration of Foreigners, and its translation into the necessary languages

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Working Group for the Operative Implementation of the Tasks of the Permanent Commission for Implementation of the Integration of Foreigners into Croatian society

Time frame: 2018 and 2019

Necessary resources: funds as part of the AMIF programme ("Support for Integration of Third-Country Nationals who need international protection), under item A513055 "AMIF – support for Integration of Third-Country Nationals"

Indicators of results: the Guide for the Integration of Foreigners, amended, supplemented, translated and printed in the necessary language

Measure 20.3. To provide translation services for persons who have been granted international protection, in exercising their rights in the social welfare and health care systems, education, housing and employment

Responsible bodies: The Ministry of Demographics, the Family, Youth and Social Policy, the Ministry of Science and Education, the Central State Office for Reconstruction and Housing, the Croatian Employment Service

Co-responsible: civil society organizations, international organizations

Time frame: continual

Necessary resources: part of the funds are provided as part of the regular activities under item A792007 "Administration and Management" of the Ministry of Demographics, the Family, Youth and Social Policy; funds for implementation of measures within the competence of the Central State Office provided under item A761073 "Provision of Housing for Persons who have been granted International Protection", in the amount of 6,183,000

HRK for 2017, 6,719,000 for 2018, and 6,719,000 for 2019; some of the funds provided as part of the regular activities under item A689013 "Administration and Management of the CSE"; some of the funds provided within the scope of work of the existing staff under item A577000 "Administration and Management" of the Ministry of Science and Education

Indicators of results: the number of people who have used the translation services in social welfare, health and educational establishments and establishments that provide employment services, or during mediation for provision of housing

SENSITIZATION OF THE PUBLIC AND PROFESSIONALS TO PERSONS WHO HAVE BEEN GRANTED INTERNATIONAL PROTECTION

Although the Republic of Croatia has traditionally been a country of emigration, the current number of immigrants, as well as those who will come to the Republic of Croatia as a member of the European Union (hereinafter: the EU) indicates a gradual change in the traditional migration pattern, when, as well as emigration, Croatia is also showing its immigration potential. However, foreigners are often perceived as a form of threat, with the expression of negative attitudes towards them in the form of discrimination, xenophobia and racism. Since it may be expected that due to the possible new migration trends, prejudice against persons who have been granted international protection may increase, it is important to work to raise awareness of these matters and the various aspects of the post-migration process, through provision of information and sensitization of the public and state and public officials to the presence and rights of various categories of foreigners in Croatia. The current Anti-discrimination Act (Official Gazette, nos. 85/08, 112/12) regulates the questions of sanctions against this negativity in Croatian society. However, it is necessary to act both preventively and pro-actively in order to make a real legal and social framework possible for inter-cultural dialogue and integration of foreigners into Croatian society. From this, the need arises to create and conduct campaigns to sensitize the public to the need to welcome people who have been granted international protection into Croatian society.

21. Aim: Sensitization of the public and reducing social prejudice towards people who have been granted international protection

Measure 21.1. A public campaign on a national level aimed at sensitizing the public and reducing social prejudice

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: the competent bodies of state administration, civil society organizations, international and other organizations

Time frame: 2017 and 2018

Necessary resources: funds as part of the AMIF programme ("Support for Integration of Third-Country Nationals who need international protection), under item A513055 "AMIF – support for Integration of Third-Country Nationals"

Indicators of results: media campaigns (TV, radio, internet), research activities, public events (panel discussions, round tables), workshops aimed at children and young people, coordination activities

22. Aim: Sensitization of professional staff

Measure 22.1. Education of professional staff in social welfare, health care, the police, the labour market, education and the civil sector, who are directly involved in providing assistance and protection to persons who have been granted international protection

Responsible body: The Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Ministry of Demographics, the Family, Youth and Social Policy, the Ministry of Science and Education, the Ministry of Health, the Ministry of the Interior, the Ministry of Labour and the Pension System, the Croatian Employment Service, civil society organizations, international and other organizations

Time frame: continual

Necessary resources: part of the funds are provided as part of the regular activities under item A792007 "Administration and Management", of the Ministry of Demographics, the Family Youth and Social Policy; some of the funds are provided within the framework of the regular work of the existing staff under item A681000 "Administration and Management of the Office for Human Rights and the Rights of National Minorities

Indicators of results: training for professional staff organized and conducted

Measure 22.2. Education of professional staff in the social welfare system allocated to work with persons who have been granted international protection, to acquire new knowledge and skills to contribute to more effective work

Responsible body: The Ministry of Demographics, the Family, Youth and Social Policy

Co-responsible: The Ministry of the Interior, civil society organizations

Time frame: continual

Necessary resources: funds provided within the regular activities under item A792007 "Administration and Management"

Indication of results: education of social workers, pedagogues, sociologists, and other professional staff in social welfare centres completed

Measure 22.3. Continuous provision of information to employers, unions and staff of the employment service about who the people are who have been granted international protection and their rights

Responsible body: The Ministry of Labour and the Pension System, the Croatian Employment Service, the Office for Human Rights and the Rights of National Minorities of the Government of the RC

Co-responsible: The Croatian Employers' Association, all union head offices

Time frame: continual

Necessary resources: part of the funds are provided as part of the regular work of the existing staff from funding planned under item A854006 "Administration and Management", of the Ministry of Labour and the Pension System, part of the funds are provided as part of the

regular work of the existing staff from funding planned under item A689013 "Administration and Management of the CES", and part of the funds are provided as part of the regular work of the existing staff under item A681000 "Administration and Management" of the Office for Human Rights and the Rights of National Minorities

Indicators of results: the number of employers, unions and employment service staff who have received information

Measure 22.4. Education of health care workers in at least two Health Centres in the area of the City of Zagreb in relation to provision of health care to persons who have been approved international protection

Responsible body: The Ministry of Health

Co-responsible: The Croatian Red Cross

Time frame: 2017

Necessary resources: the funds for implementation of the measure are provided by the co-responsible bodies - civil society organizations (the Croatian Red Cross) who are not beneficiaries of the state budget

Indicators of results: the number of workshops held and the number of trained health care workers in Health Centres in the area of the City of Zagreb

Aim: 23. To support initiatives by the media, civil society, and citizens to create space for meeting, exchanges and provision of basic information about integration and inclusion in Croatian society

Measure 23.1. Support for projects which affirm cultural and artistic creativity of foreigners on an amateur and a professional level

Responsible bodies: The Ministry of Culture

Time frame: continual

Necessary resources: 10,000 HRK + 20,000 HRK a year - funds provided from the regular budget funding, section 055 under item A565027 "Museum and Gallery Programmes" and A780001 "Museum and Gallery Programmes"

Indicators of results: the number of projects realized per year

Measure 23.2. Support to partner programmes of civil society organizations in nurturing and promoting diversity of cultural expression

Responsible body: The Ministry of Culture

Time frame: continual

Necessary resources: 10,000 HRK a year - funds provided through the regular budget funding, section 055, under item A781003 "Library Work"

Indicators of results: the number of programmes realized per year